

Benjamin M. Herron

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EXECUTIVE SUMMARY

- Software Engineer with 5+ years of industry experience and a proven knack for solving problems resourcefully and creatively.
- Deep understanding of software testing and Quality Assurance processes
- Strong skillset in automating the testing of web applications using Selenium WebDriver and TestNG
- Professional presentation and communication skills derived from working with corporate, government, and civilian stakeholders
- Team player with numerous leadership skills and a consistent attention to detail

TECHNICAL SKILLS

- Java
- Selenium IDE
- Apache POI
- JavaScript
- Selenium WebDriver
- Jenkins CI
- JExcel
- MeteorJS
- TestNG
- JUnit
- Extent Reports
- HTML5 | CSS3

EDUCATION

BS – Computer Science, North Carolina State University
Raleigh, NC

08/2012 – 05/2017

WORK EXPERIENCE

Web Support Specialist Internship, Lenovo – Research Triangle Park, NC

05/16 - 08/16

Provided Web Support for Lenovo.com's Worldwide, Ecommerce platform. Specialized in test automation and scripting.

- Developed a data-driven testing suite using Selenium WebDriver and TestNG to support Lenovo's Warranty System.
- Uncovered over two-hundred backend issues before the push to production.
- Integrated test suite with Jenkin's CI and created high-level executive dashboards using Extent Reports.
- Ran cross-browser, cross-device tests using both BrowserStack and Appium.
- Implemented Page-Object-Model (POM) design pattern in test creation.
- Utilized Apache POI and JExcel to interface with Microsoft Excel.
- Assisted with manual test scheduling, tracking, and resolution through JIRA and Bugzilla.

Quality Assurance Intern, Thinkgate LLC – Charlotte, NC

05/10 - 11/13

Worked with a team of four interns in software testing efforts for production environments.

- Developed testing plans and coordinated testing schedules with remote resources.
- Performed cross-browser, cross-device validations.
- Logged, tracked, and monitored issues using Microsoft TFS.
- Created test data to support testing plans.
- Provided training and support to off-site testing team.
- Collaborated with business and technical teams to track down issues uncovered during testing.

Full-Stack JavaScript Developer, Regage LLC – Raleigh, NC

09/14 - 09/15

Teamed up with a business partner and created a mobile and web application called Regage. Over this year I created a MeteorJS/MongoDB application that provides a social network for people looking to post ideas and receive funding from their peers. I worked a full year on the project and have a beta version that is available to demo.

- Took business requirements and translated them into functional requirement specifications.
- Utilized an open-source Meteor project known as Telescope as a backbone for my project, doing a complete front-end overhaul while molding backend to fit business requirements.
- Coordinated work with two freelance developers to assist in Front-End UI design.
- Established web presence using Google Analytics and SEO practices.
- Worked with Linux Servers at both modulous.io for development and AWS for production.
- Integrated app with Facebook, LinkedIn, Twitter, Google Analytics, and Stripe Payments.

IT Project Management Internship, Thinkgate LLC – Charlotte, NC

03/14 - 08/14

Worked directly with Directors in the Project Management Office and with subject matter experts to implement Curriculum, Assessment, and Student Growth systems for students and teachers in over 5 states. Each portfolio exceeded \$5MM in value and required the successful partnership between state government, technology teams, and regulatory compliance.

- Created and managed the company's PMO SharePoint site containing all project status reports, process diagrams, schedules, and meetings.
- Developed process documentation using MS Visio Process Diagrams, defining and standardizing processes across the company (Support processes, Training, Data updates/rollovers, Internal, Testing).
- Performed extensive research with a team of software developers into Technology Enhanced Items and presented findings to department heads.
- Aided technical resource allocation and worked with teams to implement improved resource tracking tools.
- Held project status meetings with educational agencies in MA, OH, and FL, covering progress against schedules, future plans, and issue tracking.
- Served as an interim Account Manager for Sarasota County School Board, traveling to Florida for on-site client meetings.
- Regularly updated Microsoft Project deliverables and created meeting minutes for client status meetings.

Technical Support –Team Lead, Thinkgate LLC – Charlotte, NC

12/13 - 04/14

Led a front-line call center team supporting all IT related issues. Coverage to over 3MM customers, nationwide.

- Answered 30-40 calls each day, logging each support issue in Salesforce.
- Performed research using business and technical experts as resources.
- Performed basic SQL queries and reports to investigate and communicate issues.
- Led daily meetings with a team of 5 agents.
- Reported weekly metrics to Director of Support Services