

James Shuster (*shoe stir*)

Palm Desert, California

## QA and Web Engineer

[producerelease.com/v/biojs.htm](http://producerelease.com/v/biojs.htm) & [Contacts  
linkedin.com/in/visproduction](https://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](https://www.cypress.io), [Testcafe](https://www.testcafe.io) 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](https://www.supernovabrands.com) – Singapore

**Sep 2020 to Jan 2023**

**QA Manager & Tech Writer** – contract **startup** – [Fly.me](https://www.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](https://www.harborcollege.edu) – 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 **agency** – [WMH](https://www.wmh.com) **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](http://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 – Online ads [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](#) 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 1<sup>st</sup> 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, advanced math, Google Maps API and the web's largest, online VRML 3D world – This 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** – PC Builder and support for 450 employees.

**MIT Massachusetts Institute of Technology, IT Support Cambridge, MA 1997**

**Harvard Business School, Student Center notebook support Cambridge, MA 1996**

**Leica Camera, US Camera Product Manager Rockleigh, NJ (1.5 years)**

**Leitz, Leica Schule Praktikant / Fotokina demo Wetzlar, Germany (1.5 years)**

**UPI & AFP Photojournalist & Fashion Paris France, Athens Greece,  
London United Kingdom (4 years)**

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

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

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