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SUMMARY:

I am looking for a professional role in website or product development that will make use of my previous experience as an inspiring manager, enthusiastic learner and motivated employee. Ideally, the position will develop my formal IT skills as well and encourage new ideas to meet the constantly changing environment of the Internet.

SKILLS:

- Small Business & Corporate Management (marketing, hiring, training, mentoring, team building, process creation)
- Web design (page layout, functional design, usability, image creation)
- Web development (HTML, CSS, PHP, Javascript)
- Understanding of:
 - database design, table structures, architecture of distributed databases
 - ecommerce (secure billing, database design, workflow)
 - basic programming principals and application design (C and JavaScript)
- Substantial knowledge of data analysis, SQL and database data integrity
- Quality assurance methodologies (test management, architecture, planning)
- Project management, product lifecycle, process improvement
- Change mgmt and account mgmt (customizable web-based application)
- Bug tracking process creation and software implementation (PVCS Tracker)

PROFESSIONAL EXPERIENCE

President

E-Lounge

December 2003 - present

- ❑ Opened and ran Internet Café and Video Rental Store
- ❑ Performed Print & Web design, SEO, PC Repair, Computer
- ❑ Developed 20 websites for local businesses
- ❑ Webmaster for local Chamber
- ❑ Portfolio at www.e-lounge.net
- ❑ Managed all areas including hiring, sales, accounting, marketing

Product Manager

ValetNoir, Inc.

January 2002 – January 2004

- ❑ Responsible for managing development of website into maturity.
- ❑ Responsible for translating customer feedback into feature improvements.
- ❑ Web design and implementation
- ❑ Setup customer service and client account management procedures.

Director of Quality Assurance

HotJobs.com, Ltd.

January 2000 - June 2001

- ❑ Introduced the concept of Quality Assurance and testing into the product lifecycle of major website and web-based application.
- ❑ Built QA group from 3 to 10 people.
- ❑ Worked with other departments to create company policies and procedures for product development.
- ❑ Provided input to Product Management team for new features and better usability.
- ❑ Coordinated with Project Management to create timelines, allocate resources and manage project lifecycle.
- ❑ Instituted QA process using test documentation and teamwork/mentoring approach.
- ❑ Implemented bug tracking and change management system (PVCS Tracker).
- ❑ Mentored team on product developments from a technical and user perspective.
- ❑ Interfaced with Customer Support, Development and Admin/Networking departments.

Project Manager

HotJobs.com, Ltd.

September 1999 - December 1999

- ❑ Managed implementation of large scale customized recruiting software
- ❑ Managed version upgrade development life cycles for website application

Product Specialist

HotJobs.com, Ltd.

March 1998 - August 1999

- ❑ Primary support contact for recruiting software product
- ❑ Feature development coordinator
- ❑ Grey box testing, debugging and HTML fixes
- ❑ Implemented data integrity for sourcing using SQL

SOFTWARE/TOOLS

Software: PVCS Tracker (bug tracking/change management), Microsoft Word, Excel, Powerpoint, Access, Outlook, Eudora, Photoshop, ImageReady, Illustrator, FTP, Dreamweaver, SecureCRT.

Language: HTML, PHP, Intermediate level SQL, basic unix commands (VI Editor, grep, file structure, navigation).

OS: Windows (all versions), Macintosh (general), MS DOS, UNIX.

Databases: Worked with distributed Oracle, mySQL and Thunderstone databases, understand the relational database concept.

Internet: Experience with Internet Explorer and Netscape (from a user, support and development perspective).

EDUCATION

STAREAST (Software Testing Analysis & Review)

Presented by SQE (Software Quality Engineering) - 2000

Bachelor of Computer Science

2 years at The University of South Africa - 1998/99

Certificate in the Business and Corporate uses of Microcomputers

The New School - 1995