

Executive Profile

I am an experienced Software Process Manager with a successful track record across multiple industries in creating a defined, repeatable development process which maximizes time management, resource utilization, and customer satisfaction. I have many years in full lifecycle, best practices software/hardware product development, both on & offshore in accordance with the SEI CMMI framework. I am a resourceful problem solver, working with cross functional teams in a collaborative fashion, to consistently deliver creative solutions regardless of complexity, resource availability or budget. I am an exceptional team builder who is respectful of cultural diversity, who leads by example, and who promotes professional achievement. I focus on optimizing organizational strength and establishing a unified culture through team building, coaching, and mentoring. I fervently believe that, regardless of industry, Product Quality is directly related to Process Capability. I strive for nothing less than organizational excellence. Areas of expertise include:

- Software Quality Assurance
- Product Validation & Verification
- Engineering Operations Management
- Technical Training
- Software/System Integration
- Application Life Cycle Management
- Project/Program Management
- Security Clearance: Secret (Inactive)

Professional Experience

Director QA & NPI

NewNet Communication Technologies – Trumbull, CT

2008 to 2009

- Coordinated corporate wide QA activities for both Signaling and Messaging product lines
- Primary interface to the Messaging Offshore Development Center (ODC). Directed two Managers and a combined Staff of fifteen in product validation efforts including composite test cycles, Product Documentation, and Training.
- Interface with Software Development, Product Management, Technical Publications, Customer Support, and Third Party vendors to coordinate successful product introduction.

Key Accomplishments:

- Instituted Product Life Cycle Management (PLCM) process guidelines and standardized product validation scheduling resulting in 35% test strategy reuse.
- Improved reliability of Business Continuity Planning strategy by 40% with HW redundancy and effective scheduling.
- Provided **JIRA** Admin and expanded usage with **SalesForce** interface to centralize common data exchange for multiple departments (Sales, Marketing, Engineering, and Operations).
- Reduced contractual dependency of offshore staff by 30%.

CHRISTOPHER H. ROGALIN

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Principal Consultant/Owner

Frogs5 Integrated Solutions, LLC – Weston, CT 2003 to 2008

- Assist clients in setting up successful software process improvement initiatives.
- Work closely with client senior management as a change agent, to obtain firm commitment and buy-in on process and methodology implementations.
- Client base includes Electron Jungle and Talking Communities.
- CT Chapter IEEE Computer Society Presentation: **Software Process Management**. The Fundamental Requirements of Good Software include CMM, PLC, DLC, PVT and SQA; collectively, FROGS5
- Volunteer work: CT Quest for Peace; Southwestern Connecticut Agency on Aging
- Established the CT-SPIN (Software Process Improvement Network) through the SEI.

Test Engineering/QA Manager

IPC Information Systems, LLC – Fairfield, CT Jan-Oct 2005

- Directed all system test activities related to HW/SW product validation. Revised inherent test methodology to improve responsiveness to the development team.
- Minimized redundancy in manual test efforts; and, enhanced the automated test suite by implementing structured, data driven, test sub-cycles.
- Managed budget and staff development for the coordinated Engineering Services group comprised of QA, SCM, and Lab.

Senior Engineering Manager, R&D

SS8 Networks, Inc – Shelton, CT 2001 to 2003

- Directed offshore development/support of UNIX-based Short Message Server (SMS) SS7 protocol stack application transitioned to Hughes Software Systems
- Standardized Rational Unified Process (RUP) across geographically dispersed Corporate locations. Result was \$10ks of licensing savings and balancing of staffing requirement for the entire Corporation.

Engineering Services Manager

ADC Telecommunications, Inc – Shelton, CT 1999 to 2001

- Coordinated the scheduling and performance of all engineering services functions including: product validation (QA), Product Documentation, IT (Lab), and SCM personnel.
- Coordinated SQA initiatives related to software development and corporate product life cycle management (PLCM) standards. Provided in-house training related to PLCM implementation and ISO9001-2000 fundamentals.

Previous Experience

Validation Manager

NewNet, Inc – Shelton, CT

Coordinated the efforts of four managers and a staff of thirty-five in the product validation efforts of AIN, SS7, and CALEA telecom applications including Tier 1 & 2 Customer Support.

Engineering Manager

Pitney Bowes, Inc – Stamford, CT

Held several positions with multiple divisions including four years with the Government Contracts group completing the USPS PPHE project. Process improvement initiatives saved \$100ks for internal systems used internationally for product support. Held budgetary responsibility of \$1.5M

Skill Highlights

- **Quality:** Lean Six Sigma – Villanova University LSS Black Belt Certification training, 2010; Introduction to CMMI (Staged and Continuous) Version 1.1 (SEI), 2006; ISO9001:2000 (Excel Partnership), 2001
- **Platforms/OS:** UNIX (Solaris, AIX), PowerPC, Linux, Motorola FX, Intel MCS, Windows, Mac
- **Software:** MS Project, MS Office, Visio, ClearCase, ClearQuest, Mercury WinRunner, Centerline Systems: QC/Replay, Test Director, Dreamweaver, Studio MX
- **Protocols:** SS7, SMSC, GSM, IS-41, AIN
- **Development:** C/C++, Perl, TCL, Shell Scripting, MCS48/51 Assembler, MySQL, PHP

Education

Polytechnic University **MSCS** 1991
Westchester, NY, USA

Fairfield University **BSEE** 1982
Fairfield, CT, USA

Affiliations

IEEE, ACM, AMA, and PMI