

Michael S. Boman

Address and Phone Number removed for web security purposes Feel free to reach me at michaelboman@yahoo.com

PROFESSIONAL SUMMARY: Compliance, Q/A, and Technical Professional with over 10 years of experience in the Media and Gaming industries. Highly skilled in Troubleshooting, Documentation, and Testing.

EDUCATION

International Institute of Software Testing (IIST), 2010
Golden Valley, Minnesota
Certified Test Manager

Oklahoma State University, 2007
Tulsa, Oklahoma
Bachelor of Science in Marketing with a minor in International Business

Tulsa Community College, 2003
Associates of Science in Computer Programming

Rogers State University, 1998
Associates of Arts in Broadcasting

WORK EXPERIENCE

Technical Compliance Engineer
June 2010 - Present

Video Gaming Technologies

- Creating internal and external processes for tribal and casino labs that are compliant with local and national guidelines and regulations.
- Troubleshooting issues live in the field of pre-release software on player terminals and servers at various casinos' test labs.
- Creation of internal procedural documentation for regulatory and technical compliance departments.
- Creating more efficient ways of logistics and processes within VGT in order to save time and money.

Q/A Engineer II

Sept. 2008 – June 2010

Video Gaming Technologies (Contractor from 9/2/08 to 5/1/09; Permanent 5/4/09)

- Tested casino pre-release (alpha, beta) gaming software on multiple hardware platforms, protocols, and backed servers.
- Troubleshooting issues and testing pre-release software on player terminals and servers at various casino's test labs
- Wrote in-house documents for pay tables and SAS Metering Scripts.

Q/A and Application Support Technician

May 2006 – Sept. 2008

RoviCorp (Formerly Macrovision/TV Guide/Gemstar)

- Tested pre-release marketing and sales applications for TV Guide Networks and Comcast Cable.
- Wrote quality assurance and software testing plans. Products shipped with 20 percent less customer support calls than previous versions.
- Facilitated critical support calls and solved customer issues for sales/marketing applications.
- Managed In-House Back end Support for HP/Mercury Software
- Created and Managed the Q/A Support Team's SharePoint website.

Backend Support Technician/Master Control Technician

Jan. 2001 – May 2006

Macrovision (Formerly Macrovision /TV Guide/Gemstar)

- Facilitated critical support calls and solved customer issues for the TV Guide Networks concerning TV Guide Network products with Cable backend engineers.
- Created an in-house ticketing system that saved over 50 hours per week in the department, versus issuing the ticket manually through e-mail and spreadsheets.
- Maintained six different channels within the TV Guide Network live to over 83.5 million customers.