

James Shuster (*shoe stir*)

QA and Web Engineer

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Summary: 26 years Web development, Single-page apps to 500K pages, membership and eCommerce sites, Product sales configurators, algorithms, interactive charts, Technical writer, Business plans, Instructor, Scrum Agile, Project Manager, Custom code and CMS

- **Frontend** CSS, HTML5, JavaScript, jQuery animation, Google API AWS, Video and Audio, SEO, Ecommerce, custom code or CMS WordPress Themes, Plugins, Apps
- **Backend** MySQL, Apache, Linux admin, CDN, Streaming, Cyber Security, PHP, CPanel
- **QA** JIRA, Sentry, GitHub, Invision, Ad hoc testing, Regression, [Cypress.io](#), [testcafe](#) automation, Slack, iOS and Android Apps, Responsive and Cross browser design

Experience

Los Angeles

QA Manager & Tech Writer – contract – [Fly.me](#)

Sep 2018 to Jan 2020

- Setup from scratch, to finished, QA automated site and hand off to client
- Created detailed bug reports at 20 times expected speeds
- Recognized by manager as best working relationship with code-developers
- Blockchain and AI - researched World-wide, online, active, ticket travel site
- Wrote Cyber Security report: Air Travel, Hotel transactions, Network
- Tech writing: business, legal and travel articles, delivered interactive charts, indexed documents and graphics – Excel, MS Word, Powerpoint, Photoshop
- Wrote site legal [Terms and Privacy](#) docs plus editorial review for all site copy
- Maintained up-to-date, bug reports for Customer Service
- Tested deep complexity: 130,000 hotels worldwide, availability, bookings, maps, air ticketing, membership, iPhone and iOS, Android, Agile, cross browsers – a react site
- Regression, Smoke, Certification QA testing: JIRA, InVision, Slack, Zoom, GitHub

Instructor [Harbor College](#) – Cyber Security, Excel, Word, PowerPoint

Mar 2016 to Nov 2016

- [Classes](#) and interactive pdf handouts with current software versions, a first at Harbor

QA Automation Testing – contract: major site update – [Bonfire](#)

Jul 2013 to Jan 2014

- Found forged reviews click fraud, extensive bug control with over 500 illustrated reports
- Tested Google Maps API, AWS, coupon online sales, product coupons algorithm, Python script automation, [weedmaps.com](#)

Site Admin, LAMP Stack, sole coder – [Social Media Video site](#) (closed) 2006 to 2012

- **Volunteer:** Cross browser, SEO, documentation, terms, UI, site admin custom mods
- 20,000 videos, Redesigned code: search and sort, HD video streaming and encoding
- Quality control, file uploader, social Facebook, responsive and mobile design

Scrum Master – Admin – Project Manager – [Oversee.net](#) May 2004 to Jan 2008

- **Scrum Master** of 15 code-developers in 4 Agile teams for software updates revenue.net (closed), [domainsponsor.com](#), [lowfares.com](#)
- **Inventor** of original [Kanban](#) estimate feedback accuracy for Scrum time estimations
- **Domain Admin Registrar** support 2.5M domains – [ICANN](#) tech disputes, [nameking.com](#)
- **Video Content Manager** – [livedigital](#) (closed), 50,000 videos, created business plan, FAQ, Illustrated help and customer support
- **Tech Writer** – Linux & sales manuals, FAQ's, legal docs and online Wiki support
- **A/B Test PHP Lander** – Programmed [Taguchi](#) landing creator for 128 page iteration tests
- **Search Engine Optimization** – SEO to improve ranking for Google and Yahoo
- **Quality Assurance** – AJAX, Perl, MySQL sites
- **Instructor** – Software Estimation, MySQL, Linux install, PowerPoint, Excel

Web Engineer – Site Creation – Programmer – Custom Code 2002 to present

- **Egeli Gallery** – Fine Artist site – Achieved top 1st page SEO rank for Google and Bing keywords, Organic design, Google WebTools
- **George Grosman - Musician** – CSS, JPlayer, jQuery, JavaScript, eCommerce
- **Smashpen** Created eCommerce online app to allow musicians to sell music on their websites and keep the profits: CSS, JPlayer, JavaScript, server shell scripting
- **Family Tree** – Custom code audio / video playback, responsive, mobile, cross browser, 1000 page site
- **Producerelease** – Windows Server, WiFi, CMS, WordPress themes, Shell, CPanel, eCommerce, API, Video encryption, load balancing, Apache, Cyber Security
- **Starship simulator** – online single page app, 80+ animations, 48 destinations, 5 Billion mission profiles, 38 Ship types, 80 videos, 50 audio tracks, charts, extremely advanced math, Google Maps API and the web largest, online VRML 3D world – Project began at [nko.org](#) in the [Maui High Performance Computer Center](#)

Windows Admin – Integration Engineer – [Akamai, Cambridge, MA](#) Oct 1999 to Dec 2000

- **Integrator for client sites** – Largest worldwide Content Delivery Network CDN, video streaming and server load balancing – Akamaization – Apache, Perl, Linux
- **Windows Engineer** – Created Window images and supported 450 employees

MIT Massachusetts Institute of Technology, IT Support Cambridge, MA

1997

Harvard Business School, Student Center notebook support Cambridge, MA

1996

Education

The City University, London, England – Diploma B.Sc. Music and Sound Eng. with classes at Guildhall School of Music, University of Surrey - Tonemeister in Guildford

Software – Hardware – Skills * = instructor

Windows *	Asana	iOS and Android Apps	Product & Project
Mac	Audio and Sound design	JavaScript	Scrum Master
Linux	AWS	JIRA	Search Engine
	CDN	Joomla	Optimization SEO
Microsoft Office *	CMS	JPlayer	Slack
MS Project	Cross Browser design	jQuery	Static and Dynamic site
PowerPoint *	and testing	Manager	creation
Word *	CSS	QA Automation	TCP/IP *
Excel *	Cyber Security	QA Management	Tech Writing
	Digital Rights DRM	Responsive Design	
Adobe	Composition	RT (Request Tracking	Video
Creative Cloud	Content Management	– bestpractical.com	Ffmpeg encoding
Premier Pro	Copy editing	Kanban	Mencoder encoding
After Effects	Cost Estimation	Maya 3D	Adobe encoding and
Media Encoder	CPanel	Media	editing
	eCommerce	Membership websites	Akamai streaming
AdSense	Ethernet and Networks	mencoder Video	VOD
Agile & Scrum	Facebook API	encoding	
AJAX	ffmpeg Video encoding	Mplayer	VPN
Animation and	FinalCut Pro	MySQL *	Web Analytics
Simulation	Flowdock	Photography	WebTools
Apache	Git-Hub	Photoshop	WebTrends
Direct code Website	Google AdSense, API,	PHP	WiFi
creation	AWS, WebTools	Private Networks	Wiki
DNS	HTML5		Wordpress
Domains Admin	ICANN Registrar		XML
Registrar	Intranet and		
DVD and blu-ray	Membership access		
Authoring	InVision		

Languages: Advanced German, Basic French, Basic Italian

Originator of the term: "bounced email"