

# GLEN F. RAPHAEL

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- SUMMARY** Over 9 years experience in Software Quality Assurance; over 4 years experience in Software Development. Skilled at finding and reproducing software bugs, including white-box testing. Created, shipped real products.
- TECHNOLOGIES**  C/C++, Pascal, Perl, Python, sh/csh, NewtonScript, Flash, HTML  
 UNIX(Linux, QNX, Solaris), Windows NT/2K/XP, Mac, PalmOS
- EXPERIENCE**
- 2003-2006 *OEM Software Engineer/Quality Assurance Engineer* **Beatnik**  
**Created MIDI, MP3 and other content files to test a music engine.**  
Assembled a test laboratory. Worked with cellphone manufacturers to isolate bugs related to sound quality. Became a QAI "Certified Software Tester".
- 2001-2003 *Senior Quality Assurance Engineer* **Gibraltar Software**  
**Created the QA department.** Assembled a test laboratory; tested installation, configuration and use of client/server application. Tracked product status and approved releases. Designed release procedures, plans, checklists. Found, filed, and verified hundreds of serious, reproducible bugs using Bugzilla.
- 2000-2001 *Applications Staff Engineer* **Red Jade**  
**Designed PDA software for a wireless handheld entertainment device.**  
Wrote the application launcher, the calculator, and an application support library. Specified core applications that defined the overall product interface.
- 1998-2000 *Software Quality Assurance Tools Engineer* **Pocket.com**  
**Led an international test effort.** Lived and worked in China unsupervised to solve issues that had delayed product release. Verified both software and hardware quality of JVC's "PocketMail" device. Refined the user interface. Identified features to remove in order to bring in the release schedule.
- 1997-1998 *Test Engineer; Software Engineer (contractor)* **General Magic**  
**Added table support to a handheld web browser application.** Wrote API test code and designed test suites. Fixed bugs in Magic Cap OS using C++. Initial contract favorably extended until job completion. (10 month contract)
- 1995-1997 *Director, West Coast Operations* **LandWare**  
**Created a commercially successful paint program for the Apple Newton.**  
NewtPaint received the top review rating in Pen Computing Magazine.  
Developed MusicPad 2.0. Showed products at COMDEX and CES.
- 1994-1996 *API Test Engineer (contractor)* **Chamberlain & Associates**  
**Tested Newton 2.0 Recognition and Graphics APIs for Apple Computer.**  
Filed hundreds of bugs and verified fixes, making many highly difficult and obscure bugs consistently reproducible. Wrote automated API regression suite.
- 1990-1994 *Software Engineer, QA Engineer* **Dow Jones/Telerate**  
**Created load-balancing software** for a foreign currency trading system.

**EDUCATION** **B.A. in Computer Science, University of California at Berkeley**

**MEMBERSHIPS** ACM SIGCHI (Computer-Human Interaction SIG); Founder, Stanford Newton Users Group; Co-Founder, Stanford Pilot Users Group