

David Clunie

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Senior-Level Software Quality Engineer

QUALIFICATIONS SUMMARY:

My responsibilities have included focused testing of new products, ongoing operational releases, and maintenance of legacy systems/products. I have also developed, established, and maintained software quality engineering methodologies, systems, and tools. As a valued team member, I routinely resolved complex software end-user issues alongside operations, development, product marketing, and critical external partners. My involvement with new products began in the first meetings for those products. I authored testing methodologies, test plans, risk assessment, and testing metrics for those products.

QUALIFICATIONS SUMMARY:

- Over 21+ years of experience in Software Quality Engineering.
- Certified in the Agile Testing Methodology.
- Adept in use of Jira, Confluence, Bugzilla, and Bugtracker.
- Created testing and reporting documents for technical and non-technical users.
- Trained in Chrome, Safari, Edge, etc., and operating systems Windows, Macintosh, Linux.
- Proficient in W3C standards such as HTML, XHTML, and CSS.
- Strong skills in visual design, layout, appearance, and usability issues.
- Methodical troubleshooting skills for software as well as hardware.
- White box (structural), black box (behavioral/functional), and JSON Compliant API testing.
- Generated reports and graphs for internal team meetings and for C level management.
- Worked in teams and with partners to meet fluctuating needs and aggressive deadlines.

TECHNICAL SKILLS:

- Operating Systems: Windows (10 to 95), Mac OS (6 to 10.14), Linux (Mint, Ubuntu, CentOS), iOS, Android, Windows Mobile, and Blackberry.
- Programming Languages: Some knowledge of Typescript, Javascript, Gherkin, and Python.
- Tools: Jira, Confluence, Jenkins, Docker, Bugzilla, MyZilla, BugTracker, Remedy.
- Databases & Cloud Services: Azure, AWS, Google Cloud, MS SQL, MS Access, MySQL.
- Other: Microsoft 365, Google Docs, WebStorm IDE, Selenium IDE, MySQL Workbench, Postman.

PROFESSIONAL HIGHLIGHTS:

3D Printing and Laser Engraver/Cutting Entrepreneur

Clunie Customs - San Jose, CA

2020-2022

- Provided 3D Modeling & Graphic Design Services (pre viz, prototyping mockups, etc.).
- Designed and manufactured 3D Prints for clients, both FDM, and MSLA resin printing.
- Designed, manufactured laser cut and engraved projects for clients using multiple materials.
- Use various manufacturing techniques (heat forming, hydro dipping, vacuum forming, vinyl cutting, etc.) in support of client commissions.
- Photographic and Video Production/Editing Services (product photography, video production and editing for YouTube, Instagram, Facebook, TikTok, Etsy, etc.)

Software Quality Engineer

SugarCRM - Cupertino, CA

2011-2020

- Certified in the Agile Development Methodology.
- Provided manual testing for the SugarCRM application for desktop as well as the mobile application, with a focus on the email, marketing, and reports modules.
- Provided API testing for the SugarCRM desktop application.
- Worked as the primary QE team member for our North Carolina Development team.
- Provided support for remote and local QE team members in Cupertino, Florida, Indiana, Belarus, and India.
- Worked with development in creating automation tests using Selenium and Gherkin.
- Explored with DevOps in creation of modular testing environments using Docker.
- Routinely helped other QE Teams during crunch time for upcoming releases.

Senior Level Software Quality Engineer

Independent QE Contractor/Consultant

2009-2011

- Performed Black box along with white/gray box testing for various tech companies, e.g., Trapit. (Trapit was born out of a \$200 million artificial intelligence project completed by DARPA and SRI.)
- Authored test plans and test cases as well as updated and maintained bug lists.
- Maintained a VMware home testing environment for various OS and browser configurations (Windows Vista/7/8, Ubuntu/Debian, IE, Chrome, FireFox, Safari, Dolphin).

Senior Lead Software Quality Engineer

XO Communications - San Jose, CA

1999-2009

- Performed focused testing upon new and legacy development for XO's Web Hosting products and its partners, e.g., Microsoft's small business label and Sanrio's (Hello Kitty) E-commerce Solution.
- Supplied functional testing of a distributed server and storage virtualization platform.
- Principal Quality Engineer who, with the remote Customer Support Call Center (CSCC) coordinated the company's Remedy Action Request System, tracking technical issues, billing issues, and feature requests from customers, and other XO departments.
- Provided leadership and mentoring to junior team members on all aspects of QE.
- Assisted in interviewing and hiring fellow QE members.
- Helped coordinate and test weekly/bi-weekly release candidates containing new projects, updates to existing and legacy products, as well as bug fixes.
- Was an integral team member in Concentric's progression from a start-up through to its IPO, then subsequent \$2.6 billion acquisition by Nextlink, and formation of XO Communications in June of 2000.

INTERESTS:

Technology, Electronics, Video Game Testing/Playing, Board Games(I Have 300+ boardgames), RPG Games, Collectible Card Games, 3D Printing, Laser Engraving/Cutting, CNC Manufacturing, 3D Modeling/Texturing, Video Production and Editing, Mechanical Watch Repair, Home Microscopy, and Gourmet Cooking and Pickling. (Nothing like a good spicy pickle!)