

Hollis, NH 03049

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Principal Software Engineer

Accomplished engineer in the software industry primarily as developer with heavy involvement in QA automation, and some DevOps, project management, and team leadership. Startup company and 1.0 project experience. Experience working with offshore talent. Five years' experience with Agile. Extensive experience with medical workflow software, cybersecurity, and cloud technologies.

Technical Skills

Languages: C#, Java, Python, Groovy, SQL, Perl, VB.NET, C/C++

Tools: SilkTest, TestPartner, DevPartner Studio, Fiddler2/4, VMWare ESXi, Jenkins, JIRA, git, Coverity, Postman, Appium.

Platforms: Windows NT 4.0-10, Server 2000 through 2012, Linux (CentOS & Ubuntu), .NET (all versions), Mono, Springs

Distributed Technologies: AWS: DynamoDB, DMS, Aurora, S3, EC2, CloudWatch. Other: OpenShift, Logstash, Kubernetes, Docker, Kibana, RabbitMQ, Ansible

Experience

Bose Professional, Framingham, MA

12/2022-11/2024

SQA Automation Engineer

Wrote test automation for high-end audio and conferencing devices. Technologies included Python and Selenium, driving products' web UIs and back-end APIs.

Johnson Controls, Inc. Westford, MA

02/2022-05/2022

Principal Software Engineer

Short contract overhauling UI test automation suite written by non-engineers. Software technologies included C#, Appium, and MSSQL. Product under test was CCure 9000, the administrative front-end used to manage building access hardware, e.g., card-reader doors.

Self Employed

Ongoing since 10/2019

Working on a suite of tools to assist foreign language learning, currently focused on Hindi. Platforms currently include Windows and Android. Primary technologies include the .NET Framework, Xamarin.Android, and Node.js.

Symantec Corporation, Cambridge, MA,

10/2013 – 08/2019

Principal SQA Automation Engineer / Principal Software Engineer

Initially, led a team of QA automation developers to test a Mobile Device Management (MDM) SDK and then moved into development. This SDK was a suite of services written in C# and running on Mono on Linux. Over time, newer components were added in Java.

In the QA role:

- Wrote the original test harness in Python and ported it to Java when new SDK services were written in Java.
- Wrote performance testing tools and orchestrated performance testing.
- Wrote MDM emulators for Android devices, Apple devices, and Windows laptops in Java to support end-to-end automated testing of the server components without needing physical devices.

In the Developer/DevOps role:

- Supported the whole SDK, including debugging and fixing production environment issues.
- Added security-related features to both Java and C# microservices and performed product maintenance such as refactoring for performance.
- Maintained and enhanced the build and deployment systems, kept OS and libraries up-to-date with regard to security patches, and performed other DevOps work.
- Worked on transition from Kubernetes-based VM infrastructure (running on a private cloud) to Docker/OpenShift-based infrastructure (running in AWS).
- Monitored our microservices' performance in AWS and made adjustments.

In both roles:

- Worked with offshore teams in India and mentored junior team members locally and in India.
- Represented QA in establishing coding standards and check-in processes.
- Participated in story development for QA, development, and DevOps stories.

Technologies and languages used included: C#, Java, Python, Groovy, SQL, Springs, and all distributed technologies listed above under Technical Skills. Agile (Scrum) environment.

Nuance Communications, Inc., Burlington, MA

08/2008 – 02/2013

Principal SQA Automation Engineer, 8/2008 – 02/2013

Led a team of offshore (Ukraine) and local engineers in creating automation for UI testing, regression testing, performance testing, and API testing for several releases of PowerScribe, a speech-recognition and workflow product for Radiologists. PowerScribe includes a thick-client front-end for its primary users, a web front-end for administration, a back-end, and integration APIs. Tests were written for all user interfaces, all published and some unpublished APIs.

- Wrote regression automation in SilkTest Classic and homegrown C# tools.
- Wrote performance automation in SilkPerformer and homegrown C# tools.
- Wrote web service API tests in C#.
- Collaborated in the design of a results repository for long-term storage of results and doing more sophisticated analysis.
- Designed a fully-automated automation system which keyed off of product build completion, created VMs, installed the product, ran automated tests, and published results via e-mail all without human intervention. Implemented with the offshore team. First prototype was cobbled together with batch files, PowerShell, and C#. We were improving it component-by-component over time.
- Maintained project plans and schedules.
- Advocate for process improvement initiatives including Agile and CMMI.

Nuance Communications, Inc., Burlington, MA

08/2007 – 07/2008

Senior SQA Engineer / Senior Software Engineer (contract)

Wrote the test harness and test automation for a Web Services API used for batch-mode speech recognition. Also functioned as QA lead.

- Wrote the test harness in C# with a SQL back-end.
- Coded XML test cases

**Ajilon Consulting, Nashua, NH
Senior SQA Engineer (contract)**

07/2007 – 08/2007

Short-term contract writing GUI automation in Compuware's TestPartner.

**Compuware, Merrimack, NH
Senior Software/QA Engineer**

05/2002 – 06/2007

Senior technical contributor and occasional team lead for nine releases of DevPartner Studio, a suite of developers profiling tools.

- Wrote UI test automation using Compuware TestPartner and in-house tools.
- Wrote command-line test automation in Perl.
- Wrote instrumentation-testing programs in C#, native and managed C++, VB.Net, VB6, VBScript, and JScript for testing the profilers against a variety of Microsoft technologies, including ASP, ASP.Net, ADO.Net, DCOM, Web Services, Object Remoting, and others.
- Mentored and guided the junior members of the team.
- Maintained and enhanced support systems used by the whole lab: bug tracking (TrackRecord) and our home-grown test case repository and test results reporting systems.

Additional Relevant Experience

Prior to 2002, primarily as a contractor, served in various senior software and QA engineering roles at the companies listed below. Note that some contracts overlapped.

**NuMega / Compuware, Nashua and Merrimack, NH
Senior Software/QA Engineer (contract)**

11/2000 – 01/2002

Four distinct projects, all involving QA and at least some test automation:

- Tested 6.6 release of TrueTime and TrueCoverage profiling tools for developers.
- Wrote test programs for DistributedAnalyzer, a developer's tool for tracing errors and finding performance issues in distributed applications.
- Test DevPartner Profiler Community Edition, Compuware's first product for .NET.
- Directed and co-wrote ground-up rewrite of the automation test harness in Perl with SQL back-end.

**Dragon Systems / Lernout & Hauspie Speech Products, Waltham, MA
Senior Software Engineer (contract)**

05/2000 – 11/2000

Two projects:

- Tested COM and ActiveX interfaces of the 5.0 Dragon Speech Engine, writing new test programs in C++ and VB for the new 5.0 features and doing maintenance programming on the 4.0 engine's tests.
- Participated in automating tests of the complete 5.0 product's internationalized versions.

**NuMega / Compuware, Nashua and Merrimack, NH
Senior Software/QA Engineer (contract)**

09/1999 – 05/2000

Tested the 6.5 release of TrueTime and TrueCoverage profiling tools, writing instrumentation-testing apps in C++ and VB and to a lesser extent with Java.

Giganet, Inc., Concord, Massachusetts
Senior Software Engineer (contract)

03/1999 – 07/1999

Developed API test programs for a Windows 2000 Winsock DirectPath (SAN) driver and did test harness and general toolsmithing work for other Giganet projects.

Avid Technology, Tewksbury, MA
Senior Software Engineer (contract)

06/1998 – 03/1999

Co-developed automated test results reporting system comprising Web and SQL servers and the tools for posting to it. Lead the DB design effort and the SQL DB implementation. Did proof-of-concept for the Web UI.

Raptor Systems, Inc., Nashua, New Hampshire
Principal QA Engineer / Release Engineer (contract)

11/1997 – 05/1998

Wrote the QA test plan for and performed much of the testing of a VPN tunneling driver. Set up its source control system. Automated the build process.

Avid Technology, Tewksbury, MA
Principal QA Engineer (contract)

09/1997 – 06/1998

Worked with a QA tools group, developing automated QA tools, QA Partner (SilkTest) UI test automation, and testability extension functions embedded in MediaComposer.

Homisco / Voicenet, Melrose, Massachusetts
QA Process Consultant (contract)

05/1997 – 11/1997

Brought QA and Release Engineering to a company that had never had either. Trained existing staff in QA methodologies. Set up source control system and trained staff in its use. Set up defect-tracking system.

Avid Technology, Tewksbury, MA
Principal QA Engineer (contract)

04/1997 – 08/1997

Wrote QA Partner test automation and QA Partner extension functions for a multi-platform product running on Mac and Windows NT. Also, supported team of others doing QA Partner work, and consulted on QA process.

Professional Development

- Two years at MIT in Aeronautical Engineering with many math and computer science courses.
- Microcomputer Communications and Networking, Northeastern University
- ASTQB CTFL certification.
- CompTIA Mobility+ certification.