

## Career Overview

Passionate advocate for improving user experience and the value of product to the customer. My initial product development work was as staff software engineer. With the loss of staff due to illness, I was asked to stand in an empty QA role and later to manage the lab. This same request was made again in Telecom. Since I'd built out lab infrastructure to simulate a hospital's environment, a telecom lab was straightforward. The key again was to be able to execute as the customer and live in their world. Visiting customer's sites, learning how they used the product & teaching unpublished shortcuts to them proved invaluable for understanding my customer's perspectives. After managing labs and running off shore teams I challenged my self with the role of Project Manager. My success and knowledge of the industry led me to another Telecom project mgmt. role delivering newly introduced equipment. Again meeting with my customer base lead to many improvements in equipment delivery and reduced project cost. Over time, I have been able to take an inquisitive and open personality and employ to the best ability to all projects encountered. Always the customers advocate. A simple thought of exposing the Customer to new features and functionality in laboratory controlled environment lead getting them to Evaluate Early for the sake of improvement. This led this nationally known service provider to require all their software vendors since to have an **ECE** program. Working in product quality my focus has always been to deliver the best product quality possible. As a product manager it is my focus to organize the delivery of the most beneficial and valuable functionality to the customer

## Qualifications

- Scrum Lead & Prod Owner Trainee
- Scrum Leader Quality Engineer
- Engineering QA / QA-PM Prof Services
- Project Manager New Prod Intro
- Private Enterprise SW Developer
- Team Lead & Project Manager
- QA Lab Manager
- SW / QA Engineer

10 + years delivering mission critical enterprise class software. Full product life cycle. Customer facing interaction.  
1st, 2nd & 3rd level technical support. Directly involved in the Product Line Management

## Technical Skills

Skills	Experience	Total Years	Last Used
Win, Mac, Linux & Mobile	Level 3,2,1 support, User	10	Current
VBox, VMware, Docker	Eng, DevOps	2	Current
JavaScript / Java / Selenium / JUnit	Eng, Qa	5	Current
Productivity & Proj Mgt tools	Project Management	5	2014

## Accomplishments

Reduced the reconfiguration turn around time for clinical information system QA Lab from seven days to three hours through shell scripting and batch file automation. Ported a test automation framework from C++ to Java following the change of the product offering from C++ to a Java Application. Built a Telecom QA lab with discarded engineering lab equipment. Reduced the cost to the company for disposal of Eng. Lab Equip. Reduced the cost to my dept. for equipment acquisition. Lead, trained, and mentored a rotating staff of 30 offshore engineers through four, year-long iterations of waterfall product releases. Improved development product delivery. Lead PLM organization to understand complete organizational and customer misunderstanding of named proposed features. Laid out DB schema and application for vetting and promoting product roadmap. Initiated an agile process to a new project management role. Kept New Product Introduction rollout on schedule under stressful equipment acquisition conditions. Reduced project cost by \$90K through creative design review. Reduced time necessary for validation of 15,000 URLs through test automation ( ask me about that one ). Have built out three different test automation frameworks. Instituted specific key practices that a nationally recognized telecommunications service provider now requires of all their software

## Work Experience

<b>Sr. Qa Engr.</b> <b>Silicon Valley Bank</b> San Francisco, Ca Test engineering, Feature gap analysis, Roadmap story balancing	Jan 2016 – Current
<b>Sr. Qa Engr.</b> <b>Sentient Technologies</b> San Francisco, Ca Lead Qa Engr. Dev Ops work	Sep 2014 – Oct 2015
<b>Sr. Qa Engr.</b> <b>Credit.com</b> San Francisco, Ca Qa Test automation. Product roadmap test gap analysis	Aug 2013 – Sep 2014
<b>Sr. Qa Engr</b> <b>Monitise</b> San Rafael, Ca Engineering Qa, Professional Services Deployment Qa	Oct 2011 – Aug 2013
<b>Project. Manager</b> <b>Ericsson</b> Pleasanton / San Jose, Ca New Product Introduction: Acquisition, build out, deployment, training	Dec 2010 -- Oct 2011
<b>Sr, Qa Engr, Project manager</b> <b>Alcatel-Lucent</b> Petaluma, Ca Engineering Qa roles, Leading offshore teams, & local teams	Jan 2000 -- Jul 2009

Prior Roles: . Sw Engineering, . Quality Assurance, Test lab management

## Education

**Masters in Business Administration:** Golden Gate University, CA  
**Bachelor of Science:** Computer Science, Sonoma State University,