CHARLES “STU” KLINGMAN

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**CAREER PROFILE**

QA Management / Program Management IT professional with 20+ years of software industry experience. Proven track record of managing successful organizations and projects for a wide range of applications and technologies, and with organizations ranging in size from 10 to 200+ people. Reputation for solving difficult organizational challenges and leading troubled projects to success. Strive to keep current with the latest computer industry technologies, ranging from network design and enterprise server hardware builds, to general security, network troubleshooting, and performance testing & analysis. Extensive technical writing and editing experience, including design specifications and developer knowledge base articles. I’m ENTJ/INTJ, as needed.

**PROFESSIONAL EXPERIENCE**

University of Washington Seattle, WA, September 2014 – June 2018

**SDE/T**

Worked closely with business analysts and software developers within the Office Of Research, Information Systems throughout the software development lifecycle to analyze testing needs. Extensive manual and automated testing on web applications, including verifications of data and content, functionality, performance, security, accessibility, etc. Explored new test technologies, and incorporated into automation solutions to improve test standards and measurements, usability and quality metrics, and system performance.

Webtrends Corp. Portland, OR, 2012- 2013

**Director of Quality**

Fully accountable for ensuring the highest possible Engineering Quality across all of the Webtrends portfolio of Products & Services. I managed full-time employees in our San Francisco, Portland, and Seattle offices, as well as a set of test teams of vendor employees in China. Responsibilities include developing organizational talent and career development for QA Managers and ICs, as well as driving continual improvements in QA maturity of methodologies, tools, and processes. This included such areas as developing and executing strategies for QA metrics and analysis, test automation, and continual improvement process for test case design. I also provided architectural review & design feedback across all layers of our services as needed, including security, hardware and networking in many instances. Also managed the Ops Escalation team, prioritizing the deployment and validation of hotfixes and patches for all products & services.

Microsoft Corporation Redmond, WA 1992-2009

**Technical Unit Mgr / Principal Software Test Architect, Global Products Dev. 2007-2009**

**Windows Live International**

Managed the design and implementation of the Global Product Development (GPD) In-market Test Automation Infrastructure, used for collecting internet Service Performance data for Windows Live services from over 35 countries around. Worked with collaborative, cross-discipline, virtual design team. Executed full Project Management, including schedule, feature set, and activities of a cross-discipline staff of Program Managers, Developers, and Testers.

* Measured internet latencies in many regions around the world, used to prioritize and improve various Windows Live services outside the United States.
* Supported multiple clients and test automation frameworks, and enabled customizable, real-time monitoring and alerting for Availability and Performance. Reduced Mean Time to Resolution for service outages. Provided valuable input into future service designs and build-outs by analyzing the unique load signature of each service.

**Director of Test, Windows Live International 2006-2007**

**Windows Live International**

Managed the International Windows Live test teams and Productivity Tools test teams within the GPD division. Supervised approximately 60 full-time employees and over 100 contract and vendor employees, in five locations globally. Ensured quality of 60 different Windows Live and MSN products and services in over 35 languages and markets around the world.

**Software Test Architect, Member Experience Services 2006**

**Windows Live Client Team**

Led a team of Software Development Engineers / Test (SDE/T) charged with defining the scope, charter, and Technology Roadmap for the Windows Live Client Test Systems Architecture group. Ensured successful and timely delivery of all aspects of Test System Architecture, from requirements gathering, prioritization of features, sub-projects and V-Teams, technical design strategies for all components, and assignments to the Senior SDE/T members for each V-Team, as well as tracking progress and results.

**Group Test Manager, Member Experience Services 2004-2006**

**MSN Membership Experience Team**

Managed an organization of five teams within the MSN Member Experience product group, supervising over 50 employees, including 30 full-time, eight contract, and 16 vendor testers in China and India. Directed teams testing various web and Win32-based user interface (UI) pieces related to account management within the MSN portal, including 3.0 Passport registration UI, MSN Client installation, Auto-update, Subscription UI, as well as Billing, Account Management, and Self-Care.

**Test Manager, MSN Test Integration and Infrastructure 2001-2004**

**MSN Core Team**

Worked with over 40 Test Managers from across the MSN organization to determine the MSN global integration testing strategy, create the networked test environments (simulated datacenters), and establish monitoring and support policies and procedures. Managed the Integration Test and Test Operations team, leading the deployment, testing, and monitoring of integration points between all MSN internet services within one of the world’s largest multi-site test environments. Managed the “Saturn” datacenter Operations Management team, responsible for all hardware and software test platform buildouts, network connectivity between test data centers, as well as domain and account management.

**Test Manager, MSN Web Communities Chat Team 2000-2001**

**Program Manager, MSN Web Communities Chat Team 1999-2000**

**Program Manager, Network Monitor and SMS Inventory Components 1997-1999**

**Web Based Enterprise Management (WBEM), Systems Management Server Group (SMS) 1996-1997**

**Knowledge Base Lead lvl 3, Product Support 1992-1996**

**EDUCATION**

 Software Program Management Certification,

University of Washington Seattle, WA

Advanced Computer Science Coursework

University of Washington, Seattle, WA

Washington State University Pullman, WA

Seattle Central Community College Seattle, WA

**PROFESSIONAL CERTIFICATIONS & CORPORATE TRAINING**

* Management Excellence (Foundation & Leadership Track)
* Strategic Planning
* Managing Organizational Change
* Situational Leadership
* Effective Negotiation Strategies
* Media Training: “Winning Product Reviews”
* Managing Global & Virtual Teams