Sheri L. Richardson
Resides: San José, California

Summary

Team player, adaptive to changing needs, adherent to team objectives. Works well with others and on solo tasks. Detail oriented, consistent, attentive to polish. Current to Mac OS 9, Windows XP.

Recent Experience

Microsoft Corporation   *Software Test Engineer, 12/1999–Present*
1065 La Avenida Avenue, Mountain View, CA 94043

Microsoft TV, Advanced Client OS Adaptation   *1/2002–Present*
- QuickLooked Portuguese cable set-top box client software, OctalTV 5005/TVCabo: ensured daily builds met minimal testing requirements, Windows CE Platform Builder; compiled CD builds; wrote blocking bugs, Microsoft Raid; reported results, Microsoft Exchange XP.
- Performed user-level testing: standardized test suites and ad hoc; wrote, tracked anomalies, Microsoft Raid.
- Investigated variances, Portuguese keyboard with U.S. keyboard map; translated commands via web resources.
- Established QuickLook testing procedures: created reporting template, Microsoft Word XP; authored detailed documentation, Word XP, converted to test cases, Microsoft Test Studio.

Microsoft WebTV Networks, Inc.   *3/2000–1/2002; converted to Regular Staff, 12/2000*
- Performed bitstream testing for satellite receiver client software, UltimateTV: ensured compliance with DirecTV's third-party test suites; ad hoc user-level testing; wrote, tracked anomalies, Raid.
- Established bitstream testing procedures; created, maintained early reporting templates, Microsoft Excel 2000.
- Directed efforts of a small group of testers.
- Worked closely with external developers: provided feedback on bitstream test case database; reported bugs; ensured features met testing, reporting needs; implemented interface, scripting modifications, FileMaker Pro 5.
- Retrieved via FTP test case releases and updates from Doctor Design/Wind River; performed document control functions, integrating changes into internal test case database, tracking versions, Word XP, Adobe Acrobat 4.
- Prepared reports to DirecTV of problems found in third-party test cases, Word XP; established register of and maintained, tracked reports submitted, Excel XP; annotated internal test database with report results.
- Resolved and closed bitstream bugs in Microsoft Raid: regressed fixes, rerunning test cases against current builds; annotated over 89,000 individual test case records.
- Generated testing results reports for submission to DirecTV, Adobe Acrobat 4.
- Established, maintained group web site: modified departmental web templates; exported daily, build, and submitted testing results, HTML 4.01.
- Administered bitstream test generators, Windows NT; administered network and workgroup servers, Windows 2000 Server; performed backups, file maintenance, FileMaker Pro Server.
- Performed double-duty after transfer to MSTV, through completion of UTV client 3.5; trained replacements.

Macintosh Business Unit, Internet Explorer   *12/1999–3/2000; contract through Volt Services*
- Tested Internet Explorer 5.0: user-level, functional, blackbox; ad hoc and from test case database; wrote, tracked anomalies in Raid; maintained test cases, FileMaker Pro 4.
- Participated in verifying rendering engine's compliance with W3C standards (HTML, DOM, CSS, etc.) against Top 100 web sites.
- Monitored Mac IE 5 Beta mailing list: logged external problem reports; verified reports, wrote bugs; assigned reports to specialists for further investigation; provided beta testers with feedback and assistance.

E-Mail: SLR@ESQUE.COM

Apple Computer, Worldwide Product Marketing   *Hardware Placement Lab Technician, 6/1999–10/1999*
1 Infinite Loop, Cupertino, CA 95014   *Contract through Trattner Network*

- Fulfilled requests for seed hardware: faxed loan agreements; e-mailed shipping, status notifications, Claris eMailer 2; contacted customers for and received equipment returns.
- Prepared prerelease hardware for seeding to internal and external sites: wiped drives; restored development and production Mac OS versions, server and bundled software; replaced damaged, missing components; installed RAM, interface cards; packaged for shipping.
- Reworked hardware as developed: replaced processors, video cards, Ethernet cards, drive controllers; flashed ROMs for same.
- Prepared hardware en masse for product introductions, tradeshows, press tours: iMac, iMac DV; PowerBook, iBook; Power Macintosh G3, G3 Server, G4; Studio Displays, Cinema Display; AirPort.
- Wrote packing insert included with all seed hardware, Microsoft Word 98.
- Began development of web-based request databases: BBEdit 5, FileMaker Pro 4; simple departmental banner, Photoshop 5.5; on-line help, Word 98; worked closely with a lateral manager to improve features.

Adobe Systems, Inc., Information Services   *Help Desk Analyst, 12/1997–10/1998*
333 West San Carlos Street, San José, CA 95010   *Contract through Cameron Technologies, then EDS*

- Provided software and hardware support to Adobe employees via telephone and e-mail.
- New account setup, scheduling jobs for system administrators. Opened and maintained tickets in Vantive.
- Configured workstation access: network, TCP/IP; dial-up, ARA; Novell 32, IntraNetware; firewall proxies; FTP, telnet; intranet, Internet. Reset passwords via custom web interface and telnet to SunOS.
- Assisted in tear-down and setup of Windows, Mac, and UNIX computer systems during building migrations.
- Authored dial-up procedure guide for ARA 2, Mac OS 7.6; Microsoft Word 6; Adobe Acrobat 3.

Earlier Industry Experience

- Apple Computer, IQ, guideline writer, 1995–1997
- Apple Computer, eWorld, structure, 1995
- Global Village, technical support, 1994
- T/Maker Company, technical writer, 1992–1993
- Ashton-Tate, development test, 1988–1991
- ComputerLand, sales, 1987–1988
- Practical Peripherals, technical support, 1987
- Haba Systems, technical support, 1985–1987

Professional & Personal Interests

Administers free Internet virtual-reality databases: programming object-oriented environments (LambdaMOO); account creation; password, permissions setting; server-side file maintenance via telnet, FTP. Webmasters private domain, http://www.esque.com, using BBEdit 6 for manual HTML and JavaScript coding, and Adobe Acrobat 4 for document delivery. Maintains private network of four computers, shared PostScript printer. Investigating Linux, Mac OS X upgrade options, self-paced programming courses. Novelist, writes for fun and, eventually, profit.

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