

Eric K. Marsh

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Education

Master of Science in Industrial and Operations Engineering

University of Michigan, Ann Arbor, MI
Concentration: *Engineering Management*

April, 2008

Postgraduate courses in Mathematics, Statistics and Accounting
Wayne State University, Detroit, MI

April, 2004 – April, 2006

Bachelor of Science

University of Michigan, Ann Arbor, MI
Majors: *Computer Science, Economics*

June, 2002

Work Experience

April, 2006 – September 2007

Software Developer – QALoad

Compuware Corporation. Detroit, MI

Used C/C++ and C# to resolve complex internal and customer issues and implement new functionality for the load testing software QALoad. Extensive experience with custom built DOM and JavaScript parser to handle effective replay of web and XML scripts. Created a novel solution to a problem inherent to load testing software and led a team of developers in research efforts. Led a team in creating developer driven testing utilizing automation. Traveled internationally to resolve high priority customer issues.

Nov. 2005 – April, 2006

Acting Product Support Specialist

Compuware Corporation. Detroit, MI

Functioned as the technical lead for worldwide TestPartner support. Handles all international escalations and functioned as a single point of contact for important domestic accounts and assist other team members when issues are beyond their capabilities. Responsible for interviewing, training and mentoring new team members.

May, 2003 – Nov. 2005

TestPartner/QARun Support

Compuware Corporation. Detroit, MI

Worked with QA Analysts and Software Developers to ensure the stability and effectiveness of their test automation by debugging VBA scripts and creating sample applications for use with TestPartner and QARun. Consistently maintained the highest call volume for division. Often provided custom scripting solutions to resolve difficult issues for multi-million dollar engagements. In 2004, received high achievement award for work with a customer. Initiated and developed a reporting tool for use with the defect tracking software TrackRecord.

Apr. 1998 – Present

Freelance Web Developer/Designer

Develops web sites and applications for companies, organizations and private individuals based on their needs and budget. Tools used include HTML, Ajax, JavaScript, PHP, ASP, Perl, MySQL and Photoshop.

Customers of Note:

- Macys.com
- University of Michigan
- Wayne State University School of Medicine
- Eckerd Drugs