

James Shuster (*shoe stir*)
Palm Desert, California

QA and Web Engineer

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

Languages: Advanced German, Basic French, Basic Italian

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