

JAMES DUNCAN

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PROFESSIONAL EXPERIENCE:

Quality Assurance

- Assured quality products through creating and administering software lifecycle test plans for black box and white box testing.
- Developed, administered, and monitored quality programs and processes both internally and with external vendors for hardware, software, and print materials.
- Managed QA Process controls (improvement planning, training and implementation), individually and in process improvement teams, for software development lifecycle (SDLC), manufacturing processes, and printing processes. Included SAS70 compliance processes.
- Supervised QA Engineers in measuring the quality of complicated software products, analyzing results and reporting quality assessments to project team managers and customers.
- Provided recommendations on risk mitigation and defect correction, and researching and selecting tools for use in testing. Performed all of these duties with exemplary results.
- Assist project teams in meeting their goals, contract obligations, and customer expectations.
- Continually evaluated all corporate technical processes and policies for sustained process improvement.
- Received Security Clearance level of Secret for sensitive military projects.

Web Design

- HTML and CSS designer for large template driven website solution. Responsible for developing new site templates, customize for up-sell implementations, customer training, individual hands on customer service with on-going support (became an extension of their company).
- Created website templates solutions using a custom and Dot Net Nuke (DNN) backend.
- Experienced on .Net and Linux (php) server environments.
- Run a full service web design and hosting company targeting at small business owners.

Project Management

- Managed small and large software releases in areas of design, scheduling, requirements documentation, specification writing, regulation research, marketing, and costing for software solutions used by Fortune 500 companies.
- Created project plans and specifications for design, implementation, and maintenance of website template system.
- Implementation planning (including roll-back planning) and support for software and hardware rollouts.
- Tracked major worldwide lifecycle milestone, managing data flows for internal and external customers.
- Developed training processes and documentation for various IT processes and projects.
- Responsible for Inventory Management data streams and content for all marketing materials.

User Documentation, Training, and Support

- Created instructional user manuals and instructional videos for software programs. Emphasis was on in-depth step-by-step trainings to elevate and/or minimize support calls.
- Developed training programs for customer managed website applications. Programs established training and implementation timelines to set customer expectations.
- Internal training documentation and processes were established for intra-team training for software implementation and support causes.

PROFESSIONAL CAREER TIMELINE:

Business Analyst

Ideal Services - www.idealservicesinc.com
Fife, Washington – Dec 2010 to Present

Quality Assurance Engineer

21st Century Systems - www.21csi.com
Bremerton, Washington - June 2008 to June 2010

Project Manger & Quality Assurance Specialist

LION Inc. - www.openclose.com
Gig Harbor, Washington - 2000 to 2003 & 2005 to 2008

HTML/CSS Designer

bobOmatic website solutions - www.bobOmatic.com
Bremerton, Washington - 2002 to present

Field Information Technology Technician

Safeway Information Technology - www.safeway.com
Bellevue, Washington - 2004 to 2005

Project Analyst, Marketing Planner, Quality Inspector Specialist & Supervisor

Microsoft Corporation - www.microsoft.com
Redmond, Washington - 1988 to 1998

EDUCATION:

- Olympic College & North Seattle College - Information Technologies
- University of Washington - Non-Profit Management Certificate (grants, marketing & management)
- Shoreline Community College - Business and Communications Studies

SOFTWARE:

- Microsoft Office Suite: Project, Visio, PowerPoint, Word, Excel, Access, and Outlook. Over 20 years of extensive use. Adobe CS Design Suite: Photoshop, Flash, and Acrobat
- HTML, CSS, XHTML, XML, DNN, JavaScript, Visual Basic, Site Server, LDAP, Quality Center, ApTest, Bugzilla

REFERENCES, WORK SAMPLES, AND ADDITIONAL INFORMATION:

- www.linkedin.com/in/duncanjames
- www.bobOmatic.com