**BOBBY GREER**

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**SUMMARY**

In the IT field for over 25 years and Quality Assurance professional for over 15. Provided Program/Project Management, Change/Release Management, Quality Assurance services for a variety of products, services, and websites in many Enterprise environments, both internal as well as external. My background has encompassed development of a QA and Change Management Programs, Team and Resource Management, Test Planning and Costing, Agile Development Processes, SCRUM, Test Automation, Program/Project Management.

* Department Creation & Development | Team Development | Mergers & Acquisitions
* Program & Project Management | Quality Assurance | Change & Release Management
* Six Sigma | ITIL | Process Improvement | Budget Planning & Tracking

**PROFESSIONAL EXPERIENCE**

CHARTER COMMUNICATIONS, Maryland Heights, MO 7/2017 – Current

**Sr. Technologist - IT Service Activation**

Provided continuous improvement to the SIT organization through Implementation of best practices. Provided direction and support to the SIT Team, Improved the overall quality of Development Delivered Code. As an Intake Manager identified gaps and improved the overall Intake and LOE Processes up to and including reporting needs and multi-team support

**Intake Manager** - 4/2022 - Current

* Shepherding projects into the SA team
* Assisting requesters with understanding the intake process and submitting a complete intake request
* Working with various teams on the development of deliverables required to start
* Insuring the completeness and working through questions with these documents.
* Communication with stakeholders on deliverable and status of a project.
* Working with all teams to understand the status of all deliverables that are part of LOE process.
* Negotiation of questions/resolution of issues needed for accurate LOEs.
* Task scheduling to make sure we deliver the LOE on time.
* Working with teams to define level of effort for projects
* Negotiating program management to help define delivery dates for deliverables
* Holding review meetings for BAPDs, HLDs, LOEs, BRDs, HLA
* Maintaining, evolving and streamlining process documentation
* Designing and Maintaining real-time reporting associated with intake management
* Facilitating Intake analysis, design reviews meetings
* Auditing of Projects against SA forecast to ensure we are not missing projects in the forecast and scheduled for future work.
* Facilitating against actual hours clocked and billed in field glass.
* Continue to review, define and update LOE process

**SIT Team** – 7/2017 – 4/2022

* Acted as primary on site and off shore contact for the Service Activation SIT Team
  + Responsible areas included: TPSI (Self Install - SI), Tech Mobile (TM), OSM, UIM, Test Automation
* Understanding technical requirements as compared to overall system functionality
* Helped to develop Standard Practices within the SIT Testing Organization
* Report development and distribution to various levels of management from Program Management through to VP
* Managed multiple high priority projects within Service Activation

CHANGE HEALTH CARE, St. Louis, MO through Rezult 11/2016 – 6/2017

**Lead Quality Engineer – Print (MCDS - Multi Channel Distribution System)**

Assured continuous improvement of the Quality Engineering department by introducing and implementing best practices. Improved the throughput of the QE Organization through recruitment, training and streamlining of processes.

* Managed multiple geographically distributed QA teams, including off-shore resources to accomplish daily QA tasks
* Improved team comradery and peer support structure to help new team members get up to speed quickly.
* Worked closely with QE partners (Management, Business, Program Management, Development, etc.) to produce high quality deliverables.
* Supported multiple product streams within a complicated single data driven application.
* Supported complex multi-technology application containing various DB types (MS SQL, Oracle, FoxPro) and coding languages (C, C++, C#, VB, Java, etc)
* Designed and built out the Automation Architecture used by MCDS
* Introduced automation, in the form of ROBOT framework, where previously there was no automation, provided required training and POC to the QA team.
* Provided QA Deliverables including Test Strategies, Costing, Test Plans Test Cases, Execution, and project closure.
* Provided QE review as part of Change Committee.
* Supported QE planning and scheduling of on/off schedule deployments and production support.
* Responsible for all QE reviews of production deployments.
* Worked closely with the various business partners

STERLING INSURANCE / WELLCARE , Bellingham, WA 6/2009 – 4/2016

**Manager**

**IT Process, Risk and Controls – Quality Assurance – Change & Release Management**

Assured consistent quality of production through development and enforcement of IT and QA best practices by providing design, implementation and validation of processes as well as providing documentation and managing staff.

* Designed and Implemented a QA department corporate wide where there previously was no QA
* Defining and improving Quality Assurance processes and objectives
* Provide leadership and operational oversight on the QA/UAT process lifecycle
* Recruiting, orienting, training, coaching, counseling, planning and reviewing compensation actions
* Assigning, scheduling, communicating job expectations, enforcing policies and procedures; training support and published written guidelines
* Planning, monitoring, appraising, and reviewing job contributions
* Managed multiple geographically distributed QA teams, including off-shore resources to accomplish daily QA and Change Management tasks
* Automation and consolidation of redundant processes
* Implemented QA, Change/Release Departments and budgeting for corporate office and newly acquisitioned companies
* Architect for all QA System and processes including Test Case management, Defect Tracking, SharePoint, and artifacts
* Design and implemented: Change Request processes and systems, Test Case Management and Defect Tracking System providing a clear indication of the overall health of the projects
* Managed FTE, and contracted on and off shore resources
* Collaborate with a global team to bring an integrated product solution to market efficiently

SERENA SOFTWARE, Bellevue, WA 2008 – 2009

**Software Design Engineer in Test (SDET) – Agile on Demand**

Quality Assurance in an agile environment with a history of continuously improving software QA and test supporting continuous delivery, design, build and support test tools, frameworks and automation suites.

* Test Driven Development, Test Case Planning and Prototyping
* Writing, maintaining, running, and result gathering of automated test framework and test cases
* NUnit, JUnit, and Doh test case creation
* Integral part of the application design process
* SaaS Deployment and management

MICROSOFT CORPORATION, Redmond, WA through Excell 2007 - 2008

**Software Design Engineer Test – MSN – Global Homepage Engineering**

* Client/Server configuration and integration
* Web site publishing and content management systems
* Client/Server performance, load, and optimization testing and analysis
* Functional and UI testing including white box, black box, security, and ad hoc scenarios

EXPEDIA INC., Bellevue, WA 2005 - 2007

**Software Design Engineer Test – North America Rapid Dev**

* The majority of the testing was web based both front end, backend and SQL
* Involved in specification reviews, test planning, test case development
* Responsible for writing automation using Test Studio and C#
* Responsibilities included testing of front end, backend, and automation of each.

SUPPORTING YOUTH, Sedro-Woolly, WA 2003 - 2005

**Sr. IS Director**

* Develop the strategy and plan to lead initiatives to provide support
* Facilitation of, change to the processes and technologies
* Provide highest level support to, and manage relationships with business users both internal and external across a broad, inter-related business constituency

**ADDITIONAL RELEVANT EXPERIENCE**

* Client/Server configuration
* Client/Server performance, load, and optimization testing
* Web publishing and content management
* Writing and execution of automation testing client/server interaction

**PROFESSIONAL DEVELOPMENT**

**Training/Certifications**

ITIL Certification

Six Sigma

Prince2 Program & Project Management

SiteCore

SCRUM Master

MAPR – Hadoop

ISO270002 Supervisor

Business Mashup Administration & Development

My SQL

**Skills/Knowledge**

HIPPA

Resource Management and Recruiting

Department Budgeting and Tracking

ICD-10

Policy, Standard & Procedure

Mentoring and Career Development

IIS Server

Website Development

Automation Tools

SQL

ASP/ASP.NET

VB Script

JavaScript

.NET

C#

**Education**

Information Technology, San Joaquin Valley Collage, Visalia, CA