GARY W. MITCHELL

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Desired Location: Dallas/Ft. Worth Texas or Telecommute

SOFTWARE QA TESTER

Extensive Manual Mainframe Testing | 20-Year Record of Proven Results

Summary:

- Excellent self-starter and ability to do multi-tasking, prioritize difficult project to maintain highest quality while meeting the timeline. Very proactive, detail/results-oriented, fast learning are some of my core strengths.
- Twenty years manual mainframe QA Analyst/Tester in varied business environments.
- Excellent understanding of Software Development Life Cycle and Testing Methodologies from project definition to post-deployment documentation.
- Expertise in designing and developing strategic Test plans, Test Cases, Test Scenarios and Test Reports.
- Extensive experience in Integration, Functional, Regression, System and User Acceptance Testing.
- Extensive experience in tracking bugs using Bug tracking tools such as Test Director and Clear Quest.
- Able to use SQL queries to validate data, locate suitable test cases/accounts.
- Backend database verification.
- Inclined towards building a strong team/work environment, and have the ability to adapt to new technologies and situations with ease.
- Worked closely with different internal groups – programmer/analysts, client management and end-users.
- Actively participated in defect resolution and post mortem meetings. Interacted with developers and other team members to ensure high quality software. Played a key role in timely delivery of the product.
- Excellent analytical, problem solving, and communication skills.

Skills:

Testing Procedures	Agile, Black Box, Unit, Functional, Integration, Regression, Stress, Load, User Acceptance, Product Acceptance.
Testing Tools	Clearquest, SoapUI, Fileaid, File Manager, Eztrieve, TSO, MS Sharepoint, Powerpoint, Jira, Testrail, Coin, Confluence.
Database Systems	MS-Access, SQL, IMS, Oracle
Operating Systems	Windows 98, Windows NT, Windows XP.

Experience:

Charter Communications   **Oct 2013 – Present**
Fort Worth, Texas
QA Analyst

Charter Communications is an American company offering cable television, high-speed Internet, and telephone services to more than 5.9 million customers in 29 states.
SKYUI/Charter Spectrum Project: Development of new cloud technology for delivery of guide information to customer set top boxes. Implementation of feature upgrades for Charter Spectrum cable service.

Responsibilities:
- Agile Testing Methodology
- Set up testing lab in Fort Worth, Texas:
  a. Set up racks with multiple Set Top model/Slingbox pairings
  b. Performed Slingbox installation/account assignment
  c. Set up STB/Slingbox for multiple remote users
  d. Cisco, Scientific Atlantic and Motorola Set Top Boxes.
- Performed troubleshooting/problem resolution for STBs and Slingboxes.
- Prepare test cases from System Requirement Documents and User Stories for use in User/Product Acceptance System testing.
- Primary resource for writing approx. 1000 test cases for Charter Spectrum DVR functionality.
- Execute test cases and identify discrepancies.
- Specific testing included testing of 'Full' and 'Mini' Guides, 'Home' screen, 'Video on Demand', 'Watchlist', 'Search', 'Settings', 'Pay-Per-View', 'Closed Captioning', 'Settings Migration', DVR and 'Manual Performance Testing'.
- Work with development staff to retest fixes.
- QA test support.
- Performed software release deployment testing.
- Analyze test results and communicate status to appropriate management staff.
- Attend 'Standup', defect triage, deployment and team meetings.
- Training of new testers.
- DP Automation Testing Tool.

Environment: Windows, Excel, Powerpoint, Jira, Testrail, Coin, Confluence.

State of Indiana, Family Social Services Administration   Mar 2006 – July 2013
Indianapolis, IN
QA Analyst

The Indiana Client Eligibility System determines client eligibility for social services benefits (Food Stamps, Medicaid and TANF). I performed testing of enhancements made to existing functionality as well as new functionality.

Responsibilities:
- Prepare test plans from System/Functional/Technical Design Documents and Program Change Requests to perform System testing.
- Execute test scenarios and identify discrepancies.
- Work with development staff to retest fixes.
- Analyze test results and communicate status to appropriate management staff.
- Conduct/attend meetings with client to determine appropriate testing requirements/approach.
- Specific testing included report, notice and alert generation, data file and database updates, online screen updates and web service initiation and functional testing.

Environment: Windows, WS-FTP, CICS, TSO, Fileaid, File Manager, SoapUI, IMS, MS-Access, Excel.

TXU Electric/Capgemini Energy Dallas, Texas   Apr 2004 – Apr 2005
QA Analyst

TXU Electric/Capgemini Energy is an electric utility company based in Dallas, Texas. Performed mainframe manual Systems Integration/User Acceptance Testing of post implementation production defects and application change requests.

Responsibilities:

- Prepare test plans from Business/Functional Requirement/Detail Design.
- Execute test scenarios.
- Log/monitor discrepancies in Clearquest.
- Work with development staff to retest fixes.
- Analyze test results and communicate status to appropriate management staff.
- Conduct/attend meetings with client to determine appropriate testing requirements/approach.
- Assisted with UAT and regression testing when requested.
- EDI/Gateway testing.

Environment: Windows, WS-FTP, CICS, TSO, Fileaid, MS-Access, Excel.

TXU Electric Dallas, Texas   **May 2003 – April 2004**

QA Analyst

TXU Electric is an electric utility company based in Dallas, Texas. Performed mainframe manual Systems Integration/User Acceptance Testing of post implementation production defects and application change requests.

Responsibilities:

- Prepare test plans from Business/Functional Requirement/Detail Design.
- Execute test scenarios.
- Log/monitor discrepancies in Clearquest.
- Work with development staff to retest fixes.
- Analyze test results and communicate status to appropriate management staff.
- Conduct/attend meetings with client to determine appropriate testing requirements/approach.
- Assisted with UAT and regression testing when requested.

Environment: Windows, WS-FTP, CICS, TSO, Fileaid, MS-Access, Excel.

Citizens Bank, Rhode Island Warwick, Rhode Island   **Oct 2002 – Feb 2003**
Conversion Test Manager

Coordinated the Citizens Bank implementation of Fidelity Financial Services' consumer loan application 'Advanced Loan Systems' (ALS).

Responsibilities:

- Attended Legacy to ALS mapping meeting.
- Performed gap analysis.
- Prepared, updated and distributed Outstanding Issues list.
- Prepared Test Scope document, Test Plan and Test Calendar for Conversion.
- Reviewed available test scripts, modified as appropriate for given timeline.
- Prepared Application test scripts for conversion.
- Prepared test account selection document. Located appropriate test accounts.
- Scheduled status/issues meetings as appropriate.
- Updated issues/defect resolution daily.
- Performed Unit Testing as part of script validation.
- Assigned test script execution/Master Print validation.
- Created/managed reported defects/resolution.
- Utilized Access database, TSO/File-aid and CICS for validation/online input.
- Validated Legacy/ALS Master Prints.
- Log/monitor/update defect tracking.

Environment: Windows, CICS, TSO, ALS, Excel.

TXU Electric Dallas, Texas   **Oct 2000 – May 2002**
QA Analyst

TXU Electric is an electric utility company based in Dallas, Texas. Served as a member of User Acceptance Testing (UAT) Group Testing for the Senate Bill 7 (Electric) de-regulation conversion.

Responsibilities:

- Identified conversion critical test criteria.
- Created and executed regression and post conversion test plans and scripts.
- Identified, logged, monitored and re-tested detested.
- Testing of Change Requests.
- Mentoring on testing methodology.
- Utilized Visual SourceSafe to access and update test scripts and results.
- Performed extensive testing of Billing, Cash and Collections, REP/Competitive Retailer Move-ins/Move-outs and switches and Service Order systems.
- Responsible for post market open (1/1/02) detailed testing of regression scenarios as well as high/critical change request and defects.

Environment: Windows, WS-FTP, CICS, TSO, Fileaid, MS-Access, Excel.

Alltel/Systematics Information Services Little Rock, Arkansas   **Oct 1995 - Oct 2000**
Business Analyst I/II

Alltel/Systematics, headquartered in Little Rock, Arkansas, provides financial management tools for banks and other financial institutions. Advanced Loan System (ALS) is their comprehensive consumer loans application. I participated in the implementation of multiple NationsBank conversions.

Responsibilities:

- Assessment, preparation, testing, implementation and validation of consumer loan and line of credit data converting to the Alltel/Systematics loan product ALS.
- Worked closely with client to determine business requirements, identify gaps and determine best approach to convert data.
- Created mapping and test approach documents.
- Responsible for the creation and execution of test scripts as well as defect logging, tracking and resolution.
- Converted legacy applications include Total Systems, IDS, and Kranzley. Solely responsible for the non-technical (Business Analyst) deliverables for a high profile NationsBank independent initiative to suppress zero balance statements, which successfully implemented in September of 1999.

Environment: Windows, WS-FTP, CICS, TSO, Fileaid, MS-Access, Excel.

EDUCATION

Bachelor of Science, Psychology, The University of Houston, Houston, Texas

Additional Training:
Essentials of Rational Testing with Rational Robot – 12/15/05

Status: Citizen
Availability: Immediately