**Jerome Soucy**

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**DIRECTOR IN QUALITY ASSURANCE & DELIVERY**

Experienced manager in quality assurance, test, risk, process, procedure management and delivery management

**PROFESSIONNAL PROFILE**

* Strategic partner for implementation of action plans
* Manager with solid experience in team and process management for quality assurance and tests in multiple technologies and business spheres
* Highly focused on customer experience as well as delivering a best-of-breed product while remaining in control of quality cost
* Project manager with broad vision of project objectives as well as in depth understanding of projects to anticipate conflicts between business and IT
* Risk management with in-depth understanding of IT operations and implication of chosen risks being taken. Taking a proactive stance to support production
* Engaged communicator able to unite and focus teams during particular delivery challenges or while implementing business
* Highly engaged in finding resolution to IT and business challenges
* Exhaustive comprehension of quality assurance and tests, of test automation, of defect management and change management to production and delivery management

**EXPERTISE**

* Management of QA & tests teams
* Team creation and resource retention
* Tool requirement analysis & implementation
* Risk management
* Budget and timeline management
* Creation and optimisation of processes
* Change management
* ITIL trained
* ITSQB trained
* Macroscope
* HP QC & ALM
* JIRA
* JUNIT
* XML-SOAP
* DEVOPS
* Continuous delivery
* TDD

**PROFESSIONNAL EXPERIENCE**

**Director, Product Quality & Delivery Management**, *Sogema Technologies*, Longueuil, QC, 2016-06 - Present.

* Improve quality assurance & production support performance, processes and tools
* Manage multiple teams on a strategic level
* Establish AGILE in QA & TDD in development teams
* Deliver high profile clients to production
* Establish RFP technical response for multiple clients
* Manage & improve delivery methods and systems
* Establish basis for continuous delivery across multiple products

**Quality Assurance Management Specialist**, *Consultant*, Montreal, QC, 2015-07 – 2016-06.

* Test integrator manager for highly visible project
* Manage tests on 21 legacy internal applications as well as the reengineering of a finance platform for National Bank of Canada
* Manage the delivery in a hybrid model (AGILE-WATERFALL) between the external platform and internal mainframe applications

**Certification and Test Manager**, *Nuance Communications.*, Montreal, QC, 2011-07 to 2015-05

* Manage the delivery into production of new SaaS products and certification of new clients
* Optimisation & automation des tests avec le with the development of a proprietary framework
* Change management of geographically distributed datacenters

**Test Manager**, *Morgan Stanley,* Montreal, QC, 2010-03 à 2011-06

* Manage tests for tax calculation software overseeing all daily bank transaction
* Planning and delivery of an compartmentalized automated regression suite with over 20000 test cases

**Test integrator & defect manager**, *xwave,* Montreal, PQ, 2007-08 à 2010-03

* Coordinate tests between multiple developing entities located across Canada on a $560M project
* Insuring the constant progress of integrated, system and user acceptance tests
* Managing defects across all delivery and testing entities
* Measure KPIs (code quality, system quality) and report

**Quality Assurance Specialist**, *Consultant*, Montreal & Vancouver, 2006-04 à 2007-08

* Building team and processes for quality assurance and tests (IMETRIK)
* Test integrator for CMS reengineering effort (TELUS)
* Test manager for established team during sick leave (AEROINFO-BOEING)
* Test integrator for automated claim adjudication project (CIGNA)

**Test Specialist**, *Expedia Canada*, Montreal, QC, 2004-11 to 2006-03

* Hotel partner inventory system certification
* Automated validation of inventory price accuracy
* Performance evaluation of system chain (JUNIT)

**Quality Assurance Specialist**, *Consultant*, Montreal, QC, 2001-03 à 2004-11

* Create infrastructure and tests on alarms for Photonics products (Marconi)
* Create infrastructure and tests on Banyan Vines ERP products (Dynaflow)

**Systems Engineer**, *Compaq Computer Corp.*, Houston, TX, 1997-05 à 2001-03

* Responsible for the development of all software images for Presario line for the Canadian market
* Responsible for reviewing all French-Canadian documentation
* Automation of image creation for all Compaq software images
* Automation of image testing for all Compaq products
* 3rd level support for factory floor

**EDUCATION**

* Computer Systems Design, Teccart, 1993
* Analysis and Programming, Collège Delta (CDI), Montréal, 2003
* Project Management Professional, McGill, 2006
* ITIL Foundation 2011, CSC Certification, 2013
* HP-CMDB, Hewlett-Packard, 2013