**QUINTELLA R. BARNESLogo

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**PROFESSIONAL SUMMARY**

Progressive leader with over **10 years of experience** in Project Management using Agile and Waterfall methodologies, SDLC, Software Testing life Cycle, and QA Methodologies. Proficient managing Client-Server and Web based applications in Financial, Legal, Ecommerce, Banking, and health care industries.

**CORE PROFICIENCIES**

• Technical Project Management • Agile/Scrum/Waterfall Methodologies • Quality Assurance

**•** Automated/Manual Testing • User Acceptance Testing (UAT) • Performance Testing

• Product Management •Strategic Planning • Regression Testing

**PROFESSIONAL EXPERIENCE**

**Teksystems Global Services April 2022 – present**

**Role: Technical Product Owner/Agile Delivery Lead**

* Define the Product vision and strategy
* Create a Product Roadmap based on the Product vision
* Manage and prioritize the Product backlog based on business and technical requirements
* Oversee all stages of Product creation from design to development
* Collaborate with prospective users and clients to understand and anticipate their needs and translate them into Product requirements
* Develop user stories and epics
* Ensure developers test all user scenarios to identify gaps, address risks and to verify features are working as intended
* Monitor and evaluate Product progress at each stage of the process
* Act as liaison to the Product Team and end-users to deliver updates
* Work with Business Analysts in order to gather metrics regarding performance and user experience
* Ideate and provide recommendations of new features and improvement opportunities to Product Management
* Coordinate the development of creatives with Marketing to integrate with project deliverables
* Ensure Legal compliance is met in the development of new intent and disclosures to customers
* Work with Product Management to develop a go-to-market plan and identify a test population for MVP roll out
* Define Product Marketing communication objectives
* Create End to End QA test plans in collaboration with Dev Leads
* Create UAT test plans in collaboration with Ops and Business Analysts
* Create Release Plans for production releases that include services impacted, responsible parties, and roll back plan if issues are encountered in production
* Demo features to stakeholders throughout the development process in order to Inspect and Adapt as needed
* Address Production incidents, create ServiceNow incident ticket, assign resources for root cause investigation and follow up until resolution; Provide updates to clients and stakeholders
* Document and compare company's products verses competitors products to assess competition in the market and identify opportunities for improvement
* Evaluate project milestones and re-factor based on scope change, requirement change and external dependencies
* Communicate company policy changes to developers that impact standards and require code modifications;  Ensure test plan reflects policy changes
* Support 3 software engineering teams through SaFe Agile methodologies
* Participate in PI Planning process to ensure PI goals, risks, dependencies and capacity load are captured and consistently met
* Ensure teams maintains focus on quality and continuous delivery
* Provide visibility into delivery targets, commitments, and progress
* Coach teams on delivery controls and compliance to minimize operational and reputational risk
* Identify upstream and downstream dependencies to coordinate delivery in tandem with cross-functioning teams
* Proactively identify and remove impediments using network of peers and formal channels including escalation as needed
* Integrate Agile and Lean principles into team practices and product development
* Utilize team feedback and metrics to implement improvement opportunities

**Ascension Technologies April 2021 – March 2022**

**Roles: Program Manager/Technical Product Owner**

* Provide Program reporting to Executive Leadership and stakeholders on workstreams, goals and key objectives
* Provide Agile coaching to Leadership and Team and assist organization with Agile transformation.
* Work with Product Management to create and maintain solution roadmap.
* Assist team members, Scrum Development Team, and Enterprise Architecture in developing solution delivery best practices.
* Liaison between Product Management and Development Team to ensure a transparent and productive workflow environment.
* Work with teams to continuously improve Product Ownership and other Agile processes
* Perform risk management to minimize project risks.
* Provide sprint goal and tactical objectives to scrum team, and provide quick JIT decisions to system level questions and defect triage.
* Work with Program Management to track schedule against the roadmap, and escalate risks and issues.
* Lead, inspire and support a multi-disciplinary and Agile team to deliver client releases, test infrastructure, platform architecture and development tooling.
* Collaborate with Engineers, Scrum Masters, Product Managers and experience designers
* Prepare presentations regarding project deliverables, scope, goals and business value.
* Work with Senior Leadership in defining the wider execution plan to deliver on the product roadmap.

**ISM, Chicago, IL June 2020 – March 2021**

**Roles: Product Owner/Scrum Master**

* Certified Scrum Master servant leader specializing in Agile project management.
* Facilitated Scrum ceremonies including Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.
* Ensured Triage defect meetings take place as needed.
* Built relationships between stakeholders and Scrum team.
* Coached team on Agile practices and ensure adherence throughout endeavor.
* Utilized Jira software for planning, tracking progress and reporting.
* Used Retrospective feedback and suggested actions to increase the team’s productivity and velocity in subsequent Sprints.
* Empowered and trained cross-functioning teams to follow Scrum principles and artifacts.
* Followed Safe Agile principles to coordinate interdependent activities between various Scrum teams using story mapping and Program Increment (PI) planning.
* Created and setup Scrum board, Kanban board using Jira to manage Product Backlog, Active Sprint Backlog, and issue status workflow.
* Ensured transparency through clear communication and access to information needed by Scrum team.
* Ensured goals, scope and product domain are understood by all Scrum team members.
* Maintained balance of workload by means of even distribution, capacity and forecasting.

**The Salem Group, Chicago, IL June 2006 – Jan 2014**

**Role: QA Test Coordinator**

* UAT Test Coordinator of system migration projects for bank acquisitions.
* Acted as the liaison between IT operations and Product Management.
* Developed and implemented test scripts based on pre-defined business requirements.
* Verified data integrity of bank accounts and customer info converted in acquisitions.
* Ensured system input required to validate line of business testing is entered into the host system.
* Recorded and reported defects to product management and source code owners.
* Reported findings to Product management and the mapping project team.
* Rendered judgment on the compliance and effectiveness of mapping strategies.
* Worked with the Test Manager and other UAT Coordinators along with vendors and lines of business to plan and support multiple phases of testing for the project.
* Provided input and review to the Test Manager for the Test Strategy and Test Plan.
* Coordinated execution of UAT test scripts and documented results.
* Participated in daily UAT Test Status meeting.
* Escalated testing issues to Test Manager.
* Reviewed the Business Requirements, System Requirement Specifications, Technical. Specifications, Functional Requirements, and Use Case document prior to creating test scripts
* Wrote manual test cases using Quality Center and requirement documents. Ran test cases from Test Lab and logged defects using Quality Center.
* Created test coverage and requirement coverage metrics using Microsoft Office Excel.
* Coordinated and prioritized outstanding defects and enhancements identified during UAT, and escalated the same if necessary to achieve the deadline.
* Created test status and progress reports for the Test Managers and Project Managers.
* Performed follow-up testing to ensure that all issues are settled in a timely manner.
* Provided daily communication of metrics reporting and test results to product management.

**Crowe Chizek and Company July 2004 – Sept 2004**

**Role: IT SOX Consultant**

* Provided a consulting service for IT operations of public and private-held businesses.
* Performed an appraisal of risk management and internal controls.
* Tested Sarbanes Oxley 404 general controls.
* Ensured processes were in place to provide ongoing structure and information for management.
* Identified control weaknesses, rectified operation issues, and communicated findings to CFO or Sarbanes Steering Committee.

**Federal Reserve Bank of Chicago, Chicago IL Dec 2000 – Jan 2003**

**Role: IT Analyst/Auditor**

* Created test plans and test strategies for application using ACL.
* Created test case coverage metrics and requirement coverage metrics and checked test case run, pass or fail status.
* Performed manual testing of application using ACL. Ran regression test cases and logged defects for failed test cases. Retested the defects when resolved.
* Used ACL for requirements management, creating test cases, executing test cases, defect tracking, and generating custom reports using filters.
* Discussed discrepancies with the development team identified during QA testing on a daily basis. Submitted weekly status reports showing percentage of tests executed and detailed reports on exception report.
* Lead, planned and supervised audit of Discretionary Expenditures.
* Interviewed management and staff regarding standard operating procedures.
* Performed key indicator and control testing for 7th District Federal Reserve branches.
* Presented at staff meetings information regarding Federal Reserve Information Technology operations and future audits.
* Trained new auditors on standards, code of ethics, audit life cycle, and documenting workpapers.
* Trained the internal audit department on ACL software.
* Developed, trained and instructed an audit course offered for all bank employees.
* Developed, coordinated and implemented annual initiatives with the Rotation Team to improve efficiency of operations and communication between the department and lines of business.

**EDUCATION | CREDENTIALS**

Bachelors in Math & Computer Science

Chicago State University

National Security Education Program

Qinghua University

Beijing, CHINA