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Josh Reed

SKILLS

Software Testing
Test Plan Creation
Server Virtualization
Microsoft SQL

Quality Assurance
Team Management
Scrum & Kanban
Windows XP/Vista/7/8

Network Administration
Systems Administration
Telecomm Administration
Email Administration

EMPLOYMENT

Lead Software Quality Assurance Engineer & IT Manager
Wellsource Inc., Clackamas, OR

11/2008-03/2013

Assured the quality of the multitude of health risk assessment software products developed by Wellsource. Maintained the virtualized infrastructure in the roles of network, systems, telecomm, and email administrator. Created test plans, flows, and cases. Assisted in requirements creation. Scrum master for content development team. RallyDev, Target Process, and AgileZen scrum and kanban experience.
2010 Employee of the Year.

Quality Assurance Test Engineer II

10/2007-09/2008

Beyondsoft Consulting Inc. / Hewlett Packard, Vancouver, WA

QA tested HP printers using wireless, Bluetooth, wired, and USB connection types in Windows XP & Vista. Testing methods used included regression, functional, usability, component, and integration. Provided reports of functionality and bug tracking using Mercury Quality Center. Designed automated scripts and an internal website for the QA group enabling improved efficiency. Provided mentoring and strategy to other testers and engineers.

Quality Assurance Engineer

02/2005-01/2007

Instant Media, Beaverton, OR

Tested downloadable videos to consumers (much like iTunes) using a desktop user interface. Performed QA on platform stability, content security, download management, and billing using test matrices with release dates. When junior testers were hired, I acclimatized them and acted as a mentor. Testing was performed on XP and Vista, and included Windows Media DRM testing. I also performed content publishing, audio and video encoding, and network and Exchange administration.

Network Administrator

01/1999-12/2001

Grant Thornton LLP, Portland, OR

Maintained local Windows 2000 server and local network infrastructure at the Portland location, which was a part of a nationwide network. Supported 40 Windows XP desktop and laptop PCs which included ordering, repairing, and diagnosing PC problems. Trained users in using email, backup, and maintenance procedures. Maintained Avaya phone system, which included adding, removing, and modifying phone server settings and users.

Other professional experience

I have worked with: Logitech as a QA Engineer; EndPcNoise.com, Portland State University, and technical support to support users, and build and repair PCs; Macy's and Wards in receiving and stock; laborer's union creating the Max Red Line Zoo tunnel; decommissioning Trojan nuclear power; and other projects.

EDUCATION

Bachelor's of Science in Business Administration: Information Systems

Portland State University, Portland, OR

Course work included: Computer Science, Network administration, systems analysis, quality management, SQL, ancient Greek and Roman history, and various other degree and non-degree classes.