# Technical Skills

Software Development Life Cycle (SDLC): Agile, Rapid, Iterative, SCRUM and Waterfall; Application Life Management (ALM): VSTS Azure, Quality Center Enterprise; IBM Rational Team Concert (RTC), Jazz - Quality Manager, Functional Tester, Jazz, ClearQuest, LoadRunner; Borland Delphi: Caliber, StarTeam; SQL Developer MySQL; Microsoft Office: Word, Excel, Project, Power Point, and Visio; 508 Accessibility Tools: JAWS, MS Narrator, Hisoftware AccVerify and AccRepair, Inspect (Windows 7, 8 10.1), SortSite, W3C Markup Validator, Android Adobe: Reader X and Adobe Pro, Java Ferret, HTML Validator Visual Basics (VB); Operating Systems: Microsoft Windows, Microsoft NT, Unix, Unix-like (e.g. Alfresco), z/OS, Virtual Memory System (VMS), and Mainframe; Computer Languages: C, C++, HTML, XML, JAVA, JavaScript, SQL, Visual Basics (VB), IBM AIX, and IBM DB2; Application Programming Interfaces (API): SoapUI and JMeter Services-Oriented Architecture (SOA); Artificial Intelligence Software (AI), Extraction Transformation Load (ETL); Content Management: SharePoint and Documentum; Artificial Intelligence Software Platform: Salesforce and Azure Machine Learning Studio; Wireframe: Dreamweaver, Adobe XD CC, and Wix.

# Professional Experience

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| **QA Analyst, The Forza Group** | Nov 2018 – May 2019 |
| 11921 Freedom Dr. Reston, VA 20190, Contract: DLA Piper Global Law Firm | |

* Developed, documented and executed test cases, test scenarios, testing plans and procedures in an agile environment using VSTS Azure. Well versed with defect management concepts and processes.
* Designed and executed IT software tests for Artificial Intelligence Billing, Invoicing and General Ledger activities for Global Law Firm.
* Verified information and data persistence and evaluating results to ensure compliance with applicable requirements.
* Reviewed test results and evaluated for conformance to design.
* Communicated test results and feedback with development teams.
* Controlled API testing that involved testing application programming interfaces directly and as part of integration testing to determine if they meet expectations for functionality, reliability, performance, and security.

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| **Sr. QA Engineer, Northrop Grumman Corporation** | Aug 2013-Jan 2018 |
| 8300 Professional Place, Hyattsville, MD 20785 Contract: Internal Revenue Service (IRS) - Affordable Care Act (ACA), Customer Account Data Engine (CADE) and eAuthentication. | |

* Controlled testing activities for the File Transfer Protocol (FTP) data exchange project.  Agile SDLC used, for the project. Liaised with the states of Maryland, Rhode Island, Arkansas and Idaho ACA development teams and the IRS's development team.  Walked through transfer process with the state and monitored the FTP data sent by the states to the IRS.  Verified that the file transfer processes performed as expected worked. Automated the captured test results and other documentations to store in SharePoint. Manual testing also included for visually capturing the transfer processes to the IRS database and API.
* Controlled testing activities for the IRS ACA UI project.  Agile SDLC used for the project.  Created customized SQL scripts (in SQL Developer) to gather state transferred data for ACA UI testing activities.  Used the data from the transfer files to execute SoapUI simulations of UI functional testing and visual functional testing of the same UI testing   HP Application Lifecycle Management was the automated platform for document management and storage for project. Documents stored included scripts for functional, certification, navigation, behavior, persistence, and user accessibility testing; defect tracking information; and, development data. I performed key activities of creating and overseeing completion of test scripts by communicating testing progress, and escalating any challenges or defects encountered during testing. In addition, I performed manual testing of the system to verify usability and functionality. I was able to prove and track quality assurance metrics of what percentages of the tests passed or failed, like defect density, and open defect counts.
* Controlled testing activities for Customer Account Data Engine (CADE) Individual Master File (IMF) DB2 ETL testing activities. Manually gathered data to test by creating shell scripts to find and replicate real data which was needed to test new reporting business processes. HP ALM was the automated platform for document management and storage for project. Documents stored included scripts for functional, certification, navigation, behavior, persistence, and user accessibility testing; defect tracking information; and, development data. I was able to link my test scripts to the Test Plan so that metrics, like pass, open defect counts, defect density, pass to defect density metrics could eventually be tested.
* Controlled testing activities for National Institute of Standards and Technology (NIST) E-Authorization UI testing. I was able to record functional scripts into HP Application Lifecycle Management. Updated status of the test by means of the integrated HP tools. Also, able to perform manual testing of the website function, usability and security. I linked my test scripts to the Test Plan so that metrics, like pass, open defect counts, defect density, pass to defect density metrics could be tested.
* Participated in planning and running of performance testing for IRS Fiscal Year 2014 by means of HP Performance Center. The performance test was to measure, for each infrastructure service, the parts of the system or workload causing the system to perform badly. Prior to running the test, my team and I identified the shared infrastructures teams within the IRS who were to participate in the test. We created a schedule for each infrastructure team tester based upon the natural business, process flows. We scheduled when each infrastructure team would start and end their tests. As each infrastructure team fazed in and out of their testing schedule the performance teams’ tester gathered the infrastructures scalability metrics. I was able to take the outputs from the performance document to create and deliver a testing results document to the COTR. The document detailed the: names of the infrastructures that participated; the names of the individuals in the infrastructure teams, that participate, the names of the individuals; the actual activities that occurred during the test; and the final metrics with the recommendations for improvement.
* Provided support to all projects by attending and facilitating daily SCRUM meetings to provide status to project leads (both Northrop Grumman and IRS).

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| **Sr. Business / QA Analyst, Fenestra Technologies Corporation** | **Nov 2006-Mar 2013** |
| 50 Carroll Creek Way, Frederick, MD 21710 Contracts: National Archives Records Administration (NARA) – Executive Office of the President (EOP), Electronic Records Administration (ERA), Online Public Access (OPS); and U.S. Census | |

* Participated in the ETL (Extract, Transform and Load) process for the transition of ERA, EOP and data from a retiring database to an Oracle database. Ran shell scripts in the old (COBAL) database to identify the specific data that was going to be transferred. In the new Oracle databased setup MySQL scripts to run for that same specific data being transferred. My testing objective was to ensure the that all the data tagged for transition made it correctly to the new database and was formatted correctly. Created test scripts in Rational Team Concert to address ETL.
* Gained an understanding the NARA ERA, EOP, and OPM business processes; and of how NARA ERA data was stored prior to proposed database transformation. Participated in the process of gathering NARA ERA, EOP and OPM requirements (process use case models, actor activity models (swim lanes). Worked with project participants (managers, analysts, mappers, developers, and other testers) to resolve issues with requirements/mapping transformations. I attended requirements discussions, development reviews and unit testing with QA approach for preventing potential defects early in the sprints. In some situations, I created requirements specifications and technical design documents when gaps in the requirements were identified.
* Created black box test scripts that tested source data extraction, business transformation logic and target table loading. Reviewed mapping transformations. Conducted functional, navigational, behavioral front-end testing for QC of the UI interface.
* Wrote NARA ERA User Interface (UI) Functional Test Scripts to ensure that an appropriate, measured agile test approach was taken to ensure quality assurance. Integration Test Scripts where created in both Microsoft Word and Microsoft Excel; and, later imported to Borland. I ensured the imported scripts were traced to their requirements. Ensured system testing results and verified all identified errors, conflicts and defects were entered in StarTeam. Once the test scripts were imported to Borland and statused (pass/fail), I verified that each defect had a resolution and was traced to a requirement and test case. Performed regression test to verify fixed code was deployed as part of the sprint.
* Wrote NARA ERA Light-Weight Directory Access Protocol (LDAP) test scripts to ensure that an appropriate, measured test approach was taken to ensure quality assurance. LDAP test scripts where created in both Microsoft Word and Microsoft Excel; and, later imported to Borland. Conducted LDAP testing by means of the front-end JAVA UI interface. Documented system testing results and verified all identified errors, conflicts and defects were entered in StarTeam. Once the test scripts were imported to Borland and statused (pass/fail), I verified that each defect had a resolution and was traced to a requirement and test case. Performed regression test to verify fixed code was deployed in the sprint and negative influences were not introduced to the environment.
* Wrote requirements that identified the 508 standards that each of the applications required to meet Government disability, accessibility compliance. Created testable automationable and manual test scripts. Used both Hisoftware AccVerify and Hisoftware AccRepair and JAWS to run 508 compliance test plans and test cases. Documented testing results, all identified errors, conflicts and bugs as well as report the bug/defect resolution. Once the test scripts were imported to Borland and later statused (pass/fail). Facilitated meeting with the team to prioritize defects entered after each product release. Performed test to verify fixed code and regression testing of the test environment.
* Lead disaster recovery testing to verify that after a cataclysmic event the system infrastructure (hardware and software) could be recovered. Created a technical instruction guide plan that specified step-by-step procedures and processes to ensure the efficient and effective resumption of business services. SDLC ended up becoming an Extreme Programming setting as issues where discovered during testing and quickly addressed by the adjusters.
* Wrote technical papers for operational user guides, training materials, and UI help files for all three applications (NARA ERA, EOP and OPS)
* Conducted Daily SCRUM meetings for all three projects. Worked with the Census Test Lead to update the Sprint Backlog and updated the Sprint plan to achieve the Spring Goal.
* Obtained an understanding of the business processes for the United States Economic Census 2012 Forms. Conducted automated 508 compliance testing using JAWS and MS Narrator for the UI. Documented testing results in a Proprietary Census Wiki database.
* Controlled API testing that involved testing application programming interfaces directly and as part of integration testing to determine if they meet expectations for functionality, reliability, performance, and security.

# Education

Yorktowne Business Institute – Greenbelt, MD - Certificate of Completion Business Administration

# References

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| Stephen Oates | Phone: (202) 468-7396 | [Soates@starpower.net](mailto:Soates@starpower.net) | Sr. Tester- Fenestra Technologies-Friend/Peer |
| Terry Ferguson | Phone: (301) 653-9312 | [Tdferg788@gmail.com](mailto:Tdferg788@gmail.com) | Sr QA Test Engineer-Northrop Grumman-Peer |
| Garry Brown | Phone: (301) 503-2143 | [garrybeee@yahoo.com](mailto:garrybeee@yahoo.com) | Sr. Test Engineer-Northrop Grumman-Peer |
| Jonelle Woodward | Phone: (443) 542-1105 | [jonelle.woodard@gmail.com](mailto:jonelle.woodard@gmail.com) | Sr. Business Analyst-DLA Piper-Friend/Peer |

# Client Contracts

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| * Affordable Care Act | * Department of Defense | * National Archives Executive Office of the President |
| * AT&T | * DHS/TSA | * National Institutes of Health |
| * BC&BS COBRA Health Plan | * Federal Emergency Management Agency | * Office of Personnel Management |
| * Bureau of Labor and Statistics | * Freddie Mac | * Toys R Us COBRA Plan |
| * Census | * Hand Surgery Center NYC | * United Parcel Service |
| * Centers for Medicare and Medicaid Services | * Internal Revenue Service | * US Airforce |
| * Department of Commerce | * National Archives Electronic Records | * US Army |

# Professional Certifications

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| * Agile Programming and Testing | * Create Work Breakdown Structure | * Monitoring and Controlling Project Scope |
| * Agile Project Management Essentials | * CYBER 002: Fundamentals Overview | * Nonparametric Tests in Six Sigma Analysis |
| * Anti-Corruption Compliance and Related Company Policies & Procedures | * Defining and Sequencing Project Activities | * Project Management Overview |
| * Certified Ethical Hacker (CEH) v8: Hacking Web Applications | * Developing and Controlling the Project Schedule | * Project Management Process Groups |
| * CompTIA A+ 220-801: Configurations, Displays, Connectors, & Peripherals | * Estimating Activity Resources and Durations | * Project Quality Planning |
| * CompTIA A+ 220-802: General Troubleshooting | * Export Compliance 101 | * Project Requirements and Defining Scope |
| * CompTIA A+ 220-802: Installing and Configuring Windows | * Fundamentals of Software Testing | * Querying XML Data with XPath and XQuery |
| * CompTIA A+ 220-802: Managing Windows | * Incident Management and Response: Planning and Testing | * Requirements Planning and Management |
| * CompTIA CASP CAS-002: Research, Analysis and Assessment | * Integrated Initiation and Planning | * Software Test Management |
| * CompTIA Network+ N10-006: Network Operations Part 1 | * Integrated Project Change Control and Close | * Static Techniques and Test Design in Software Testing |
| * CompTIA Network+ N10-006: Network Operations Part 2 | * Integrated Project Execution, Monitoring, and Control | * Testing Throughout the Software Life Cycle |
| * CompTIA Security Securing Applications, Virtualization, and the Cloud | * Introduction to Project Management using Project 2010 | * The Role of Ethics in Project Management |
| * Configuration Management, Risks, and Incidents in Software Testing | * IT Project Management | * Tool Support in Software Testing |
| * Core PMI Values and Ethical Standards | * Managing Projects within Organizations | * White-Box Software Testing Techniques |

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| Additional Experience |  |

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| **Configuration Build Manager and Test Lead, IBM** | Sep 2005 – Nov 2006 |
| 2300 Dulles Station Blvd, Herndon, VA 20171 Contracts: GoArmyED, Centers for Medicare and Medicaid Services (Healthcare Integrated General Ledger Accounting System (HIGLAS)), and Department of Commerce. | |

* Coordinated software deployments for multiple HIGLAS ORACLE product releases to test and production environments. Lead a team of five to coordinate the development of the deployments. Ran daily meetings to coordinate releases and trouble shoot issues with the deployments. Authored and delivered of build validation and verification release artifacts and configuration management plans to program managers using Microsoft Office tools and SharePoint. When necessary conducted impromptu meetings 24/7 when deployment issues occurred. As the build manager I had to ensure my directions to the team were extremely detailed.
* Familiarized myself with the business processes and rules of the GoArmyED system. Using client’s version of Waterfall/Agile SDLC methodologies’, participated in the contributed in the gathering of requirements by representing the test team during reviews with Business Analysts and stakeholder SMEs’. I was able to determine an appropriate, measured approach to take for quality assurance testing. Performed unit, functional and integration testing of the JAVA application. Conducted 508 compliance tests using a manual process and an automated. COTs software that I evaluated, recommended and presented to project stakeholders (AccVerify).
* Familiarized myself with specific business processes and rules for the U.S. Department of Commerce’s’ Legal Department. Used those rules and processes to create new, modified process. Reviewed the drafted requirements with the stakeholders to determine the content correctly reflected how the how processes were to work. Offered suggestions during the reviews which sometimes resulted in my creating new and/or modified requirements specifications and technical design documents that identified the gaps in the current process flows.

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| **QA Requirements Manager, Houston Associates, Inc.** | May 2005 – Sep 2005 |
| 4601 Fairfax Drive, Arlington, VA 22203 Contract: Office of Personnel Management (OPM) | |

* Instructed team of 6 individuals in how to optimize the setup the RTC Jazz suite of tools in a manner that fitted the needs of the project’s stakeholders Iterative RUP SDLC approach to capture requirements and test. I held training session with the Houston internal team of employees and OPM stakeholders. I instructed both teams in how to create Use Case Models in Rational Rose (Business Use-Case Model and Business Object Model); and then generate requirements in RequisitePro. I instructed the team in how to setup and cross reference requirements to-from Rational Test Manager. In Test Manager I showed the teams how to create Test Plans, Test Cases and Test Scripts. Worked with the internal team Release Lead on how to use ClearCase for configuration management (e.g. code, documents) Worked to train both internal and stakeholders how to use ClearQuest for defect tracking.
* Using Rational RUP Iterative SLDC created requirements by interviewing SMEs, analyzing and modeling existing businesses and identifying areas for changes and improvements using Rational Rose and Rational RequistPro. Developed test plans, approaches and procedures. This included navigation, behavior, persistence, and IEEE system certification testing using Rational Functional testing. Performed unit, function and integration testing using testing SDLC processes Prepared test scripts to perform functional and UAT testing with the OPM users; to validate the developed software worked as identified in the Business requirements. Reported and prioritized defect tracking with the OPM stakeholders, business analyst, and development teams’ representative. Responsible for ensuring ClearCase had the latest code checked in to facilitate testing efforts.

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| **Senior QA Analyst, Artech Information Systems** | Aug 2004 – May 2005 |
| 360 Mt Kemble Avenue, #2000, Morristown, NJ 07960 Contract: DHS/TSA | |

* Prepared test plans and test matrixes for system testing in UNIX platforms using Microsoft Office tools. Participated in backend testing of TSA application by creating shell scripts to run DB tests.

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| **Business Analyst and Test Analyst, KForce Information Services** | Apr 2004 – Aug 2004 |
| 120 East Baltimore Street, Suite 1840, Baltimore, MD 21202 Contract: UPS | |

* Familiarized myself with the operational processes used by UPS to deliver packages; along with how their hand-held Diad worked. Using a Waterfall SDLC approach developed test plans, approaches and procedures in MicroSoft Office tools (Word, Excel, etc.). Developed test scripts to conduct UAT with the project stakeholder. Conducted hands on testing using the prepared scripts while client was present to ensure functionality matched the business processes. Derived and evaluated testing progress and quality indicators. Lead small team of 3 individuals in the processes and documentation testing efforts. Developed presentations to deliver testing statuses to stakeholders.
* Provided business requirements, business process workflows, and rudimentary architecture definitions for the proposed inhouse client server computerized system. In addition, created

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| **Business Analyst, Systems Engineering Service Corporation** | Sep 2003 – Apr 2004 |
| 12355 Sunrise Valley Drive, # 240, Reston, VA 20191 Contract: Banking | |

* Administered the creation and configuring of the Rational RequisitePro database; integrated RequisitePro database to TestManager and XDE databases for a US Bank Banking and Financial solutions product. Imported documents from client’s pre-existing document management database into the Requisite Pro requirements database. Specific duties included importing historical requirements documents, creating the hierarchy for the requirements and generating SODA documents related to the requirements documentation. Lead staff of 5 individuals in the use of Rational products and how the tools were integrated. Identified requirements for either automated or manual testing.

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| **Business and Test Analyst, NumberSix Software** | Apr 2001– Sep 2003 |
| 1593 Spring Hill Road, Suite 220, Vienna, VA 22182 Contracts: United States Air Force, National Institutes of Health (NIH), Bureau of Labor and Statistics, Toy’s R Us, Hand Surgery Center (NY). | |

* Familiarized myself with existing documentation created for the project; the display of US Air Force Art to the public. Held peer review with the stakeholders and developers. Developed test scripts in RequisitePro. Ran test scripts manually and updated statuses (pass/fail) in ClearQuest (associated the defect to the requirement). If a test case failed, wrote a defect. Met with the developer and stakeholders to discuss the defect and determine forward actions for the requirement/defect. Once the defect was fixed, tested the fix in the next release build. In either situation, pass or fail, updated the defect status in ClearQuest and updated the status in RequisitePro.
* Familiarized myself with the project scope for the project with the National Institutes of Health Physical Property Management. Project. I took the information from previously gathered documentation and entered requirements into RequisitePro. I created and maintained a project schedule in MicroSoft Project. As the Test Analyst, I created the test scripts and ran the test. I wrote defects and updated status in RequisitePro. Met with the developer and stakeholders to discuss the defect and determine forward actions for the defect /requirement. Once the defect was fixed, tested the fix in the next release build. In either situation, pass or fail, I updated the defect status in ClearQuest and updated the status in RequisitePro.
* Worked with the Bureau of Labor and Statistics stakeholders to develop requirements for a statistical report generated monthly. Conducted interviews with the stakeholders to create Use Case Models (Business Use-Case Model and Business Object Model). Walked through the business flows with the SMEs, adjusting as they made changes to the business flows.
* Worked with the developers for Toy’s R Us to run automated performance testing. The performance testing, I ran was for the Toy’s R Us employee web timesheet application. I had to set up automation for Rational Performance Tester (RPT). The stakeholder wanted to Stress theupper limit capacity of the system and to determine how the system performed if the current load goes well above the expected maximum. To run the performance test, I had to setup the servers, purchase the virtual users and set the monitors.
* Developed wireframe (mockup) of proposed site in Dreamweaver. Performed website testing for new application developed for the Hand Surgery Center in New York City. My testing was conducted on Microsoft and Mac (Apple) operating systems; multiple browsers, and frameworks. Reported results to CEO of Fenestra and stakeholder.

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| **Project Manager, KnowledgePlanet, Inc.** | Mar 2000 – Aug 2001 |
| 5095 Ritter Road, Mechanicsburg, PA 17055 Contracts: e - CISCO, Oracle, and Sybase Training Certifications | |

* Prioritized, assigned and delegated work to developers in accordance with the overall project schedule for eEducation classes. With the team of 5 individuals Conducted business and technical reviews to create decision, actor and process models. Created documentation to define the roles, responsibilities, testing strategies and procedures for implementation of vendor developed content to the core Learning Management System platform. Managed a team of 6 individuals (4 developers and 2 testers). Developed Test Plan template for the Content Certification Team via MicroSoft Excel. Developed and performed functional test cases for VB and HTML testing. Developed a Status Report template for communicating status updates to management team.