

CYNTHIA E. GOSSETT, MBA, CTFL

cegossett@gmail.com | (C) 312.402.2332 | 421 E. Utopia Rd., Phoenix, AZ 85024

Software QA Test Engineer

PROFESSIONAL SUMMARY

Over **15+ years** of combined QA/QC Software Testing, Software Development, Business Analysis and Project/Test Management experience. **6+ years** of hands-on QA Testing experience focused mainly on Web Applications, including **3+ years'** experience managing onsite/offshore QA testing teams. Highly proficient in creating business Use Cases, Test Plans, Test Cases & Test Scripts, reporting test results and defect resolution tracking.

Accomplished in using HP ALM testing tools to write and execute Kanban QA deliverables such as black box and white box testing, smoke and sanity tests, regression, system, integration, load, performance and end-to-end system testing. Ability to perform in a demanding, multi-tasking environment; ensuring objectives are met. Exceptional oral/written/listening communication and presentation skills. Results-oriented team player with dedicated professional work ethic. Global business and culture awareness.

TECHNICAL SKILLS

Functional Roles:	QA/Software Testing Team Lead & Tester, Mainframe Application Programmer/Tester, Business Analyst, Software Sales, Product Manager/Technical Support, Contract Consultant, SDLC Project Mgr
Programming Languages:	SQL, XML, Java, JavaScript, HTML, CSS, ASP, VBA, C/C++, DHTML, LotusScript and Lotus Notes Development
Data base systems:	Oracle SQL Developer, IBM Unidata, MS SQL Server, Informix, DB2 UDB, MS Access, IMS DB/DC, IDMS
Development Tools:	Visual Café, Dreamweaver, NetDynamics, MS Project, MS Visio
QA Tools:	HP ALM Quality Center, WinRunner, LoadRunner, XRunner, Test Director, QTP
Internet Development:	IBM WebSphere, IE 6.x & Up
Network/Protocols:	Web (HTTP/HTML), Client/Server, Legacy Systems, Intranet, LAN, TCP/IP, HTTPS, X-Windows
Operating Systems	Unix, Windows XP, Vista, 7 and 10; DOS
Mainframe:	COBOL II, CICS/TELON, PL/I, SQL, JCL, SAS, File-AID, Xpediter, Abend-AID, TSO, ISPF, RACF

CAREER EXPERIENCE

QA Analyst/Software Tester

Feb 2017- Jan 2019

Ferguson Enterprises, Inc., Newport News, VA

Reason Left: Caregiving purpose for elderly parents in Virginia ended 9/2017. Moved to Phoenix to be closer to family.

- ◆ As Manual Tester, supported Java and IBM Unidata applications that automate exchange of B2B customer and vendor documents (ex. PO, Invoice, etc.) in the procure-to-pay process for EDI, XML, .CSV and PDF document conversions.
- ◆ Beginner level Automation Tester using record and playback features of Katalon open-source tool.
- ◆ Assisted offshore QA team with leadership, software application training and testing activity problem resolution.
- ◆ Participated in Kanban/Agile design sessions/daily standups. Authored test cases/scripts and performed manual end-to-end and functional regression testing. Used HP ALM Quality Center for requirements traceability, test plans, test execution and defect tracking. Hosted UAT presentations to train end users. Implemented Black-box, White-box and Agile testing methodologies.
- ◆ Additional skills: Oracle SQL Developer for test data; Beginner level EDI x12 document integrations; VersionOne Agile User Story Repository, Splunk and ServiceNow tools; MS Office 365 (Outlook/Word/Excel/Powerpoint/TEAMS).
- ◆ Added Value to Ferguson: QA Support of E-commerce B2B platform accounted for 23% of domestic revenue for FY 2017-2018

Inside Sales/Project Coordinator

Jan 2015 – Sept 2016

Reico Kitchen and Bath, Williamsburg, VA

Reason Left: Secured sought-out QA Analyst position that needed to be close to elderly parents in Williamsburg, VA.

- ◆ Skilled in Vendor Coordination, Product Management and Customer Care. Assisted Sales Manager with presentation materials and detailed quotes for prospective clients. Learned 20/20 CAD software via quick study, on-the-job training.
- ◆ Added Value to Reico: Drive sales through superior customer service and repeat business, while maintaining 30% gross margin per person goals and keeping margin erosion costs under 1.5%.

Guest Service Assistant/Team Lead**Oct 2011 – Dec 2014**

Target Corporation, Niles, IL / Williamsburg, VA

Moved to Williamsburg, VA in 2012 to begin care giving purpose for elderly parents. Left Target for better paying job.

- ◆ Supervised/trained 25+ team members in following roles: Guest Service, Cashier and Sales Floor. Execute and manage quality assurance tasks such as daily cash office, open and close registers tasks.
- ◆ Added Value to Target: Individual/Team Member contribution assists Target in sustaining monthly “Green (3.5+/4.0)” Sales, Service and Asset Protection monthly metrics, with end result in Niles, IL Target ranking 2nd across Chicagoland area.

Principal**Feb 2010 – Dec 2010**

iAnalyze Consulting, Inc., Chicago, IL

- ◆ Upgraded technical skills by completion of training courses at Advanced Computer Training, Glenview, IL: SAP (BI) Business Intelligence, .NET Framework, and Technical Interview Preparation. Maintained QA Test Management/Documentation skills through web knowledge repositories, forums and seminars such as: SQAforums, StickyMinds, IIST, Ravenflow, and w3schools.
- ◆ Added Value to iAnalyze Consulting, Inc: Continuing education and project work maintains my competitiveness in current IT industry. Technical skills also used for entrepreneurial computer and internet tutoring business.

Director of Sales - SAP BI Training**Aug 2009 – Dec 2009**

Inproval Group, LLC, Naperville, IL

- ◆ Designed, facilitated and lead marketing strategy to grow SAP Training business. Used personal course learning and media (such as Information Sessions, professional social networks and personal networking) to generate interest.
- ◆ Added Value to Inproval Group LLC: Feasibility assessment determined that a change in target market from cash paying students to those eligible for Illinois-paid Workforce Investment Act vouchers would grow business faster.

Procurement Applications Mgr./Contractor**Dec 2007 – Mar 2009**

Craft Marketeers, Ltd., Cincinnati, OH

- ◆ Implemented Global Procurement System for import products in floral, stationery and gift businesses. Tasks included: product installation, customer database load, and report generation.
- ◆ Added Value to Craft Marketeers: Successful deployment/maintenance of global purchasing system reduced “Time to Market” timeline for new craft items, resulting in company winning first bid sales contracts with retailers such as Walmart & Dollar Tree.

Lead QA Test Engineer/Contractor**June 2007 – Oct 2007**

The Northern Trust Bank, Chicago, IL

- ◆ Google Search for Public Websites Project: Designed/executed F/UI system test cases for 3 browser platforms. Using HP Quality Center and LoadRunner, set up and monitored performance testing of Simple/Complex search scripts for http protocol application.
- ◆ Automation Feasibility Study using QTP: Using HP/Mercury Quality Center, QuickTest Pro and SQL Server, initiated Planning/Discovery phase for automating 400+ manual regression test cases for Benefits Payment System.
- ◆ Added Value to Northern Trust: Proficiency in more than one QA testing project role (i.e. as Testing Team Lead, Manual, Automated and Performance Test Engineer or UAT Training Facilitator) helped project manager reduce cost of outsourcing internal automated and/or performance testing team resources.

Onsite/Offshore QA Applications Mgr./Software Tester**Jan 2004 – Feb 2007**

Bank of America, Chicago, IL

- ◆ Created, developed and mentored onsite/offshore QA team from scratch. Managed 5-7 member onsite/offshore QA testing team. Held QA team accountable for providing realistic man day estimates, functional / regression test plans, daily status reports, quality defect tracking and completing test cycles on time. Productivity metrics recorded and reviewed for improvement after every small/medium/large testing project. Performance reviews tied to on time, within budget, defect-free software deployment.
- ◆ Added Value to BoA: Identified team efficiencies to reduce test cycle completion time. Storage of regression test cases & man-day estimates in TD repository allowed management to what-if when evaluating project scope creep. Greater test coverage reduced defects found post -software deployment. Ad hoc (foreign currency trading) training sessions helped to minimize attrition and maximize experience level of onsite/Offshore QA team.

QA Tester/Contractor**June 2003 – Sept 2003**

Accenture, Chicago, IL

- ◆ Created, executed and maintained test plans and procedures, test cases, scripts and expected results based on client’s functional business requirements and/or internal product fix service requests.
- ◆ Added Value to Accenture: Communicated with ASP developers to identify root cause and problem resolution for software defects. Example: Recommended clustered index for SQL Server database table to resolve keyword and wild card search software defects.

Prior Work Experience includes Onsite/Offshore QA Team Lead, Business Analyst, Mainframe COBOL, C/C## and VBA Applications Programmer/Tester, SDLC Mainframe Project Manager, Desktop Support and Entrepreneur

EDUCATION

Master of Business Administration (MBA) – Emphasis on Entrepreneurship

Lake Forest Graduate School of Management, Lake Forest, IL GPA 3.73/4.0

Bachelor of Science (BS) - Industrial Management

Purdue University, West Lafayette, IN

Associate of Science (AS) - Computer Science

Purdue University, West Lafayette, IN

QA Testing Tools Training

WIA-Sponsored Advanced Computer Training Center, Glenview, IL

.NET, LoadRunner, WinRunner, Test Director, HP Quality Center, QuickTest Professional (QTP), SAP Business Intelligence, Business Process Management, Interview Preparation

Certifications

ISTQB – CTFL Certified Tester Foundation Level software testing certification

QAI Certified Software Testing Engineer (CSTE) Boot Camp

Capstone Project Management