

# Isaac McVallentyne

Quality Assurance · IT Support · Front-End Development · Project Management  
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## Summary

Versatile technology professional with over two decades across quality assurance, IT support, front-end development, and project management. Proven record of delivering reliable software, robust IT operations, and well-run projects - both remotely and on-site - for major technology companies and a long roster of freelance clients. Adept at technical troubleshooting, data integrity, and leading cross-functional teams.

## Experience

### Driverless Support Specialist - 2023 - 2024

Cruise (GM)

- Tested, deployed, and validated autonomous-fleet software updates to ensure optimal performance and safety.
- Collected and verified operation-area map data for vehicle software builds, improving navigation accuracy.
- Ran automated and manual testing across the development pipeline using tools such as Selenium.
- Led a team of support engineers and partnered with development to keep fleet operations running smoothly.

### Quality Assurance Analyst - 2016 - 2023

Confidential Tech Company

- Ensured quality and reliability of pipeline features through automated and manual testing.
- Built comprehensive test plans and cases; executed scenario-based testing on connected devices.
- Identified, isolated, documented, regressed, and tracked bugs through to resolution.
- Provided technical support to field and trials teams using wireless and networking expertise.
- Interviewed QA candidates and led test efforts for several key features through release.

### IT Support Technician - 2016 - 2018

Confidential Tech Company

- Delivered IT support across multiple sites and launched IT infrastructure for new facilities.
- Maintained printers, access points, security monitoring, LAN/wireless, and Linux & Windows applications.
- Enforced security policies and managed inventory, RMA, and enterprise procurement.

### Front-End Developer - 2012 - 2013

Apple

- Shipped features across Apple.com for major launches (iPhone 5/5s/5c, iPad Air/Mini, MacBook Pro).
- Managed iTunes, QuickTime, Final Cut Pro, and Safari release updates across 110+ countries.
- Coordinated a team of 8 developers with the design and release-management teams.

### Front-End Developer - 2010 - 2012

Friend Finder Inc.

- Built affiliate programs, banner ads, internal web apps, and marketing sites.
- Implemented responsive design and modern JavaScript; optimized for speed and scale.

### Project Manager - 2006 - 2009

Belay Development

- Managed production end to end: projects, client support, data-center operations, and vendor negotiation.
- Consolidated client hardware to reduce costs and strengthen disaster recovery.

### Project Manager & Front-End Developer - 2000 - Present

Freelance

- Delivered web development, e-commerce, and marketing projects with end-to-end training and support.
- Selected clients: Sizzler, White Sierra, Blue Canoe, Video & Audio Center, Icon Shoes, Medley, FriendFinder, tz.one.un.org.

## **Skills**

**Programming & Web:** HTML5, CSS3, JavaScript, jQuery, Python, SEO, CMS, cross-browser compatibility

**Systems & Networks:** Active Directory, Linux, macOS, iOS, Android, VMware, SCCM, Microsoft Exchange

**QA & Data:** Selenium, test planning, manual & automated testing, MS SQL, data integrity

**IT & Management:** Hardware/server deployment, PBX/Asterisk, enterprise procurement, disaster recovery, digital asset management

**Leadership:** Team leadership, mentoring, cross-functional collaboration, project management

## **Education**

**B.S., Computer Information Systems** - DeVry University (Epsilon Delta Pi Honor Society · Dean's List)

**Systems Engineering Management** - University of California, Riverside

## **Volunteer & Community**

**Community Volunteer** - 100+ hours across Bay Area organizations.

Heal the Bay · Hands On Bay Area · KEEN San Francisco · American Red Cross · National Park Service (Golden Gate / Alcatraz)

Contributed to environmental cleanups, community service projects, adaptive recreation for people with disabilities, disaster-relief support, and park stewardship.