JB BARTKOWIAK

410.236.2886 | jbbartkowiak3@gmail.com | Towson, MD, USA | linkedin.com/in/jbbartkowiak | webcontent-jb.com

PROFESSIONAL SUMMARY

Two decades of experience in Web Development, Software Development, Quality Assurance / Testing, Test Automation, Project Management, Process Improvement, Release Management, Technical Documentation, Home Improvement | Construction & Content Development.

Scrum-certified software test | Quality Engineer and Editor with extensive experience in manual and automated testing techniques. Versed in all major test types, including exploratory, integration, regression, API, security, & performance testing. Proficient in process management, product release practices, & team development using agile development methodologies - scrum & kanban. A consistent performer in digital industries who places user experience (UX) & usability first, while supporting varying organizational units, product lines, and business goals. A trained and effective writer. **Clearance Eligible**.

PROFESSIONAL EXPERIENCE

Churnzero || Remote

SENIOR QUALITY ASSURANCE ENGINEER   *October 2019 - November 2023*

- Essential in the Product Engineering effort as a Remote Agile Tester on distributed teams of 5-7. Key contributor to core features from Workflow Automation to Predictive Analytics, helping to grow Churnzero to an industry leading Customer Success platform.
- Helped **mentor new/junior QA team members**, providing 1-to-1 training on product, processes, & test automation best practices, while contributing to departmental documentation in Confluence.
- Implemented department-wide **Security Testing Strategy**, integrating with the overall manual testing checklist, reducing test automation effort & minimizing hits on yearly PenTest audits.
- Built, executed, and maintained feature-wide Cucumber-driven **Selenium Automation Tests** in Ruby, incorporating Capybara & RSpec. Managed and reviewed code in Github, helping to grow the total number of tests above 5000, itself supporting a fast-to-market, weekly release cadence.
- End-to-end **test planning**, story & defect tracking w/ Jira's Kanban. Added to the internal knowledge base, modeled test data & built test automation coverage maps, saving external teams time during spin up and training.
- Employed a wide range of test strategies, including direct SQL analysis using Azure Data Studio. Staged test data and provided early-stage **API Testing** of calls/responses using the internal REST API and Postman + Swagger. Provided cross-browser UI testing with Chrome Dev Tools.
- Acted as next-tier escalation and triage point for Support, and first responder on nightly automation test failures using **Jenkins**, affording developer test cases and insights for quick bug fix responses.

a2z, inc | a2z Events by Personify || Columbia, MD, USA

SENIOR QUALITY ASSURANCE ANALYST   *September 2015 - September 2019*

- Balanced duties as Lead Native **Mobile App Tester** and **Test Automation Engineer** for Event Management web products, helping to formalize the regression testing practices for web products, while installing the Quality strategy and **Quality standards** for the Mobile App program.

- Honed the process required for delivery of client apps, while **managing the base code promotion** to App Store Listings. Employed a Git Flow process by way of Git repositories and Jenkins CI/CD.
- Developed, maintained, and executed a complex **test plan** for native mobile apps (iOS and Android), exploring Appium automation and the use of both device labs + virtualization, while ensuring 100% functional and baseline configuration and connectivity coverage of real world conditions by platform.
- Researched, budgeted, proposed, and implemented a global **Crowdtesting strategy**, expanding mobile app test coverage globally and eliminating reports of edge case app crashes.
- Validated Data Quality of Web Services and **Tested API endpoints using Postman**, while certifying performance under load of the linked web application using **load testing tool - JMeter**.
- **Guided the Engineering team's transition into the realm of test automation** by building and installing a **cross-browser capable BDD Selenium automation suite** in .Net, maintaining test runs & test results employing SpecFlow, VS Code, & TeamCity, hitting quality goals and exposing critical architectural issues in the company's production environment.

BuildingMoxie || Baltimore, MD, USA

DIGITAL PUBLISHER, WEBMASTER, WRITER & EDITOR   *November 2006 - October 2018*

- Transitioned a small blog into a nationally recognized, revenue-generating web publication, demonstrating a blend of creative vision and strategic growth skills.

- Managed all technical aspects of the site, including **UX, design, development on a WordPress CMS**, and integrating **SEO strategies** to enhance visibility and engagement.

- Authored and edited nearly 350 articles, **collaborating and executed campaigns** with industry leaders such as Home Depot, Lowe's, and Google Nest, among others. **Cultivated a community** of approximately 150 contributing authors, managing submissions and editorial processes.

- Spearheaded **social media strategy** across channels, significantly increasing the publication's reach and reader engagement. Developed & executed **promotional programs**, facilitating free access to remodeling industry trade shows for readers, where I contributed as a panelist/industry expert.

- This experience in whole highlights my ability to research, write/edit, scale projects, build community, and engage with a wide audience. It showcased my technical proficiency and understanding of user-centered design principles as it informs managing content strategy and a content team.

ADDITIONAL WORK EXPERIENCE

• **Principal QA - Global Support Lead	Cision**	2/2015 to 5/2015
• **Manager of Quality Assurance (PR)	Cision / Vocus, Inc.**	5/2014 to 2/2015
• **(Lead) Quality Assurance Analyst	QA Analyst (Senior)	Vocus, Inc.**	9/2007 to 5/2014
• **Asst Construction Manager	Toll Brothers + Handyman (self-employed)**	5/2005 to 9/2007
• **Process Analyst	NCO Financial**	4/2004 to 5/2005
• **Quality Assurance Analyst	Vocus, Inc.**	4/2001 to 4/2004
• **Software QA Analyst	Bell Atlantic (now Verizon)**	1/2000 to 4/2001
• **Service Manager / Punch Out	Brothers Construction (Watsonville, CA)**	5/1998 to 9/1999
• **Food Server	Multiple Restaurants (MD, CO, CA)**	5/1992 to 4/1998
• **Editorial Assistant (Internship/Volunteer)	League of American Bicyclists**	1/1993 to 1/1994

ADDITIONAL PROJECTS

Home Guide Manuals - RedBeacon.com :: *Freelance Writer*   *August 2015 - May 2016*

• Home Guides / How-To Writing
  • Areas of Coverage: Carpentry, Plumbing, Bathroom, HVAC, Exteriors.
    • *Link to project*

Project & Article - Black + Decker :: *Cedar Storage Box Build*   *April 2015 - May 2015*

• Project & article commissioned by global tool manufacturer Black + Decker
  • Designed and Built a Cedar Storage Box using Black + Decker tools. Contributed all photos and related How-To content.
    • *Link to project*

Installation Instructions - American Standard :: *Technical Consultant*   *February 2014 - April 2014*

• Reviewed and advised on Installation Instructions -Saver (Curved) Shower Doors (Model AM00495.400)
    • *Link to project*

SKILLS & INTERESTS

Technical | Development: Software Testing, Test Planning, Test Automation, Manual Testing, SQL, HTML/CSS, Postman, Cucumber, Selenium, C#, Ruby, Jenkins, Git, Github, MySQL, Mobile App Testing, API Testing, SDLC, SaaS, PHP, JSON, XML, Chrome Dev Tools, CI/CD, Continuous Integration, SpecFlow, RSpec, Page Object Model, Object Oriented Programming. *Emerging:* Java, Python, JavaScript, Cypress, Playwright.

Editorial | Analytical | Project: Business Writing, Technical Writing, Web Content, Web Content Writing, Content Strategy, UI/UX Design, Research, Business Analytics, JIRA, Confluence, Asana, Excel/Numbers/Sheets, SEO, MailChimp, Wordpress, Web Site Administration, Digital Photography, Video Production | Scripting | Editing, Manual Editing, Test Cases, Release Notes.

Leadership | Process | Soft: Agile, Scrum, Attention to Detail, Prompt Engineering, Collaborative Problem Solving, Verbal Communication, Written Communication, Critical Thinking, Behavioral Driven Development, Test Planning, Test Strategy, Crowdsourcing, Process Improvement, Project Scheduling, Conflict Management, Release Management, Project Management, People Management, Change Management, Community Management.

Interests: Agile, Education, Prop Tech, Home Improvement, Construction, Real Estate, Web Content.

EDUCATION

Towson University
Bachelor's of Science, English
  • Concentration in Writing || Focus on Research & Critical Theory.
    • A staff writer at the Towerlight (paper), and later internships for small national print publications.
    • Study Abroad - DeMontfort University || Leicester, ENG

CERTIFICATIONS

Certified Scrum Master (CSM) - Scrum Alliance || 03/12 - 02/26 - Credential ID 000187523

In Progress: ISQTB Foundation Level Certification || Estimated - 12/24