

# RONALD JAMES

## EXPERIENCE

### **VIDEO GAME TESTER, VOLT WORKFORCE SOLUTIONS** REDMOND, WA 6/10-6/11

Compliance, compatibility and functional testing of Microsoft Xbox 360 games, hardware and firmware at VMC Game Labs. Identification, reporting and verification of bugs and other metrics as specified by the test plan and test leads. Initially staffed with the Xbox hardware group as a bullpen tester, transitioned to the Xbox Live Arcade (XBLA) team in March 2011.

### **TECHNICAL WRITER, NORTEL NETWORKS** SANTA CLARA, CA 6/00-1/05

Developed end-user documentation for Nortel enterprise networking products working from engineering specifications, development team interviews, and pre-release hardware and software builds. Prepared documentation for multiple distribution channels, including printed documentation, online support site, CD-ROM and embedded online help files. Maintained internal documentation website.

### **DEPLOYMENT ANALYST, HEALTHEON/WEBMD** SANTA CLARA, CA 4/99-5/00

Oversaw deployment of a Healtheon medical provider back office application (RACER) to 600+ physicians. Typical implementation included arranging internet provisioning, hardware purchasing, network wiring, installation, and training. Designed processes and procedures that were needed as the project scaled up from 32 beta sites to broad deployment. Maintained communication between wiring contractors, DSL providers, hardware vendor, and members of the deployment team. Maintained partner website.

### **APPLICATION SUPPORT SPECIALIST**

Provided support for various Healtheon applications. Customized workflow maps and rules per customer requests using various proprietary UNIX and web-based tools. Provided backup to customer support team as needed.

### **PROJECT CONTROLLER, ADECCO** ALAMEDA, CA 10/97-9/98

Provided project management support for an operations turn-around project using both client staff and outside consulting services. Monitored financial performance, prepared presentations, maintained project library and archives, coordinated team communications and activities, developed team standards, and created and maintained multiple team databases.

### **ENGLISH TEACHER, HANG DO MIDDLE SCHOOL** PUSAN, SOUTH KOREA 9/95-8/97

Taught English as a foreign language to middle school students and conducted conversational English classes for the teachers and administrative staff.

### **PUBLICATIONS SYSTEM ARCHITECT, BAY NETWORKS** SANTA CLARA, CA 5/90-1/95

Managed workstation configuration for the Publications group. Prepared documents for online distribution. Made policy recommendations concerning hardware and software tools and trained department personnel in the use of these tools. Member of the team that designed the templates used for all technical documents and training department courseware.

### **PUBLICATIONS PRODUCTION SPECIALIST**

Produced technical publications and training documents for SynOptics/Bay Networks products. Scheduled resources and coordinated vendors and contractors. Trained production team.

## EDUCATION

California State University, Sacramento, CA — Bachelor of Arts: Journalism

Transworld Teachers, San Francisco, CA — Certificate: TEFL/TESL

## TOOLS

Proficient with Microsoft Office Suite, OpenOffice, FrameMaker, FileMaker, Microsoft Product Studio. Functional user of ClearCase, Subversion, Git, Adobe CS, Aperture, Eclipse, Final Cut, Xbox 360 SDK.

## WRITING SAMPLES

Current resume and writing samples available at [www.ronaldajames.com/resume](http://www.ronaldajames.com/resume)