

Dennis McLaughlin

5+ years of experience with **AWS** and **Docker containerization** technologies. 10+ years of software QA experience covering test case design and automated testing. Combines hand-on programming experience with in-depth knowledge of the agile software development lifecycle with CI/CD both **on-site** and in the **cloud**.

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Technical Skills

Cloudops Tools	GitLab Pipelines, GitHub Actions, AWS Systems Manager, Docker , AWS Fargate, Puppet, Ansible, Certified AWS Solutions Architect
APIs & Development	Postman, Insomnia, API development (Shopify, BigCommerce, Quickbooks Online, Confluence, Jira), Microsoft Installer (MSI)
Languages	Python , PowerShell , C#, Ruby on Rails, Javascript, Node.JS, BASH scripting
Databases	DynamoDB, MySQL, PostgreSQL, Microsoft SQL Server
Test Automation	Selenium WebDriver, Taiko, Gauge, Ruby RSpec

Work Experience

Site Reliability Engineer ProShop ERP | 2023 - Present (proshoperp.com)

I manage and maintain a monolithic SaaS application hosted in AWS, utilizing Python and PowerShell to optimize performance and reliability on Windows instances. In addition to supporting customers and the implementation team, I contribute code to the main product to improve usability while automating repetitive tasks to streamline operations. (**AWS EC2, S3, CloudFormation, Systems Manager, Nginx, PowerShell, Python, C#, GitLab, custom APIs**)

Results:

- **Automated repetitive tasks** through Python and PowerShell scripting, leading to greater operational efficiency and reduced manual workload.
- **Contributed code enhancements** to the main product, improving usability and customer experience while maintaining system reliability.
- **Developed an MSI installer** that significantly reduced manual toil and deployment time for ProShop's most popular accounting connector, streamlining the installation process.
- **Collaborated with customers** and the implementation team, providing direct support and technical expertise to ensure successful integration and system optimization.

Integration Developer Rewind Software | 2022 - 2023 ([rewind.com](https://www.rewind.com))

Test Automation Rewind Software | 2018 - 2022

Contributed code to enable backup and restore support for third-party SaaS applications. Evaluated APIs of candidate SaaS applications, delivering reports and suggestions on technical compatibility. Developed and maintained the company's first browser-based test suite for end-to-end tests of backups for Shopify, BigCommerce, and Intuit Quickbooks Online. (**Ruby on Rails, GitHub, Docker, AWS, Postman, Confluence API, Jira APIDocker, AWS**)

Results:

- **Launched product offering for data backups** for Atlassian Confluence.
- **Expanded features in product offering** for Atlassian Jira and Jira Service Management.
- **Expanded test coverage** by including front-end UI into end-to-end integration tests.

QA Team Lead Assent Compliance | 2015 - 2018 (www.assent.com)

Headed a five-member team to develop and implement quality assurance tests and processes. Developed company's first browser-based automated test suite. (**C#, WebDriver, SQL Server, Jenkins**)

Results:

- **Reduced test time** while also running a larger set of test cases.
- **Reduced risk** of undiscovered issues in releases and increased application reliability.
- **Fostered excellent relationships** with developer teams to become the go-to QA resource for difficult problems.

Senior QA Engineer Canada Newswire | 2008 - 2015 (www.newswire.ca)

Executed tests to evaluate the performance efficiency and precision of document processing for digitized third-party print, internet, and broadcast television content. Conducted performance and API testing for a scalable content search and retrieval system. (**Postman, Lucene, Hadoop, Kafka, HBase**)

Results:

- **Increased reliability of production deployments** and recognized as the go-to DevOps resource.
- **Enhanced system performance** by working with dev teams to optimize the processing speed and accuracy of the system.
- **Validated accuracy of search results**, ensuring that users consistently receive relevant information corresponding to their search queries.

Education

Bachelor of Science, Computer Science with a business minor

Lakehead University | Thunder Bay, ON