

# Robert Smith

## Lead System Tester

### PERSONAL STATEMENT

6+ Years of diversified experience in Information Technology including QA Analyst with emphasis on Quality Assurance of Web and Client/Server based applications in all stages of SDLC. Expertize in Functional testing of web, Client Server, Mobile Application testing. Experience in full QA Life Cycle from analyze / review of Business Requirements, Create Testing Requirements, Test Case Creation, Execution, Defect Management and status reporting.

### WORK EXPERIENCE

#### Lead System Tester

**ABC Corporation - October 2010 - October 2013**

##### Responsibilities:

- Used Lessons Learned, worked to improve departmental testing procedures and protocols.
- Used the Interface Explorer tool, learned and shared with team members improved ways of analyzing data and gathering testing statistics.
- Worked to develop internal DPiT departmental processes to assist deployment teams to leverage resources.
- Advised Problem Resolution and Data Monitoring team regarding issues discovered during testing of data sent from contracted data sources.
- Provided a secured remote access for the enterprise users, through the VPN tunnel.
- Supported dial, broadband and LAN for the remote login.
- Tested firmware for different devices, modem in Windows 2000 and XP.

#### System Tester

**Delta Corporation - 2008 - 2010**

##### Responsibilities:

- End to end, IST, BPT and UAT testing for ordering and provisioning for VPN network.
- Engaged business units and IT partners on conference calls to troubleshoot system alerts and potential outages by providing error checking and system monitoring to minimize end-user impact.
- Contributed to 99.99% EDGE system availability.
- This was accomplished by being attentive and proactively anticipating system issues before problems arise.
- Louis, Missouri 2002 - 2006 System Tester DISC (Dispatch Systems and Control), retired Run Book/System level documentation.
- Testing procedures (Development to Test to Production) plan and execution.
- Disaster recovery plan and development.

### CONTACT DETAILS

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### SKILLS

Business Requirements,  
Create Testing  
Requirements.

### LANGUAGES

English (Native)  
French (Professional)  
Spanish (Professional)

### INTERESTS

Climbing  
Snowboarding  
Cooking  
Reading

### REFERENCES

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

## Education

Diploma - (City College of Hyderabad - Hyderabad, Andhra Pradesh)