124 High River Ranch Drive

Liberty Hill, TX 78642

[scott\_matus@yahoo.com](mailto:scott_matus@yahoo.com) – 512 676-7006

Quality Engineer / QA Process Professional with experience in Leadership, SDLC Deployment, Full QA Toolsets, Testing, and Validation. Seeking a permanent full-time role as QA Manager or Sr. QA Engineer.

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| **Management Skills** |  |  |
| Business Analysis | JAD Facilitation | Agile, SCRUM, Waterfall |
| Process Reengineering | Rational RUP | CMMi Implementation |
| Project Management | Strategic Test Planning | Procedure and Policy Creation |
| Resource Management | UML Data Modeling | Project Auditing |
| Requirements Gathering | Human Factors Engineering | User Stories |
| Process Validation | Process Flow - Swim lanes |  |

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| **Test Planning** |  |  |
| HP QualityCenter | Rational AnalystStudio | MS Office Professional |
| Rally SW - SCRUM | MS Project & Visio | Rational RequisitePro |

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| **Test Automation** |  |  |
| Selenium | JUnit/NUnit | ETL Extracts |
| Borland Silktest | Shell Scripts | SQL Scripts |

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| **Defect Management** |  |  |
| HP ALM - QualityCenter | Atlassian JIRA | IBM Test Manager |
| IBM Clear Quest | HP Test Director | Rally |

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| **Code Repositories** |  |  |
| Subversion | Rational Clear Case | MS TFS |
| Documentum | SharePoint Server | Win CVS |

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| **DevelopmentTechnologies** |  |  |
| Java | Eclipse | Apache |
| JBoss | MS Visual Studio | MS SQL |
| .Net | MS Server | Oracle |

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| **Operational Skills** |  |  |
| Automated Test | Black /White Box Testing | Verification and Validation |
| FDA 21 CFR Parts 210, 211, 58 | Functional Test | Content Verification |
| Integration Test | Manual Test | Peer Reviews |
| Performance Test | System Testing | Unit Test |
| User Acceptance Testing | Validation Summary | Risk and Priority Management |
| Input / Output / Perf. Qualification | Workflow Analysis |  |

Bachelor of Science – University of Wisconsin - 1984

**Business Management and Computer Science**

Business Analyst-QA Engineer; Texas Department of State Health Services; Austin, TX - Jun ‘15 to Aug '17

* Performed Business Analysis activities for agency's CMBHS Clinician application, redesigning the Substance Use Assessment process used by contract Local Mental Health and Outreach, Screening, Assessment and Referral Centers
* Tested application by conducting Functionality, UAT, System Integration, Accessibility and Release Readiness Tests
* Tested the deployment of the Long Term Support Services (LTSS) which streamlined client referrals among agencies
* Resident SME for the LTSS application support and for inter-agency coordination of SW releases
* Extensive SQL scripting required for process/data validation and batch/XML feeds with external client applications

*Environment:* MS Visual Studio, MS TFS, MS WCF, MS IIS, MS VB, Oracle DB, IBM Web Services, .NET, C#, Java scripting, SQL, Test Management, Functional, System & UAT Testing, Toad, SoapUI, Filezilla

Sr. QA Consultant– Great-West Financial;Greenwood Village, CO - June ‘13 to January ‘14

* Conducted Quality testing for new releases to Retirement Plan recordkeeping application used by corporate and Third Party Administrators (TPA), which included 401K, 403B, 401(a) IRA & Roth IRA retirement plans
* Coordinated UAT Activities with the business users, maintained testing results and reported UAT progress/status
* Performed SCM activities using CA SCM Workbench for multiple projects and performed IntegrationVerification
* Extensive SQL scripting required for process/data validation and DB to XML feeds going to TPA’s applications
* Supplied analysis, testing and feedback for the ALM Team regarding new ALM Code and environments (Projects)

*Environment:* Oracle Forms &Oracle DB, Data Verification, Functional & System Testing, SQL Developer, Toad for Oracle, SoapUI, XML Spy, HP ALM (Quality Center), Unix Sun CDE, Eclipse IDE, Jenkins, Apache, LDAP.

Sr. QA Engineer –Archstone Apartments; Greenwood Village, CO - September ‘12 to April ‘13

* Managed testing of Phase 3.0 of Associate and Resident Portal .com web suite used by employees and renters
* Performed Regression Tests using Selenium on legacy customer web application
* Successfully tested the Android and iPhone mobile Archstone application direct on device
* Conducted daily Scrum following Rally guidelines creating User Stories and test planning and test case development
* Completed ETL and MS Message Queue testing in a distributed environment

*Environment:* .NET Web Testing, Functional, Integration &System Testing, Selenium, MRI, RavenDB, Win/MAC,IIS, Server 2008, SQL Server, MS MQ, MS TFS, Visual Studio, Team City, VM Ware Center, ExactTarget, EverNote.

Validation Test Engineer –Kaiser Permanente; Aurora, CO -March ‘12 to August ‘12

* Validation of Web based Kiaser’s HealthTRAC Physician/Clinical Gap identification and analysis application
* Developed strategy and tests for CRC and BSP conversion from DB2 to MS SQL for both Batch and Online transactions
* Worked effectively as a cross team member on both the Application Team and the Data Services Team
* A SCRUM Rally SW shop working on 2 week Sprints, holding regular product grooming and sprint planning sessions
* Implemented Selenium/Eclipse test suite on core system code and preformed sprint regression tests

*Environment:* Java Web Testing, JBoss, MS SQL, DB2, Eclipse, Jenkins, Junit, VMWare, Selenium, Rally Scrum SW, MS office, Test strategy and planning, Manual and Automated testing, Difference scripts, code inspections.

Sr. Test Engineer –BarclaysBank US; Colorado Springs, CO (Perm) -November ‘09 to March ‘12

* Testing Credit Card Processing in a multi-tier distributed environmentusing realtime vendor application data exchange
* Successful at developing test suites for testing CCA UDAP regulatory compliance and associated backend infrastructure tests forpartner web sites
* Managed test activities and test case development/executiondirectly withinternal and external credit card partners
* Communicated successfully in a multi-location multi-continent organization spanning United Kingdom, India & US
* Assisted in the rollout of the new SDLC 2.0 initiative, which involved In-depth integration testing suite
* Tested the WorldPay Merchant Mobile application using AndroidSDK-AVD, investigatedTrade Federation framework

*Environment:* TSYS, Experian, ScoreEx, Brio, Interwoven, Control-M, Talisma, Microstrategy, DataStage, OracleSQL Plus, UNIX, SoapUI, XML, WSDL, WinCVS, SVN, Putty;Code Verification, Functional, Integration, HP Quality Center.

Sr. QA Engineer – Red Robin Gourmet Burgers; Greenwood Village, CO - February ‘09 to June ‘09

* Successfully completed UAT for a Web Employee Hiring Service application, readying it for Pilot Phase
* Developed testing strategy for web Kronos Timekeeper integration with legacy Payroll and Accrual systems
* Created the Functional and business requirement documentation from user community interviews and application documentation, then obtained business sign off
* Completed & Managed test planning and test case development using Quality Center for all QA artifacts
* Created User Acceptance Test scenarios give to the business to execute with QA oversight and support
* Developed and executed Parallel test plans for the existing and future system
* Performed Release Management and Deploys to Test and User Environments

*Environment:* Functional, System, Integration, Parallel & UAT Testing, HP Quality Center, SoapUI, XML, Kronos Workforce Timekeeper and Connect, .NET, C#, IIS, MS SQL, AS400, LAMP, Apache/Tomcat, Linux.

Sr. QA Engineer – DigitalGlobe; Longmont, CO - June ‘08 to December ‘08

* Conducted Quality testing on Commercial Archive dealer and retail user web application
* Performed Release testing of satellite world wide imagery mapping/ordering web site which involved front end and backend testing for image verification
* Created and processed KML, XML/GML, ERSI, Lat-Lon image files using various mapping SW applications
* Performed SAP order Ingest from XML input utilizing thorough order verification

*Environment:* Adobe Flex &Flash, JSP Web Testing, Mapping/Imagery Verification, Functional & System Testing, ArcGIS Server/Desktop, SoapUI, SAP, XML, F5, Terracota, Sun, Oracle DB, Gazetteer, JVM, Shape Files, JIRA.

Sr. QA Engineer - Western Union; Englewood, CO - October ‘07 to April ‘08

* Managed testing of wu.com web site from ASP to JSP for multiple countries and languages
* Successfully performed UAT of the MoneyTransfer and QuickCollect customer web/client applications
* Managed test planning and test case development, with release testing for Agent Office application used in multiple countries

*Environment:* JSP/ASP Web Testing, Content Verification, Functional, Integration &System Testing, Windows internals, Win 3.1/95/98/2000/XP VPN, Site Catalyst, AS400, IIS, JVM.

Sr. QA Engineer - CCT Inc; Englewood, CO (Perm)- November ‘05 to August ‘07

* Managed testing for Client MVNO application, a network connection manager for LAN, WiFi, Cellular 3G
* Implemented, authored and executed the Test Strategy Plans for anAdministrator Web interface product on IIS / AD
* Successfully managed testing of IPS (Intrusion Protection Software) that analyzes packets for network security threats

*Environment:* Client Server, Functional, System & Integration Testing, Atlassian JIRA, Linux, Windows MFC, CDMA 1xRTT/EVDO, WiFi 802.11a/b/g, SoapUI, IPSec & SSL, VPN, Firewall, Security, AntiVirus, .NET, C#, Oracle SQL

Sr. Test Engineer- Jeppesen/Boeing;Englewood, CO - May ‘05 to October ‘05

* Development, execution, and evaluation of test results, focusing on system & functional tests for Unix based Commercial Aircraft Flight Planning software
* Tier 2 support, requirement gathering andbuilding test environments for American Airlines, Korean Air, DHL & ComAir
* Performed SCM producing and distributing weekly SW builds with Release Documentation for all teams

*Environment:* Jeppesen SW – OPSControl FliteManager, JetPlan & CrewBreif; Requirement Documents, HP-UX & Linux UNIX, X-Terminal, C, C++, Shell Script Development, Raima DB, IBM TestManager and ClearQuest.

SW Validation Analyst - Lockheed Martin; Aurora, CO - October ‘04 to March ‘05

Security Clearance**: Secret**

* SW Validation Analyst for 3-Tier Web based Military Health Information System (TriCare) for Department of Defense
* Developing and executing Integration, Functional and System Test plans
* Successfully created Design and Requirements Documents, which drove the creation of the integration test plans

*Environment:* Test Integration Planning, Test Case Development, Requirement Documents, IBM Unix & Mainframe, SQL, DB2, Informatica ETL, ColdFusion application development and Cognos reporting, WebSphere Application Server, Test artifacts recorded by Merant PVCS and MS VSS.

Validation Business Analyst - Amgen, Inc; Thousand Oaks, CA- September ‘03 to September ‘04

* Validation Business Analyst for PMO department implementing Rational RUP and associated policies and procedures
* Administration and configuration of the Rational Suite AnalystStudio for PMO
* Performed analysis for the LIMS implementation developing Activity Diagrams and Use Cases to model the deployment
* Created financial justification, business case documents for a GLP Lab LIMS, Lessons Learned, and final Project Audit

*Environment:* Validation IQ, OQ, PQ. Validation Summary, Rational Suite AnalystStudio, Rational Rose, RequisitePro, and ClearQuest, InnaPhase Watson LIMS, FDA 21 CFR Parts 210, 211 & 58.

IT Project Manager- Echostar Technologies;Englewood, CO(Perm)**-** April ‘02 to August ‘03

* IT Project Manager implementing projects and enhancements for a 3 site Repair Operations
* Conducted cost benefit analysis, obtained corporate approval, developed project requirements, functional requirements document (FRD), developed use cases, and completed functional testing
* Managed Implementation of web front end Project accessing Amdocs Clarify CRM service application
* Managed the Service Software Replacement requirements collection and the RFP process

*Environment:* Requirements Gathering, Test Case Planning & Development, RFP, Oracle Depot Repair, Quality and Service Intelligence Modules. Oracle 9i, SQL CSG Systems, Amdocs Clarify, Rational RUP, Test Director.

QA Project Manager- Emerald Solutions;Portland, OR(Perm)**-** March ‘00 to November ‘00

* QA Project Manager (Western Region) implementing Quality Assurance Policies and Procedures for corporate SDLC
* Successfully managed the implementation of Project Quality CMM initiative within the PMO
* Developed the overall test strategy and test plans for the Web Portal
* Attended Training on WAP, XML and PMI Certification

*Environment:* Management of Process Engineering, Procedure and Policy Manual, CMMi, SDLC Content and Client testers. ClearDDTS, SQL Server, Web Methods, MS Office Professional

QA Project Manager- CenturyLink;Denver, CO**–June ’99 to** March ‘00

* Managed activities of up to 5 system testteams in the creation of test plans, Infrastructure documentation and execution of test cases and scripts
* Managed scheduling and document submission to Y2K certification team
* Developed an end-to-end process flow test suite for Public Access Payphones for Y2K readiness
* Staffed and managed the Y2K Communications Center
* Assisted in the creation of Test Strategy for Multi-tier Web applications, Defined and administered the defect tracking using ClearDDTS for Test and Development staff. Mentored 2 new Associate Project Managers

*Environment:* Management of Test Personnel, Process, Documentation and Client. Test Director, Site Manager, Rational ClearDDTS & ClearCase, Human Factors Engineering, and Project Auditing

QA Software Engineer- Comcast;Littleton, CO**–August ’98 to** June ‘99

* Engineerfor planning and executing functional and system tests for Broadband and Internet Services
* Created test plans for GUI controlling; Satellite uplink video communication, headend equipment and digital settop terminals
* Implemented Rational Requisite Pro for requirements tracking, interfacing with MS Visual Source Safe and defect tracking software (MS Access)

*Environment:* Borland SilkTest, RequisitePro, Requirements Gathering, MS VSS, Satellite Communications, SQL, System Integration and Functional Test Execution, Test Case Development, Sun Solaris

QA Project Manager–Dex Online; Centennial, CO**–September ‘97 to** July ‘98

* Directed the activities of business clients in the running of the test cases and scripts
* Studied requirements, interviewed clients and wrote comprehensive test plans which included, white box, functional, regression and data integrity testing

*Environment:* Management of Client Subject Matter Experts. Test Strategy, Planning and Execution, RS6000 Unix, IBM Mainframe, Macintosh, Peoplesoft Vantive, Oracle DB, SQL, Hyperion Intelligence

**System Architect**–Hewlett Packard;Centennial, CO**–June ’97 to September ‘97**

* Working in the Professional Services Organization assisting clients with HP-UX system High Availability
* Developed end-to-end test plans for high availability solutions using LVM and MC ServiceGuard
* Held system reliability tests on hardware component and environmental failures

*Environment:* HP LVM and MC ServiceGuard, HP-UX, Test Strategy Development, Planning, and Execution