

**Jeff Guhin**  
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## **WORK EXPERIENCE**

**Software Quality Analyst**  
**Capella University**

**Minneapolis, MN**  
**October 2004 to Present**

- Responsible for multiple projects, accountable for requirements traceability, analysis, and tracking; test planning, test execution and reporting of testing results, risk analysis and mitigation, defect reporting and resolution.
- Automation Engineering – Co-lead on implementation of functional test automation framework.
- Develop and maintain automated scripts for functional regression testing, system configurations, and data input using reusable components. Train and mentor QA staff on automated test execution, troubleshooting and debugging.
- QA Lead on PeopleSoft ERP software security testing projects \*modules: (HCM, SA, FIN, EPM, CRM, PORTAL). Includes access, authorization, authentication, and attack prevention. Delegate project tasks to staff, consultants and interns.
- QA Lead on Quest's Stat application change management solution that is used for controlling and tracking changes to your production PeopleSoft and Oracle E-Business Suite applications.
- QA Lead on company wide rollout to Windows XP sp2. Desktop deployment to over 1000 workstations.
- Technical Lead on TestDirector/Quality Center upgrades.
- Application administrator for test management and defect tracking application. Facilitate service patches, upgrades and data migration, workflow customizations (vbscript), provide 3<sup>rd</sup> level support.
- Develop and update systems and procedural documentation for our Mercury products (Quality Center, QuickTest Professional).
- Facilitated a Quality Assurance Tactical Advisory Group that focused on continuous process improvement in the organizations SDLC proprietary methodology.
- Managed QA Lab with 20 test machines with multiple configuration scenarios.

**Consultant/Owner**  
**DigitalJefferson LLC.**

**Minneapolis, MN**  
**February of 2004 to Present**

- Provide technical support and website solutions for small businesses.
- Custom web design and template customizations. Integration and customization of 3<sup>rd</sup> party applications to provide dynamic website functionality with database backend (Linux/PHP/MySQL).
- Domain registration, hosting account setup, email forwarding, search engine submission.

**Technical Support Analyst**  
**Capella University, School of Technology**

**Minneapolis, MN**  
**December of 2002 to October 2004**

- Provide technical support for online learners in Advanced Web Development - HTML, FTP, CGI, JavaScript, ASP, JSP, ASP.NET, Access, and SQL. (Includes debugging code, and server configuration).
- Tutor learners in the above skill sets based on need.
- Conduct technical and academic research for operational and academic improvements.
- Develop web pages and web forms for internal and external use.
- Manage web and database accounts using SQL Server Enterprise Manager.

**Assistant Enrollment Director**  
**Capella University, School of Technology**

**Minneapolis, MN**  
**July of 2001 to December of 2002**

- Act as the content expert for Certificate, Bachelors, and Masters Programs. Provide career counseling in the areas of Web Development, Network Engineering, Project Management, and Multimedia.
- Manage a pipeline of applicants ranging from 50-70 calls per day. Provide personalized options for every prospect regarding this sophisticated environment selling products with complex buying decisions ranging from \$7K to \$35K.
- Execute effective recruitment and follow up procedures in order to attain enrollment goals while maintaining a high level of integrity and detailed documentation in compliance with the Department of Education.

**Professional Staff Recruiter**  
**Metro IT Consulting**

**St. Louis Park, MN / Ft. Lauderdale, FL**  
**August of 1999 to July of 2001**

- Leading Recruiter for both divisions maintaining an 85% placement ratio to pre-qualified requirements. Averaged 10-15 personal interviews per week. Conduct proactive and reactive recruiting for project based consulting, staff augmentation, and contract to hire.

- Interview and place computer professionals of the top 10% in the areas of Project Management, Systems Analysis, Help Desk Operations, Client Server Support, Network Engineering, Client/Server Application and Web Development, Systems Maintenance, Database Design/Development, and Data Warehousing.
- Train and Mentor the Jr. Recruiters in the areas of consultant retention, Interviewing techniques, negotiating salaries and pay rates with candidates, agencies and sub-contracting vendors.

### **Interim Technology**

**Bloomington, MN**

#### **Technical Recruiter Internship**

**June of 1998 to August of 1999**

- Interview and place quality computer professionals in the areas of Project Management, Systems Analysis, Help Desk, Data Center, Client Server Support, Network Engineering, Personal Computers, Application Development and Systems Maintenance.
- In charge of Internet job posting and recruiting.
- Perform all software and hardware troubleshooting and support for our local branch office.

## **EDUCATION**

### **Capella University**

Bachelors of Science Major: Information Technology (Graduated 2004)

Masters of Science Major: Information Security (*In progress*)

## **SPECIALIZED TRAINING**

Qualified Software Security Expert 5 day Course – Security University (2007)

Courses from International Institute of Software Testing Include:

- System and Application Testing for Security Vulnerabilities
- Principles Architectures and Strategies of Test Automation
- Principles of Software Test Automation
- Managing the Test Execution Process
- Principles of Software Testing
- Software Test Planning and Design
- Database Application Testing Fundamentals
- Programming Concepts for Test and QA Professionals

## **ASSOCIATIONS**

Twin Cities Mercury User Group

Twin Cities Quality Assurance Association

American Society for Quality

## **OPERATING SYSTEMS | NETWORK ADMINISTRATION**

MS DOS, Windows 9x, ME, NT Workstation, 2000 Professional, and XP Professional. Windows NT 4.0 Server, Windows 2000 Server, Windows Server 2003. Understanding of TCP/IP networks, Internet Information Server (IIS), Apache, FTP Servers, Proxy Servers, Firewalls, Routers, DNS.

## **HARDWARE**

Proficient in assembling, configuring, and troubleshooting computer hardware: IBM, Compaq, Dell, HP, Generic PC, AMD & Intel CPU, System Boards, NIC, Video Adapters, HDD, Power Supplies, CD, CDRW, DVD, DVDRW, Sound Cards, External Peripherals, Hubs, Routers, Internet Appliances.

## **DATABASES | SOFTWARE | LANGUAGES**

Oracle 8i, SQL Server 7, and 2000 and MS Access. | Expertise in HP QuickTest Professional, Quality Center for TestDirector software testing tools. Quest STAT, PeopleSoft, Visual SourceSafe, Watchfire's AppScan, Dreamweaver, Fireworks, Contribute, Photoshop, FTP, MS Office 97, 2000, and XP. VB script, JavaScript, HTML, dHTML, PHP, ASP, ASP.net, SQL, Windows API calls; some Java, Visual Basic and VB.net.