TARGETING SENIOR-LEVEL POSITIONS IN:

**QUALITY MANAGEMENT | QA GOVERNANCE | QA PROGRAM**

**Mission Statement:**

I am committed to building the most robust and dedicated QA Team, emphasizing **Continuous Improvement (CI),**building DevOps, a Center of Excellence (CoE) and automation of the TLC. This leads to the QA team becoming an integral asset to the SDLC in every company, while delivering the highest quality of work. I have a desire to elevate processes, methodologies and procedures across a company in order to deliver on agreed upon timelines; while being aware of the allotted budget. This desire cannot be realized alone, but with a team that is highly motivated and talented, that believes in producing the best results. Communication and strong relationships amongst the team, other testing teams and senior management are among the factors I consider extremely important in order to succeed. I accept challenges with open arms as the satisfaction of leading a team who can develop, implement and deliver the ultimate product drives my continued passion for the field of QA.  I would love to partner with an IT member to build a DevOps culture through extension of CI/CD best practices. We would focus on developing management systems and performance measurement dashboards to transparently track and report on performance. We would maintain and execute QA-owned elements of the Software Development Life Cycle (SDLC), participate in the refinement of our relationships with internal business partners and foster an environment of recognition, innovation, and partnership among Quality Assurance application staff and our business partners. Relationship building is important in establishing a strong department. The need to manage the QA budget, vendor relationships, and overall testing infrastructure and its evolution is also a crucial element. I have been privileged to lead large QA departments toward the completion of transnational implementations of new technologies, all within the constraints of timelines, budgets, and industry-standard best practices. I am confident that any company will experience dramatic growth in quality and resource efficiency through my specialized leadership, as I have a proven record in developing transformational strategies for several companies.

**Qualifications:**

As Quality assurance professional and specialist with a proven track record in implementing strategic, forward thinking, and highly analytical solutions - for both large and small financial firms, as well as other domains, over the past 28 years. My experiences have allowed me to acquire a holistic understanding of prevailing QA standards with the ability to forecast complex trends in technical testing and apply innovative software solutions while adhering to the SDLC. In order to stay ahead of the always evolving technical world, I regularly attend leading technical conferences to educate myself and understand what other prominent companies in the industry are developing and implementing. I am a highly motivated individual and take pride in the quality of work, the character and integrity of the individuals that make up my team, and establishing strong working relationships with other testing functions within the company - all in order to deliver the best product or solution. I have implemented and managed Agile Scrum Teams, Waterfall Methodologies, DevOps and Continuous Improvement (CI).  I have been privileged to lead large QA departments toward the completion of transformational implementations of new technologies, all within the constraints of timelines, budgets, and industry-standard best practices. I am confident that any company will experience dramatic growth in quality and resource efficiency through my specialized leadership. I would love to partner with an IT member to build a DevOps culture through an extension of CI/CD and the implementation of successful Test Data Management (TDM) best practices. I have implemented DevOps and CI/CD practices with several companies. Assisted companies to transition from a Waterfall to an Agile methodology. I have experience managing teams with up to 53 people at once, teams that consisted of both onshore and offshore members, and 5 Agile Scrum teams. In my time, I have successfully implemented best QA practices for the following types of testing: Integration, Smoke Test Manual and Automation, Performance, Security and Mobile Testing. I would also like to highlight that I am a US citizen

**CORE SKILLS & COMPETENCIES**

|  |  |  |
| --- | --- | --- |
| * Strategic QA Vision * Transformational Strategies * Quality Assurance Leadership * SDLC Project Management | * Technical Proficiency * Center of Excellence (CoE) Formation * Verbal & Written Communication * Motivational Team Leadership | * Organizational Advocacy * Relationship Building * Improving Best Practices * Resource Management |

**PROFESSIONAL EXPERIENCE**

**LogistiCare - QA/ Architect/ Management /Leadership (Health-Care)**

**11/2017 –Present**

* I established the Agile/Scrum process. I streamlined the Manual, Automation, Performance testing process. I implemented SDLC/STLC and much more. I am leading 4 Scrum teams and much more.
* I have started the transformation of using AI technology within the QA team
* I have managed 5 Scrum teams and I possess strong knowledge of the agile environment and process
* Providing none- emergency transportation to Medicare and Medicate customers
* Implemented TMT tools which provided full traceability, as well as accurate and dynamic reporting mechanisms
* Implemented automation and performance test processes, which allowed us to execute smoke and regression testing at any given time and on any of the environments
* Managed a team of 18 testers (offshore and onshore models)
* Providing QA and Testing support across the organization
* **Test Data Management (TDM)** 
  + I have used several options in obtaining accurate and quality data for test results.
  + The ETL method is an example of something I have used to get data from production to the QA environment, which masks the sensitive data. This process was accepted and approved by Senior IT and Business management.
  + The method and process was greatly successful and eventually adapted by Dev and UAT. It saved lots of time for these groups, especially QA.
  + Data was refreshed weekly or as needed.

**QA Independent Consultant (MDofQA) 6/2017 –11/2017**

Helped companies to stream line their manual and automation testing process, implementing TLC and TCOE and much more

**US Bank – Jacksonville, FL 10/2015 – 6/2017**

**QA/UAT/ Architect Director**

Currently leading a team of highly skilled quality assurance employees in order to create and establish a strong Quality Assurance framework that was nonexistent before my arrival. We are implementing strong procedures and processes in order to set new standards and govern testing across the firm.

* **Creating the operating framework for the newly established quality assurance department**, incorporating best practices that have been previously established within the firm while making strategic changes based on past experience and strong understanding of Center of Excellence standards.
* **Leading and supervising a team that plays a crucial role in delivering the strongest product to our clients,** strategically applying lean management processes and technical skills toward leadership for multiple technical projects. Growing the standards for the financial service company while keeping to strict timelines, maintaining budgets, continually reviewing resource efficiency monitoring progress and timelines.
* **Collaborating with other teams throughout the project lifecycle to continually strive for improvement and implementing best practices,** leading cross team meetings to drive transparency which has opened many doors for discussions around areas of improvement.
* **Develop, execute, maintain and continuously improve the strategic approach** of the testing function processes and procedures within QA and other departments
* **Leading KYC testing team**
* **Implemented MDM testing within several domains**
* **Testing Tool –**HP ALM – manual, automation, mobile
* **Implemented Mobile testing practices** in Test Lab and Cloud environmentsfor iOS and Android, implemented Mobile testing tool, See-Test. Tested the application under different networks and internet speeds including on 3G, 4G/LTE and Wi-Fi.  This was for close to 500 end users, and used native and mobile web apps. Our testing included manual, performance  and automated testing with heavy attention on responsive design
* **Testing Payment System -**Testing payment system from end to end, from incoming payments (multiple transactions at the same time) through posting of the payment. This included the gateway. Payments came via Debit card, credit card, electronic bank transfers, cash cards, reward points. We performed functional, integration performance and security. We were able to automate some of the regression testing. We started with a manual verification but due the length of this process, we had to automate this process quickly.
* **ALM QC Admin-** as an Admin I maintained and added new projects, fields, workflows to HP Quality Center data elements. As required, maintain user accounts and authentication via LDAP/Active Directory. Ensure users have the right roles/permissions to accomplish their goals. Additional responsibility to perform HP Quality Center Upgrades; Plan and control upgrades as appropriate to support UCPath Testing cycles and users.
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**EVERBANK – Jacksonville, FL 6/2008 – 10/2015**

**Associate VP, Senior QA Manager, QA Architect, Center of Excellence & Software Configuration Manager**

Company was seeking a highly specialized IT Manager with the experience and a proven track record to create a new functional QA department. My job was to implement a robust QA process that ensured delivery of the highest quality product to our clients.

Notable Contributions, Responsibilities & Achievements:

* **Created the operating framework for EverBank’s revitalized quality assurance department**, strategically spearheading the procurement of professionals and definition of QA standards suited to a growing financial service company.
* **Supervised a team comprised of three major internal departments,** employing lean management processes and specialized technical skills toward leadership for multiple technical projects in parallel. Ensure timely and resource-efficient completion of project processes and scheduling, while monitoring progress and timelines.
* **Governed the completion of testing processes for technical elements in multiple departments**, overseeing the development of test plans, test cases and other industry-standard documentation, while ensuring continuous collaboration with external clients and third-party vendors.
* **Defined all criteria for testing and QA as head of Center of Excellence**, defining rules of governance for testing processes, procedures and quality standards. Defined all internal standard operating procedures (SOPs) through creation of a QA constitution. Supported this inclusive part of the SDLC, contributing to the seamless completion of software development.
* **Presided over QA “Think Time” brainstorming sessions**, allowing for department-wide innovation, contributing to team growth and a spirit of ownership for specialized professionals. Instituted QA-oriented training programs targeted toward ever-evolving teams of specialists.
* **Connected extensively with IT infrastructure, architecture, development, business analysts, and PMO**. Collaborated regularly with non-IT departments including Business, Steering Committee, and other prominent departments affected by SDLC, as a leading authority and advocate of QA vision and automation.
* **Maintained adherence to complex financial and mortgage service standards throughout project life-cycles**, ensuring timely completion of technical projects to meet the needs of an ever-changing industry. Worked closely with Compliance Department.
* **Spearheaded the automation of advanced QA processes** as part of multi-departmental introduction of new QA procedures. Eliminated an organization-wide distaste for QA, negotiating the incorporation of these new procedures, serving as an internal advocate for effective testing processes.
* **Managed the organization-wide SDLC project life-cycle** to implement state-of-the-art testing tools, including transitional implementation of HP Quality Center, IBM Rational Suite, and Microsoft testing tools. Created SOWs for effective collaboration with third-party vendors.
* **Implemented Mobile testing practices** in Test Lab and Cloud environmentsfor iOS and Android, implemented Mobile testing tool, Perfecto. Tested the application under different networks and internet speeds including on 3G, 4G/LTE and Wi-Fi.  This was for close to 300 end users, and used native and mobile web apps. Our testing included manual, performance  and automated testing with heavy attention on responsive design
* **Testing Payment System -**Testing payment system from end to end, from incoming payments (multiple transactions at the same time) through posting of the payment. This included the gateway. Payments came via Debit card, credit card, electronic bank transfers, cash cards, reward points. We performed functional, integration performance and security. We were able to automate some of the regression testing. We started with a manual verification but due the length of this process, we had to automate this process quickly. .
* **Implemented DevOps and CI - Continuous Improvement** with Jenkins for SCM and QA departments
* **Oracle-ERP** Implemented Oracle ERP is from testing the HR module manual as well as automating most of it.   
  I started working on the Payroll module about three months before leaving EverBank.
* **Implemented the testing of Big Data and Data Warehouse**
* **Implemented MDM testing within several domains**
* **Test Data Management (TDM)**
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**DIVISIONAL QA & TESTING MANAGER | FIS/LPS** 4/**2005 – 6/2008**

Offered subject matter expertise in QA acquired through 15+ years of SDLC and QA involvement to build this organization’s quality assurance and testing department from the ground up.

Notable Contributions, Responsibilities & Achievements:

* **Oversaw a self-built team of QA and testing specialists**, governing the establishment and employment of standardized processes and documentation including Test Strategy, Test Plan, Traceability Matrix, Defect Reporting, and other critical documents.
* **Ensured adherence to industry-standard QA best practices** during the performance of WEB, Client Server and Legacy – Batch & CICS testing. Collaborated with cross-functional employees throughout FIS to communicate needs and changes in clear language.
* **Governed the implementation of CMMI Level 2 across the company division**, and drove implementation, installation, configuration, and change management processes for the organization’s new IBM Rational Suite.
* **Demonstrated QA subject matter expertise to establish division-wide quality standards.**

Earlier Career History:

**QA/TESTING MANAGER** | AOL | (Consultant) **2004 – 2005**

**QA/TESTING MANAGER & PROJECT LEAD** | Citibank **2001 – 2004**

**QA/RELEASE/SCM MANAGER** | ECI Telecom **1999 – 2001**

**SENIOR/TEAM LEAD SOFTWARE DEVELOPER** | Bank of America **1990 – 1999**

**FORMAL EDUCATION & PROFESSIONAL DISTINCTIONS**

**BSc. Bachelor of Computer Science and Mathematics** | H. U.

**Technical Skills:**

SQL/Oracle/ Access Databases | Oracle and MS SQL Databases | Lean-Six Sigma (Green Belt) | MS Office Suite | MS Project | Visio | Power Point | Share-Point | Plan View | OS (MAC, XP, Window 7, UNIX, AIX) | VMWARE| JIRA | Data Migrations (ETL) | **Visual Studio | Team Foundation Server (TFS), Mobile, Security testing, Big Data testing, SOAP-UI, ERP, KYC, SOAP and REST API Testing|** QA Solution Architect| Test Data Management ,TDM Architect | ISO 9001 **(I have used and implemented ISO and CMMI standards)**

**Languages:**

C | C++ | JAVA | VB | XML | HTML | Java Scripts

**Testing Tools:**

HP-Mercury (Quality Center/ALM | QTP) | IBM Rational SME | IBM Rational Suite (RRC | RQM | RFT | RPT &RTC) | Selenium | MS- Testing Management tools, MTM, Coded UI | MS-Testing Tool | Silk Testing Tools | Perfecto Mobile| **Selenium,|Appium, HP UFT|HP QC/ALM (I have used and implemented the HP ALM tool in several places (10 years’ experience in total), NeoLoad, qTest, JIRA, Jenkins,** AWS, Docker, Python **and TestRail**

* Managed Performance Testing teams
* Experience with automated test tools for Functional and/or Performance, Stability, Scalability, and Reliability testing using Load Runner
* DevOps–Strong knowledge of DevOps and implementation with QA and CSM groups
* Key Performance Indicators (KPIs) and Lead the Quality Management Committee (QMC)

Guest Speaker | IBM’s Innovate Rational International Conference 2006 – 2012

* Invited to speak at annual conference as a subject matter expert on Leadership, QA, Testing & Tools and offering valuable insight on the complete creation and support of QA teams.

Board Member | Jacksonville IT Council, Chamber of Commerce

Member in Good Standing | Jacksonville Start-up Community Mentor Committee

**QA/Mobile Center of Excellence (TCoE and MCoE)**

* QA/Mobile Center of Excellence (TCoE and MCoE)
* Organize, plan and build a unified testing practice
* Develop specialized approach and plans for testing Web, Mobile Native and Web applications
* Evaluate and recommend testing tools for Web and Mobile applications
* Develop a SLA between Business and IT regarding Mobile and Web testing
* Coordinate testing efforts between all groups for the TCoE/MCoE
* Implement and establish governance practices for TCoE and MCoE

**Offshore Experience**

I have eight many years of experience managing both onshore and offshore teams across the globe. The sizes of these teams have varied from 5 to 15. This has provided me with opportunities to build some teams from the ground up. I have also inherited teams which needed to be reorganized and re-energized. In both situations I learned that the most crucial factor in managing an offshore team is understanding cultural differences and implementing effective ways of communication.

The situations mentioned above have also applied to domestic teams as well. These teams have ranged from 2 to 53 associates with a mixture of inheriting and hiring. With the smaller teams I had the ability to be more hands on with daily tasks, but as size grew I appointed team leads with strong character that I could trust to continually produce a high level of quality work. I met with the team leads, both onshore and offshore, on a regular basis, ensuring all projects were continuing to trend green and issues were brought to my attention before getting out of hand.  In all situations we worked to build a unified set of processes and procedures that allowed a high level of excellence across the board.