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.surrey.ac.uk/undergraduate/music), **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 \*  Mac  Linux & Shell \*  **Microsoft Office** \*  MS Project  PowerPoint \*  Word \*  Excel \*  **Adobe**  Creative Cloud  Premier Pro  After Effects  Media Encoder  AdSense  Agile & Scrum  AJAX  Animation and Simulation  Apache  Asana  Audio and Sound design | CDN  ClickUp  CMS  Cross Browser design and testing  CSS  Cyber Security  Digital Rights DRM  Content Management  Copy Editor  Cost Estimation  CPanel  Desktop Admin  Domain Registrar  eCommerce Design  Facebook API  FinalCut Pro  Flowdock  Git-Hub  Google AdSense, API, AWS, WebTools, Docs  Hotjar  HTML5  InVision  IT Support | iOS and Android Apps  JavaScript  JIRA  Joomla  JPlayer  jQuery  QA Automation & Management  Responsive Design  RT Request Tracking – bestpractical.com  Kanban  Maya 3D  Media Server  MySQL \*  Music Composition  Network Amdin Network Admin<br>  PC Build / Repair  Photography  Photoshop  PHP  Project Management  Shopify  Script Doctor – Entertainment | Search Engine Optimization SEO  Slack  Static and Dynamic site creation  TCP/IP \*  Tech Writing  **Video**  Ffmpeg, Mencoder encoding  AVIDemux  Adobe encoding and editing  Akamai streaming  VOD  Encryption  VPN  Web Analytics  WebTrends  WiFi setup & service  Wordpress  XML  Zendesk  Zoom |

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

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