
Andrew N. Hartman

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Objective

Contract or permanent position in quality assurance.

Experience

Contract QA Engineer
July 2000 – October 2000

Alibris.com
Emeryville, CA

Wrote PERL scripts to automate testing of various API's. Conducted a thorough analysis of internal systems software interdependencies to be used in rearchitecting. Wrote test plans. Performed white box and black testing of EDI programs.

QA Engineer
July 1999 – May 2000

Coursenet Systems, later acquired by Technology Solutions Company
San Francisco, CA

Performed black box testing on all products. Researched all problems and extracted details from HTML, XML, server logs, and application log files in order to create detailed, high quality bug reports containing all relevant information so the issues can be addressed efficiently. Gave regular appraisals of the state of the software. Wrote and maintained test plans. Contributed to design and bug classification meetings.

Wrote test scripts in Javascript to do load testing using WebLoad. Discovered many important multi-user bugs that greatly impacted dependability, and that could not have been discovered without multi-user testing.

Founder and Web Designer
July 1997 – Present

Center for Healing and Expression
San Francisco, CA

Founder, owner, and practitioner at this holistic health center. Designed, created, and maintain the web site <http://www.thecenter-sf.org>.

Applications Engineer
April 1996 – November 1996

Talarian Corp.
Mountain View, CA

As the technical representative of the sales team selling the SmartSockets interprocess communication toolkit, developed and executed custom demonstrations and responded to any technical issues of prospective customers.

Field Sales Support Engineer
October 1995 – April 1996

Talarian Corp.
Mountain View, CA

As the technical representative of the team responsible for selling the RTworks product line into the Telecommunications industry throughout the US and Canada, performed the tasks listed above and taught training classes. Received "Outstanding Performance Award" after only 3 months on the job.

Contract Software Engineer
July 1994 – June 1995

Frame Technology Corp. *Frame Technology/Datalogics Division*
San Jose, California *Chicago, Illinois*

Using the Frame API, developed several clients that shipped as part of the FrameMaker product set, including an import filter to convert from Microsoft's Rich Text Format to FrameMaker, a client to create a structured FrameBuilder document from a FrameMaker document, and an application that automatically aligns fields of financial tables according to user-defined preferences.

Developed and documented a set of re-usable API library routines and presented them to the Frame API user's group.

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Senior Application Engineer
November 1992 – October 1993

Frame Technology UK Ltd.
London, England

Concentrating on the UK, created end user demand for Frame products by meeting with customers on a technical level, doing demonstrations (at customer sites and trade shows), presenting confidential future products under nondisclosure, teaching training classes, and conducting seminars on database publishing, electronic document distribution, and SGML. Made presentations to audiences of 4 to 150 people. Trained and assisted other AE's.

Application Engineer
October 1991 – November 1992

Frame Technology Corp.
Amsterdam, The Netherlands

As the sole technical representative of the sales team in Europe, performed the functions described above in 12 Western European countries. Also wrote descriptions of Frame product success stories and developed custom database publishing applications. Acquired an understanding of international issues that affect software and cultural differences that affect business relations. Developed presentation skills to communicate with people who do not speak English as a native language.

Filters/Core Engineer
May 1989 – September 1991

Frame Technology Corp.
San Jose, California

As part of the team that shipped the Frame FilterPak 2.1 and 3.0, gained experience in each phase of the release cycle. Designed, wrote comprehensive specifications for, and developed a variety of import and export filters; worked with the QA, documentation, sales and technical support groups to aid them in their tasks.

Added CGM export to the FrameMaker core. Designed and specified the interface for export of CALS-compliant documents and for patterned line types. Presented these specifications to the engineering group in formal design reviews.

Education/Training

Software Testing in the Real World
April 10 – 12, 2000

Software Development Technologies
www.stdcorp.com

This was a three day course in quality assurance theory and process.

French Language Study
October 1993 – June 1994

Franche-Comté University
Besançon, France

Spoken and written French, French History and Culture, and French for Business.

CS Graduate Study
September 1988 – May 1989

University of California (UCLA)
Los Angeles, California

Courses in Parallel Languages, Neural Networks, and Software Engineering.

B.S. Computer Science
May 1988

Millersville University
Millersville, Pennsylvania

Magna Cum Laude. GPA 3.7/4.0 overall, 3.9 in major. Minored in Math and Physics.

Honors and Awards

The Boyer Award

Awarded by the Millersville University Math/CS Department to the senior student showing greatest expertise in Computer Science and Mathematics.