Pamela Beals 513-462-3818

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| Professional Profile | |
| Over 27 years of software quality assurance experience. In-depth knowledge of CMMI-Dev, AS9100, and ISO 9001:2000, including performing gap analyses, planning/implementing resolutions to the identified gaps, and preparation/facilitation of assessments. Extensive experience with DoD / embedded software programs. Over 18 years of experience with Supplier Quality Assurance. Almost 7 years of experience working with medical software. Lifecycle experience includes waterfall, spiral, RUP, V- Model, and Agile (Scrum) methodologies/models. Experience writing manual tests, test documentation, and documenting errors found in code. Extensive experience in ensuring quality was built into the project. Process development experience includes serving on Engineering Process Boards and working both on teams and with individuals to extract, develop, document, train and roll out of software processes. Configuration Management experience. Certified Scrum Master and Six Sigma Green Belt. Currently working toward Certified Software Quality Engineer. Member of ASQ. Skilled in the following areas: | |
| * CMMI Dev Level 5 * Internal auditing for ISO * DoD and Embedded Software Quality Experience * Product/Process Auditing * Process development/improvement, mentoring and implementation * Leading Process Action Teams * Process workflow/map development * Metrics definition, analysis, and trending * AS9100, ISO 9001:2000 and DO-178B * Engineering drawings review * Firmware quality assurance * Supplier quality assurance and audits | * Agile, RUP, Waterfall, and V-Model lifecycle methodologies * Wiki and Sharepoint * Microsoft applications (Word, Excel, Visio, Access, Power Point, Project) * Rational tools (ClearCase, ClearQuest, RequisitePro, Test Manager * DOORS * Rally * Certified Scrum Master * Six Sigma Green Belt * SQA tool development and implementation * FAA and FDA Regulations * FISMA and NIST FIPS and SPs * PPAP/APQP |
| Professional Experience | |
| GE Aviation, Evendale OH  January 2015 - Present  Lead Software Quality Assurance Engineer  Achievements:   * Converted processes to a global company wide system * Obtained buy-in of Regulatory Officials, management, and functionals of new global system   Responsibilities:   * Developed Quality Assurance Plans and schedules * Led QA activities across multiple projects and multiple releases * Determined sample sizes and sample units to audit based on risk areas * Conducted process and product audits/interviews * As part of lead band, interfaced with project teams, project leads, and section managers to identify risks and noncompliances requiring corrective action plans * Worked with stakeholders to identify and document process improvements * Approved project continuance at major milestones * Ensured project compliance with DO-178B/C, CMMI, and FAA requirements * Ensured rig conformity with processes/procedures for formal testing * Approved formal testing and testing results for releasing software to field * Conducted audits/assessments of suppliers   Quest Diagnostics (formerly MedPlus), Mason, Ohio  April 2009 – December 2014  Senior Quality Assurance Analyst  Achievements:   * Implemented process improvements * Developed Supplier Management Process/Procedures * Developed SQA database tool which increased audit, reporting, and metrics efficiency * Led efforts to attain CMMI Level 2/3 * Revamped audit process and criteria to concentrate on most critical, high value items and incorporate interviewing technique into audits * Developed Wiki front end to Process Asset Library and transitioned processes to Wiki format   Responsibilities:   * Developed Quality Assurance Plans and schedules * Led QA activities across multiple projects and multiple releases * Determined audit criteria to be used in audits * Conducted process and product audits/interviews * As part of project management team, interfaced with project teams, project leads, and functional directors to identify corrective action plans and process deficiencies * Worked with stakeholders to extract and document processes * Led Process Action Teams and managed process improvement projects * Identified, designed, coordinated and implemented process improvements * Developed process workflow diagrams / maps / charts * Performed CMMI audits and gap analysis. Identified gaps and worked with teams to resolve and close gaps * Participated in supplier management activities | |
| Cardinal Health, Dublin, Ohio  2/2008 – 10/2008  Quality Assurance Consultant  Achievements:   * Instituted requirements traceability process * Established QA metrics program * Developed tailoring process to be used for the different projects   Responsibilities:   * Mentored project teams on company standards, processes and procedures * Collaborated with each PM to tailor processes for each project * Developed Quality Assurance Plans * Reviewed and approved various development artifacts * Facilitated internal reviews/inspections of various deliverables and testing * Collected and analyzed metrics * Provided Go / No Go input for various project gates and production release * Recommended process improvements and participated in roll-out of process initiatives and improvements   Northrop Grumman, Kettering, Ohio  12/2001 – 2/2008  Software Quality Assurance Engineer 3  Achievements:   * Led efforts that resulted in CMMI Level 3 * Maintained ISO 9000:2001 certification and AS9100 conversion * Six Sigma Green Belt certification * Identified gaps against DO178B requirements and supported closure of gaps identified.   Responsibilities:   * Led process and artifact definition, implementation, and improvement efforts * Provided tailoring solutions to meet project unique circumstances * Lead internal ISO 9001:2000 and AS9100 auditor and facilitated external assessments * Led Six Sigma Green Belt projects * Developed/maintained SQA schedules * Developed SQA Plans * Backup administrator for Rational tools * Performed and/or witnessed testing and documented results/discrepancies * Developed/determined audit criteria * Provided estimates for SQA budget and managed to that budget * Managed quality activities to ensure defined quality requirements were met within schedule and budget constraints * Conducted audits and reviews of processes and artifacts. Developed Corrective Action Requests and Plans * Approved exit of phase gates * Performed baseline audits * Performed supplier quality assessments/audits * Maintained Approved Suppliers List | |
| * Defined in-house SQA tool * Collected, performed trending, and analyzed metrics | |
| RJO Enterprises, Dayton, Ohio  3/1992 – 1/1998  Senior Software Acquisition Logistics Specialist / Software Engineer  Achievements:   * Contributed significantly to establishment of contractor software development processes * Completed test case traceability to requirements for subcontractor software which allowed functional audit to continue   Responsibilities:   * Mentored and coached development contractor and subcontractors teams to ensure adequate development processes were established * Performed audits of contractor’s adherence to development processes * Evaluated all deliverable documents/artifacts for all subcontractor developed software * Reviewed engineering drawings * Established different processes for software versus firmware * Evaluated contractor’s change proposals * Verified traceability of requirements through all development artifacts * Evaluated software test plans/cases to ensure adequacy to verify requirements * Performed functional and physical configuration audits * Planned for future support of software * Software Engineer overseeing subcontractor developed software | |
| Education | |
| Franklin University, Columbus, Ohio  Computer Science with Software Engineering emphasis | |
| References | |
| References are available upon request. | |