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**PROFESSIONAL HIGHLIGHTS**  
• **Experience**: Senior Quality Assurance Testing professional with 25+ years of experience working in both agile and waterfall development projects.  
• **Quality Assurance Expertise**: Proficient in analyzing complex business applications and usage scenarios, with the ability to quickly identify both simple and complex quality issues.  
• **Communication**: Skilled in communicating effectively with development teams, providing thorough problem analysis and root cause details, resulting in expedited fixes for quality issues.  
• **Product Quality Advocacy**: Strong advocate for product quality, balancing business needs for timely delivery with the desire for perfection.  
• **Adaptability**: Self-motivated and independent learner, maintaining proficiency with the latest development tools and testing strategies.

**CORE KNOWLEDGE & SKILLS**

• **Test Management Tools**: Atlassian Jira, Xray for Jira, Microsoft Test Manager, Microsoft Team Foundation Server  
• **Defect Tracking Tools**: Atlassian Jira, Microsoft Test Manager, Microsoft Team Foundation Server  
• **Testing Tools**: Visual Studio 2013–2015  
• **Source Control Tools**: Git, psake  
• **API**: SoapUI, Postman, Browser DevTools  
• **Databases Queried**: BigQuery (GCP), SQL Server 2014, Oracle 12c  
• **Documentation**: Atlassian Confluence, Microsoft SharePoint, Microsoft Office (2013–current)  
• **Test Strategies**: Build Acceptance, Smoke, Functional, Integration, System, End-to-End, Black Box, Regression, Comprehensive, User-Acceptance Testing  
• **Communications & Conference**: Microsoft Teams, Slack, Zoom  
• **Browsers**: Chrome, Firefox, Edge, Safari  
• **Web Technologies**: JavaScript, ASP.Net MVC  
• **AI**: ChatGPT 3.5, ChatGPT 4.0, GPT-4o, GPT-4o mini, o1-preview, o1-mini  
• **Operating Systems**: Windows 10–11, macOS Monterey, Ventura, Sonoma, Windows Server 2012  
• **Smart TVs**: Samsung (2016–current), LG (2016–current), Vizio (2016–current), HiSense (Android TV, Roku TV, Fire TV), TCL, Toshiba  
• **Smart CE Devices**: Roku, Apple TV, Android TV, Google TV, Shield TV, Fire TV  
• **Gaming Systems**: Xbox One X, PlayStation 5, PlayStation 4, Atari VCS

**PROFESSIONAL EXPERIENCE**

**Chicken Soup for the Soul Entertainment** (Redbox Entertainment)   
**Sr. Software QA Engineer, Apps**  
May 2022 – July 2024 | Oakbrook Terrace, IL

• Created and maintained test plans, test suites, and test cases using Jira and Xray for Jira, with comprehensive documentation in Confluence for software applications.

• Conducted comprehensive testing and debugging for product/platform releases across OTT, native apps, web, and connected TVs, including identifying, documenting, and tracking bugs through to resolution.

• Validated multiple content delivery models, including Free Ad-Supported Streaming TV (FAST), Transactional Video on Demand (TVOD), Video on Demand (VOD), and Advertising-Based Video on Demand (AVOD).

• Performed video application and playback testing across platforms, including smart TVs (Samsung [Tizen], LG [webOS], Vizio [SmartCast], Hisense [VIDAA]), gaming consoles (Xbox, PlayStation), mobile devices (iPhone, Android), and Set-Top Boxes (Roku, Google TV, Android TV, Fire TV, Apple TV), ensuring video quality and performance.

• Utilized Samsung Tizen Studio IDE, PlayStation 5 (PS5), PlayStation 4 (PS4) test kits, and the Xbox development kit to conduct exploratory and regression testing, focusing on Video SDKs, video players, ads, UI, and network levels.

• Maintained a personal testing lab equipped with necessary TVs, TV stands, remotes, power strips, network cabling, switches, and power management to ensure support for relevant testing environments and meet specific testing needs.

**Redbox Automated Retail, LLC** (via Disys)   
**Sr. Software QA Engineer – Contractor**  
Feb 2016 – May 2022 | Oakbrook Terrace, IL

• Assigned to the Web/Mobile team, ensuring seamless functionality of Redbox’s website across Chrome, Firefox, Edge, and Safari browsers.

• Created and maintained test plans, test suites, and test cases using Microsoft Test Manager and Team Foundation Server (TFS), with documentation managed in SharePoint.

• Worked in an Agile/Scrum environment, actively participating in daily stand-ups and sprint planning while developing and executing manual tests.

• Executed server-side validations using industry-standard tools and validated UI data through the development and execution of SQL Server queries.

• Debugged and performed API testing using tools such as Charles Proxy, Fiddler, Postman, and browser-based inspection tools like Inspect DevTools.

• Utilized streaming technologies including HTTP Live Streaming (HLS), Dynamic Adaptive Streaming over HTTP (DASH), Digital Rights Management (DRM), Dynamic Ad Insertion (DAI), and various audio/video codecs.

• Conducted Omniture validation using the Adobe Analytics Debugger plugin in Chrome, tested ad placement and sizing on web and mobile responsive platforms using Google Publisher Toolbar, and verified CMS deep linking with the Roku Deep Link Testing Tool.

• Collaborated with cross-functional and automation teams to address persistent defects by designing test cases for automated consumption, ensuring software products met business requirements and quality standards.

• Self-motivated, independent learner, staying up-to-date with the latest development tools, testing methodologies, and strategies to continuously improve testing practices.

**Worldpay SN** (via Experis)  
**Sr. QA Analyst – Contractor**Feb 2015 – Jun 2015 | Austin, TX  
• Assigned to the Compliance team to ensure all software was delivered for the spring 2015 PCI audit and address long-standing customer escalated issues.  
• Collaborated with an Agile team, participating in daily scrums and testing concurrently in sprints to ensure high-quality code delivery.  
• Developed test cases and coverage based on sprint requirements, utilizing Microsoft Team Foundation Server (TFS) and Microsoft Test Manager (MTM).  
• Performed server-side validations using industry-standard tools and validated UI data through Oracle and SQL Server queries.  
• Validated a new gateway encryption algorithm using the payment gateway web API service via SOAP UI, working with both SOAP and REST methodologies.  
• Executed complex one-off fixes for long-standing client escalations, deployed and validated across multi-tier environments, including production deployment during a Saturday overnight session with multiple server validations.

**Enterprise Products Partners (via Experis)**   
**QA Analyst – Contractor**  
Mar 2014 – Feb 2015 | Houston, TX  
• Assigned to an integration team responsible for validating end-to-end business scenarios across all applications.  
• Reviewed, updated, and extended user acceptance criteria for business requirements, trusted by the business to modify acceptance criteria as needed.  
• Worked in an Agile team, participating in daily scrums, and tested concurrently within sprints to ensure timely quality code delivery.  
• Developed sprint-specific test plans and test cases using Microsoft Team Foundation Server (TFS) and Microsoft Test Manager (MTM).  
• Worked with the Automation team to identify key tests within build/deploy/test suites using Visual Studio Ultimate 2012/2013, leveraging Git and psake to build local solutions.  
• Conducted server-side validations with industry-standard tools and designed SQL queries for validating UI data.  
• Drove in-sprint issues and post-sprint bugs to closure, providing clear, concise problem details, working with development teams to determine root causes, and prioritizing issues for focus.

**Alcon Laboratories (via The Fountain Group)**   
**QA Test Engineer – Contractor**  
Oct 2013 – Feb 2014 | Ft. Worth, TX  
• Collaborated with a small development team to ensure end-to-end application design and functionality met business and surgical requirements.  
• Participated in the test plan stage to align user acceptance criteria with business and surgical requirements.  
• Worked in an Agile environment, testing concurrently with development teams in sprints, ensuring quality code delivery by sprint end.  
• Developed and executed test cases based on functional specifications and the overall test plan.  
• Performed validation of roles, authentication, browser cross-functionality (on desktop browsers, handheld devices, and mobile platforms), and database validation using SQL queries.  
• Conducted performance testing to verify IIS memory, processor use, and page load times.  
• Man-rated FDA-approved web-based SaaS application running through Salesforce.com, using Apex and JavaScript.