

Kenneth Hagler
509 S. Hobart Blvd. #202
Los Angeles, California 90020-3722
[http://www.orange-road.com/
khagler@orange-road.com](http://www.orange-road.com/khagler@orange-road.com)
Skype: khagler
(310) 601-8366

HIGHLIGHTS

- Seven years of Quality Assurance experience.
- Five years of Configuration Management experience.
- Extensive knowledge of Macintosh Operating System and software.
- Knowledge of five computer programming languages.
- Fifteen years extensive experience using the Internet.
- References available on request.

RELEVANT EXPERIENCE

- Nov 2002–
to present **Symantec Corporation**
 Configuration Management Engineer
Responsible for building Mac OS, OS X, Windows, Palm OS, PocketPC, and Java projects. Create CM build scripts for new builds, and maintain scripts for existing builds. Educate development teams in CM processes and the use of version control and automated build systems. Produce CDs and CD images for product groups on request.
- Responsible for over two hundred builds.
 - Created object oriented build system to simplify creation and maintenance of CM build scripts.
 - Created tool to automate code signing with a cross-platform (Windows and Mac) front end.
 - Assisted with administration of Perforce and BuildForge servers.
- May 1999–
to Nov 2002 **Symantec Corporation**
 Associate Software Quality Assurance Engineer
Tested Macintosh, Palm OS, and PocketPC products, reporting any bugs found. Wrote web interface to internal bug and test case tracking database.
- Tested Norton AntiVirus, Norton Utilities, Norton SystemWorks, and Norton Personal Firewall on the Macintosh.
 - Tested Symantec AntiVirus for Palm on the Palm OS, and Symantec AntiVirus for Handhelds on Palm OS and PocketPC.
- Jun 1999 **O'Reilly & Associates, Inc.**
 Technical Reviewer
Reviewed *REALbasic: The Definitive Guide* for accuracy. Reported on errors in code samples and text.

Aug 1998– **The Workbook**
to Apr 1999 **Programmer**

Maintained the Frontier CGI scripts that run the Workbook web site. Wrote various utility scripts as needed to automate processes. Created new databases. Assisted in maintaining web, mail, list, database, and file servers. Assisted in mastering of hybrid CDs.

- Created a Filemaker-based database system to handle the Workbook's stock photography business.
- Rewrote web site registration system, resulting in a substantial increase in speed and reliability.
- Overhauled web site interface and functionality.
- Participated in the design of an XML-based image description language for the Picture Agency Council of America, and wrote the preliminary DTD.

Nov 1996– **Blizzard Entertainment**
to July 1998 **Macintosh System Administrator and QA Engineer**

Set up and maintained Mac-based servers. Organized and maintained the QA Mac Lab. Assisted the Lead Testers in organizing tests of Mac products. Organized and carried out compatibility testing. Assisted in product testing when needed.

- Created installer for the Macintosh version of Diablo.
- Set up and maintained web server for internal Tech Support and QA use.
- Designed and implemented Tech Support solutions database, accessible via web server.
- Created computer configuration database and system for automatically creating web pages from database records.
- Coordinated beta test and organized bug reports for the Macintosh version of Starcraft.

Aug 1995– **Davidson & Associates, Inc.**
to Nov 1996 **Macintosh Lab Coordinator/Quality Assurance Engineer**

Maintain and improve the operation of the QA Mac lab. Test software under development, finding and reporting all bugs found.

- Created and maintained the QA Department's page on company intranet.
- Designed and implemented automated processes using Frontier and AppleScript.
- Designed and implemented system for automated testing of products using Frontier and PreFab Player.
- Created installers for several Macintosh products.
- Reformatted and maintained Mac Lab Systems when needed.
- Provided assistance and instruction for testers in the Mac Lab.

Jan 1995– **Intensive English Institute—California Baptist College**
to Jul 1995 **Language Lab Monitor**

Assist international students in an intensive English program with their listening assignments in the language lab.

SOFTWARE AUTHORED

QA Suite	A set of Frontier scripts and code resources for generating and comparing file checksums. Used to verify CDs in multimedia software development.
Mail2FM	Co-authored, with Preston Holmes. Added support for Claris Emailer 2.0, along with various bug fixes and enhancements.
Liposuction	Simple suite for extracting "fat page" data into conventional Frontier object files.
headFileToHTML	A translator for converting dot-head files into Frontier objects for rendering as HTML files.
The Blob	A Filemaker Pro database system for tracking images in a stock photography business. Created for internal use by The Workbook.
Cerberus	An application for managing user registration on a web site with multiple servers. Created for internal use by The Workbook.
Forest Giant	Co-authored, with Jay Arrera and Paul Lin. A Filemaker Pro database with web interface for tracking bug reports, test cases, and project status. Wrote the web interface used by groups outside of Santa Monica.
Autosigner	A tool for automation of code signing requests. Uses a Python script to handle the signing, with a cross-platform application to create the requests.
Build class	A Python class to standardize CM build scripts, greatly simplifying their creation and maintenance.

EDUCATION

California State Polytechnic University, Pomona
Major—Computer Information Systems, 1991–1993

Riverside Community College—Riverside, California
Major—Computer Information Systems, 1988–1991

SKILLS

- Experience with Perforce version control software and BuildForge build automation software.
- Experience operating Mac file, ftp, web, database, domain name, and mail servers.
- Experience setting up Macs on TCP/IP, Ethernet, and LocalTalk networks.
- Can program in Python, REALbasic, AppleScript, Perl, and UserTalk.
- Experience scripting Macintosh applications.
- Familiar with a wide variety of Macintosh and Windows applications and Internet technologies.
- Can type 55 words per minute.

- Licensed Amateur Radio operator, General class (K1GHT)