James Shuster (*shoe stir)* **QA and Web Engineer**

Palm Desert, California

[producerelease.com/v/biojs.htm](http://www.producerelease.com/v/biojs.htm) & [Contacts](http://www.producerelease.com/v/kt.html)

 [linkedin.com/in/visproduction](http://www.linkedin.com/in/visproduction)

**Summary**: 28 years Web development, Custom sites up to 50K pages, membership and eCommerce sites, Product sales configurators, algorithms, interactive charts, Technical writer, Business plans, Instructor, Scrum Agile, Project Manager

**Frontend** CSS, HTML5, JavaScript, jQuery animation, Google API AWS, Video and Audio, SEO, Ecommerce, custom code or CMS WordPress Themes, Plugins, Apps

* **Backend** Shopify, MySQL, Apache, Linux admin, CDN, Streaming, Cyber Security, PHP, CPanel
* **QA** JIRA, ClickUp, Sentry, GitHub, Invision, Ad hoc testing, Regression, [Cypress.io](http://Cypress.io),  [Testcafe](https://testcafe.devexpress.com/Documentation/) automation, iOS and Android Apps, responsive and cross browser design
* **Remote access** Recent 6 contracts using Zoom, Slack, Google Docs, mock-ups, Figma

## Experience Los Angeles

**QA Manual Tester** – contract– [**Supernovabrands**](http://supernova.xyz)– Singapore **Sep 2020 to Jan 2023**

**QA Manager & Tech Writer** – contract **startup** – **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**](http://www.lahc.edu/ext/) – Cyber Security, Excel, Word, PowerPoint **Mar 2016 to Nov 2016**

* [Classes](https://effectiveness.lahc.edu/academic_affairs/ace/SitePages/Home.aspx) and interactive pdf handouts with current software versions, a first at Harbor

**QA Automation Testing** – contract major site update **agency** – [**WMH**](https://weedmaps.com/corporate) **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](https://weedmaps.com/corporate).

**Site Admin, LAMP Stack, sole coder** – [**Social Media Video site**](http://www.producerelease.com/Internet/index.html#pop)(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 – Online ads** [**Oversee.net**](http://www.oversee.net/) **May 2004 to Jan 2008**

* **Scrum Master** of 15 code-developers in 4 Agile teams for software updates revenue.net, domainsponsor.com, lowfares.com, Oversee.net (all closed)
* **Inventor** of original [Kanban](https://www.atlassian.com/agile/kanban) estimate feedback accuracy for Scrum time estimations
* **Domain Admin** **Registrar** support 2.5M domains – [ICANN](https://www.icann.org/) tech disputes, [nameking.com](http://www.sav.com)
* **Video Content Manager**  – [livedigital](http://www.producerelease.com/Internet/#ld) (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](https://en.wikipedia.org/wiki/Taguchi_methods) 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**](http://www.egeligallery.com) – Fine Artist site – Achieved top 1st page SEO rank for Google and Bing keywords, Organic design, Google WebTools
* [**George Grosman - Musician**](http://www.georgegrosman.com/) – CSS, JPlayer, jQuery, JavaScript, eCommerce
* [**Smashpen**](http://www.smashpen.com) 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**](http://www.producerelease.com/Internet/#ft) – Custom code audio / video playback, responsive, mobile, cross browser, 1000 page site
* [**Producerelease**](http://www.producerelease.com/Internet) – Windows Server, WiFi, CMS, WordPress themes, Shell, CPanel, eCommerce, API, Video encryption, load balancing, Apache, Cyber Security
* [**Starship simulator**](http://www.producerelease.com/simulator) – online single page app, 80+ animations, 48 destinations, 5 Billion mission profiles, 38 Ship types, 80 videos, 50 audio tracks, charts, advanced math, Google Maps API and the web’s largest, online VRML 3D world – This project began at [nko.org](https://nko.org/) in the [Maui High Performance Computer Center](https://www.mhpcc.hpc.mil/).

**Windows Admin – Integration Engineer** –[**Akamai,**](http://www.akamai.com/) **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**  – PC Builder and support for 450 employees.

[**MIT Massachusetts Institute of Technology**](http://web.mit.edu/), **IT Support** **Cambridge, MA** **1997**

[**Harvard Business School**](http://www.hbs.edu/), **Student Center notebook support** **Cambridge, MA 1996**

[**Leica Camera**](https://leica-camera.com/en-US), **US Camera Product Manager** Rockleigh, NJ **(1.5 years)**
[**Leitz**](https://leitz-park.com/), **Leica Schule** **Praktikant / Fotokina demo** Wetzlar, Germany **(1.5 years)**

[**UPI**](https://www.upi.com/) & [**AFP**](https://www.afp.com/en/news-hub) **Photojournalist** & **Fashion** Paris France, Athens Greece,

London United Kingdom **(4 years)**

## Education

[**The City University**](https://www.citystgeorges.ac.uk), **London**, **England** – Diploma B.Sc. Music and Sound Eng. with classes at [**Guildhall School of Music,**](https://www.gsmd.ac.uk/music/) & [**University of Surrey**](https://www.surrey.ac.uk/undergraduate/music) - Tonemeister in **Guildford**

Software / Hardware / Skills \* = Instructor

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| --- | --- | --- | --- |
| Windows \*MacLinux & Shell \***Microsoft Office** \* MS Project PowerPoint \* Word \* Excel \***Adobe**  Creative Cloud Premier Pro After Effects Media EncoderAdSenseAgile & ScrumAJAXAnimation and SimulationApacheAsanaAudio and Sound design | CDNClickUpCMSCross Browser design and testingCSSCyber SecurityDigital Rights DRMContent ManagementCopy EditorCost EstimationCPanelDesktop AdminDomain RegistrareCommerce DesignFacebook API FinalCut ProFlowdockGit-HubGoogle AdSense, API, AWS, WebTools, Docs HotjarHTML5InVisionIT Support | iOS and Android AppsJavaScriptJIRAJoomlaJPlayer jQueryQA Automation & ManagementResponsive DesignRT Request Tracking – bestpractical.com KanbanMaya 3DMedia ServerMySQL \*Music CompositionNetwork Amdin Network Admin<br>PC Build / RepairPhotographyPhotoshopPHPProject ManagementShopifyScript Doctor – Entertainment | Search Engine Optimization SEOSlackStatic and Dynamic site creationTCP/IP \*Tech Writing**Video**  Ffmpeg, Mencoder encodingAVIDemux Adobe encoding and editing Akamai streaming VODEncryptionVPNWeb AnalyticsWebTrendsWiFi setup & serviceWordpressXMLZendeskZoom |

**Languages:** Advanced German, Basic French, Basic Italian

*Originator of the term: “bounced email” ICANN offices, Admiralty Way, CA - 1994*