

Personal profile

As a software, website and mobile application quality assurance specialist, I have more than Twenty years of computer experience.

Information technology experience

La Presse / Nuglif	2012 to today
Quality assurance analyst	2012 to today
<ul style="list-style-type: none">• Participate in agile rituals and team meetings throughout the product development cycle.• Participate in the formulation of needs and specifications in order to detect and prevent potential problems.• Participate in the analysis and development of test strategies.• Participate in the design, development and execution of test plans and test sets (including automation) at all phases of testing.• Participate in error documentation and follow-up.• Participate in the compilation of statistics and analyze test results.• Participate in the technological watch, the evolution of the tools, the practices and processes of the tests, (including automation).• Participate in prioritizing tasks related to quality assurance.• Participate in challenging and advancing agile teams.• Participate in providing visibility to quality assurance metrics.	

Agence Media Equation Humaine (formerly Hue Web Studio)	2009 to 2012
Quality assurance team leader	2009-06 to 2012-09
<ul style="list-style-type: none">• Assure and improve quality assurance of all services offered by Agence Media Equation Humaine, in terms of visual content, functionality and even production.• Assure quality assurance team profitability.• Assure task affectation of quality assurance team members, including freelancer recruiting and schedule management.• Propose new practices to improve product quality.• Develop automated tests to simulate user navigation within an html, flash or rich application (Facebook, widget, etc.) web site.• Develop strategies to test products and services.• Identify and track issues, verify resolution.• Prepare test plans and test cases.• Manage the company's service provider of computers and network maintenance. <p>Main achievement:</p> <p>➤ To have implemented automated tests (functional, regression, volume, performance, stress and charge).</p>	
Quality assurance analyst	2009-03 to 2009-06
<ul style="list-style-type: none">• Propose new practices to improve product quality.• Participate in the elaboration of a quality assurance plan to implement automated tests. c).• Develop functional, regression, volume, performance, stress and charge and acceptance tests.• Develop automated tests to simulate user navigation within an html, flash or rich application (Facebook, widget, etc.) web site.• Identify and track issues, verify resolution.• Prepare test plans and test cases. <p>Main achievement:</p> <p>➤ To have implemented methodologies and work ethics according to Web industry standards.</p>	

<u>Technologies 20-20 Inc.</u>	1995 to 2009
Quality Control Specialist	1999 to 2009
<ul style="list-style-type: none"> • Ensure quality of software and updates. • Create, document and execute test plans, scenarios and cases. • Detect and confirm problems, identify and document reproducible sequence. • Launch correction process and ensure follow-up until final resolution. • Produce statistics reports. • Validate programmer's corrections. • Prepare and maintain testing labs: install production software, compile software in "release" and "debug". • Supply third-level support by assisting users. • Search workarounds for problems. • Program and execute automated tests. • Provide technical training to users and new employees. <p>Main achievements:</p> <ul style="list-style-type: none"> ➤ Researched and implemented new tools for manual test cases management. ➤ Established a new task-assignment method for the monthly updates of manufacturer's catalogues. 	
Customer Support Representative and Consultant	1995 to 1999
<ul style="list-style-type: none"> • Supplied first and second-level support by assisting users. • Tested software and updates. • Detected and confirmed problems, identified and documented reproducible sequence. • Created and maintained knowledge-based tools: FAQ, online help, internal notes. • Reviewed and wrote English and French technical documentation. • Provided technical training to users and new employees. <p>Main achievement:</p> <ul style="list-style-type: none"> ➤ Created the first version of the Customer support website. 	
Office Clerk	1989 to 1990
<ul style="list-style-type: none"> • Provided support to the personnel of Produits MKS Inc. and MKS Informatique Inc. as well as to Cuisi-Boutique MKS franchisees. • Assembled the displays and represented the Company at trade shows in Canada and the U.S.A. 	

<u>Flagworld Communications Inc.</u>	1996 to 2018
Vice-President, Server Administrator and Webmaster	1996 to 2018
<ul style="list-style-type: none"> • Manage dedicated servers, virtual servers, hosting accounts and user accounts. • Create and administer websites, portfolio. • Publish daily news. • Provide media coverage for major events: Grand Prix du Canada, Grand Prix de Trois-Rivières, Challenge sur glace de Sherbrooke and Grand Prix de Valcourt. • Negotiate partnership and advertising agreements. • Negotiate websites creation and maintenance agreements. <p>Main achievements:</p> <ul style="list-style-type: none"> ➤ Partnership with Canoë. ➤ Partnership with Auto123. ➤ Official photographer for Grand Prix de Trois-Rivières and Challenge sur glace de Sherbrooke. ➤ Developed software to assist in the daily task of reading multiple news-related sites. ➤ Best Media Support prize. Winning Attitudes Awards Gala Fundación Gonzalo "Gonchi" Rodriguez. (Monza, Italy, 2004). ➤ Official website of driver Jacques Villeneuve – 1996-2003. ➤ Official website of Musée Gilles-Villeneuve – 1997-2007. ➤ Official website of driver Patrick Carpentier – 1997-2003. ➤ Official website of driver Bertrand Godin – 1998-2000. 	

Information technology

Knowledge/skills

- **Operating systems/Servers:** Microsoft Windows, Mac OS, iOS, Android, Linux, Blackberry OS, Parallels Plesk Panel, cPanel, WHM, Fantastico, Amazon AWS, Route 53, S3, EC2.
- **Programming languages:** Robot Framework, HTML, Sahi, PHP, Java, Compuware/TestPartner, Visual Test, Visual Basic.
- **Databases:** MariaDB, MongoDB, MySQL, Oracle SQL Developer, Visual Studio 2008/Team Foundation Server, Compuware/TestPartner.
- **Software/service:** Jenkins, Adobe Photoshop, Adobe Premiere Pro, Android Studio, Appium, Atom, AutoCAD, Badboy, Blackberry OS, Cisco AnyConnect, Charles, Compuware/TestPartner, Confluence, cPanel, Dreamweaver, Fabric, Fantastico, Fiddler, Flash, FTP, Git, Grafana, GRAV, Install Shield, Jira, Linux, Localytics, Lotus Notes, MAMP, Mantis Bug Tracker, Microsoft FrontPage, Microsoft Office, Microsoft Visual Studio, Mindmap, New Relic, Nstein WCM, Parallels Plesk Panel, Postman, Python, Rational Visual Test, Sahi, Slack, SFTP, Sonar, SourceTree, SQLPro Studio, SSH, StarTeam, Stash, Symantec Ghost, TeamSQL, Testrail, TortoiseSVN, Tower, Trello, Visual Basic, VMware, VMware vSphere, WAPT, WHM, Xcode, Zeplin,

Training

- Networking Essentials Official MCSE training course - Collège Montmorency, 1999
- Visual Basic 6 for programmers (2nd level) - CEGEP Lionel-Groulx, 1999
- Microsoft Excel (intermediate) : 2006
- UML and RUP Analysis with for business analyst - CRIM : 2005

Other experience

Photographer

- [Drone Pilot Certificate – Advanced Operations](#)
- [Published in souvenir programs, magazines and websites.](#)

Starter

- Starter (Grade B) sanctioned by Fédération de sport automobile du Québec for Grand Prix du Canada, Grand Prix de Trois-Rivières and Challenge sur glace de Sherbrooke.

Workplace First Aid Certificate (CSST)