

# Jon Tewes

**WEB DESIGNER / QUALITY ASSURANCE ENGINEER / JACK OF ALL TRADES**

Over the past decade I have been building my technical knowledge in software testing and in web design. I have a strong working knowledge of software testing processes, test plan strategies, and defect identification. In addition to my software testing skills I also have a strong background in web development and graphic design. I am known for my work ethic, creativity and my wide range of knowledge. I have the ability to look at something from the outside to come up with innovative solutions and have the knowledge to see it through completion.

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## **Technical Skills :**

### ***Quality Assurance - ADVANCED, 6+ years***

For 6+ years my day to day work has revolved around software testing and the processes involved with it. Although the process of software testing can be seen as a somewhat neqitive process; since the goal is to find defects in the software you are testing; I find it to be an exciting challenge to work on the cutting edge of the development process.

#### ***Software Testing Skills***

- Test case development and execution
  - Web application testing
  - Regression testing
  - Defect tracking
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### ***Web / Graphic Design - ADVANCED, 10+ years***

My current position has me working on pushing the limits of what can be accomplished on the web. Each day brings a new challenge from a client, developer or from the management at my company. My typical day is spent creating a functional shopping cart solution for clients that create a seamless transition from their site to ours using HTML, CSS and JavaScript.

#### ***Areas of expertise***

- HTML, DHTML, and XHTML
  - Cascading Style Sheets
  - PHP and MySQL
  - JavaScript, jQuery and AJAX
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### ***Software Skills - ADVANCED***

Over the course of my professional life, I have become proficient in a wide array of software programs

- Adobe Acrobat
  - Adobe Creative Suite
  - Corel Draw Graphics Suite
  - Dreamweaver
  - HP Quality Center
  - Microsoft Office Suite
  - PLSQL Developer and other database query engines
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## **Work experience :**

### ***Vendor Support Web Developer / Quality Assurance Engineer***

***- 2004 - PRESENT***

#### ***MindVision Software / eSellerate***

For the first 6 years I worked with the Quality Assurance team at eSellerate. I then moved into a web developer role in the support department.

- Worked directly with eSellerate publishers to develop and design interactive e-commerce solutions using a variety of web technologies
- Worked closely with the developers and the UX team to find ways to push the limits of existing web technology
- Translated complex business and application requirements into usable web interfaces
- Taken the leadership role on numerous projects
- Creation of test plans and test cases based upon functional and technical specifications

- Investigated the nature and probable cause of bugs. Entered clear description of bugs into bug tracking database. Followed through to resolution. Tracked bugs, reported trends, and made recommendations for meeting completion dates.
  - Took over the maintenance of existing Custom Layout templates and created 12 system layouts that are in production now
  - Updated XML post samples for PHP and created a website for the rest of the Quality Assurance team to use while testing
  - Created a new method of tabs in sales manager
  - Worked to create a positive and enthusiastic environment to promote quality and timely testing
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### ***Technical Support Supervisor / IT - 1999-2004***

#### ***Software Technology, Inc.***

I assumed a number of different roles while at Software Technology, Inc. These roles covered software support via telephone and email, senior technical support, technical support supervisor duties, software testing and quality assurance, in-house network and computer setup/repair, technical writing for their external knowledge base, as well as a number of special projects

- Supervised a team of 5-7 support representatives
  - Provided software training for employees as well as external clients
  - I was the contact point for the top 5 clients in terms of revenue as well as the top 5 troubled clients
  - Created and maintained the Document Assembly program that is still in use
  - Wrote and gave bi-annual performance reviews for my team
  - Performed interviews of potential employees and helped make hiring decisions
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### ***Professional Estimator - 1996-1999***

#### ***Menards Cashways***

At Menards, my main role was working with contractors directly to ensure that they had everything they needed to get their job done.

- I was in the pilot group of Menards estimating department
- Proposal and estimate generation for large scale projects utilizing digitizer and proprietary software products

- Installation and maintenance of computer hardware, software, and network routing.
  - Extensive customer service interaction with businesses and clients at all levels
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### ***Floor Supervisor - 1992-1996***

#### ***Westlake Ace Hardware***

While in high school and into my college years I moved up through the ranks at Westlake Ace Hardware. I started as a general floor help, then into a department manager role and lastly into a floor supervisor role. The floor supervisor role included all aspects of running the store. From opening to closing the business, maintaining the correct amount product on our shelves, giving out daily duties to employees, motivating a team and working with upset customers.

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## **Education :**

***Lincoln Southeast High School - 1989-1992***

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***University of Nebraska, Lincoln - Graphic Design - 1992-1995***

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