

## Christopher Graham

2209 Saltree Place, Raleigh, NC 27614 | 919-802-1355 | [chris@cgraham.com](mailto:chris@cgraham.com)

### SUMMARY

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- 15 years experience: SQA Engineer / Product Development.
- Experience in Fortune 500 companies and startups using ad-hoc, Waterfall, and Agile like iterative development.
- Hands on experience with manual functional, exploratory, interoperability, and automated regression testing.
- Experience with SaaS / client-server / Windows / Mac OSX / iOS / Android. Basic SQL and Linux skills.
- Highly technical aptitude, quick mastery of new technologies via self study and research.
- Ability to work in a team or independently - self-motivated and dependable.

### EXPERIENCE

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**Software Quality Engineer** **January 2012 to Present**  
**Ingram Digital Content / VitalSource Technologies, LLC, Raleigh, NC**

- Primary quality assurance engineer for software-as-a-service e-textbook app built with Ruby on Rails, AJAX, and Java supporting all common desktop browsers, and iOS and Android mobile browsers.
- Testing Windows, Mac, iOS and Android tablet e-book apps built with C, .Net, Java, and WebKit components.

**Software Quality Engineer** **November 2002 to December 2011**  
**Trek Eight, LLC, Raleigh, NC**

- Perform all work virtually from my home office in Raleigh, NC for this small La Costa, CA company.
- Testing SaaS, Windows consumer utilities and applications, and iOS apps used by 12MM users grossing \$15MM.
- Working with distributed and remote development teams in California, India, Bosnia, and Russia.
- Remotely manage in-house quality assurance engineers located in the La Costa, CA company office 2006-2008.

**Software Quality Engineer** **November 2001 to November 2002**  
**Lions Pride Enterprises, San Marcos, CA**

- Perform all work virtually from my home office in Rochester, NY as a full-time telecommuter.
- Work directly with the CEO to commercialize websites, Flash games, and Windows applications.
- Remotely manage small software projects developed by offshore development teams.

**Software Quality Engineer** **July 2000 to November 2001**  
**Eastman Kodak (EDP contract), Rochester, NY**

- Manage and execute all quality assurance for internal resource management tool developed in Lotus Notes.

**Software Quality Engineer** **April 1999 to July 2000**  
**Heidelberg Digital (Ciber, Inc. contract) Rochester, NY**

- 100% test automation using manually coded Segue (Borland) Silk Test for a high volume digital network printer.

**Software Quality Engineer** **November 1997 to March 1999**  
**EDS / Xerox, Rochester, NY**

- Quality assurance for multiple in-house client-server sales force applications used by approximately 6500 users.
- Manage an exploratory implementation of Segue (Borland) Silk Test automation tools for regression testing.

**Help Desk / Technical Business Analyst** **October 1996 to October 1997**  
**EDS / Xerox, Rochester, NY**

- Telephone support on full-tier, multi-application help desk in support of nationwide Xerox sales force.

### EDUCATION

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Rochester Institute of Technology **1996 to 1998**  
Information Technology  
GPA: 3.5 Deans List, Winter 1997/1998

State University of NY at Alfred **1992 to 1993**  
Computer Science (VB, C++, and Assembly)