Gary Ackerman
Quality. Experience. Integrity.

Loves Park, IL - Email me on Indeed: indeed.com/r/Gary-Ackerman/079202b5e4d23d96

I am an ambitious problem solver with a passion for online businesses, and would like to join a team to utilize my extensive skill set. I have a lot of experience creating logical and innovative solutions to complex problems. I am thorough and precise and have a keen interest in technology, mobile applications and user experience. As someone who takes responsibility for my own personal development, I continually evaluate and upgrade my skills so that I stay on the cutting edge of web development. I am a proven natural problem solver, by successfully completing projects for IT consultancies, software houses, web design agencies, and IT departments.

Web Development - 10+ Yrs.
• IHC Group / HPA Insurance - Sr. Web Develop (C#, VB, ColdFusion)
• DotComfidence - Developed and taught five training courses (VB like).
• ACCS - Developed a full accounting package w/Job Costing (VB)

Management - 10+ Yrs.
• QA Manager - Thomson/Gale
• President / CTO - DotComfidence
• President / CEO - Ackerman's Computer & Consulting Services
• Engineering Manager / InCircuit System Manager / Project Manager - Creative Thinking Enterprises

SQA Automation Testing - 7 Yrs.
• Segue Software
QA Partner / SilkTest (I have written over 50,000 test cases)
SilkPerformer (75 unique applications)
SilkPilot (2 applications)
Editor for 'Ask Ack' section in Segue's Newsletter
• Mercury Interactive
WinRunner (30 test plans)
Loadrunner (5 applications)
• Radview
Webload (100+ test scripts)

PC Hardware QA Testing - 8 Yrs.
• National Security Agency / US Army Security Agency
Electronic Technician
Setup & provided training for the 1st Automatic Test Facility
• Creative Thinking Enterprises
Circuit board bed-of-nails testing
Designed fixture and test programming for the original Apple PC.

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Gary Ackerman

WORK EXPERIENCE

Sr. Web Developer

IHC Group   -   Phoenix, AZ   -   July 2005 to Present

I was originally hired to help convert a small ecommerce website from Cold Fusion to ASP.net. Since, I have been the lead developer designing multiple platforms for consumer and agent based portals and websites. These websites provide one stop shopping for Travel, Short Term Medical, Dental, Accident, and Rx Insurance plans. Basically you can purchase insurance from one of 30 different packages today. Instantly get your applications, policies, all riders, and your Rx Prescription cards. These websites generate thousands of dollars in revenue each day (Average: $350 / application) and are truly state-of-the-art:

• Complete easy intuitive Quoting and Enrollment. Quickly determines eligibility, processes payment, and delivers all necessary documents instantly in PDF format.

• Shopping Cart approach allows quoting and purchasing multiple products sharing single enrollment data.

• Pages are dynamically created and database driven using complex SQL stored procedures and strong encryption techniques. This allows the business to make new release updates via the internet, and the pages automatically updated. Saves development time on website maintenance.

• Extensive use of Web Service technologies for: Quoting, Enrollment, Payment, Document fulfillment, Agent Services, and Customer Services. Allows each functionality to be encapsulated into a fully reusable and testable web service.

• Instantly process Credit Cards and ACH Payments Securely

• 100% HIPAA compliant. All pertinent information is strongly encrypted.

• Responsive Web Design allowing each web page to work on all browser types: MSIE, Chrome, Firefox, Safari, and most Smartphones and Tablets - both Android and windows based.

• Complete Google Analytics to capture all necessary metrics to further advance the websites and sales.

SQA Manager

Thomson / Gale   -   Farmington Hills, MI   -   February 2002 to November 2003

Hired by the Editorial Systems Development (ESD) Group with the primary responsibility to build highly skilled automation teams, improve QA process, reduce time spent for testing, and increase efficiency.

• Assembled, trained, and managed multiple Automation Testing teams in three locations.

• Wrote and distributed a Software Development Life Cycle (SDLC) document (based on Software Engineering Institute's Capability Maturity Model and Rational's (now IBM) Rational Unified Process)

• Reduced testing time by 2/3rds on three applications through the use of Automation. (more than ½ on others).

• Improved overall Test Coverage to 85%. Developed and maintained an intranet site for daily, weekly, and monthly status reporting complete with tables and charts.

• Introduced Performance, Load & Capacity, and Stress testing into Gales QA Cycle. Immediate improvement of overall application.

• Improved customer satisfaction by moving customer input earlier in the SDLC process. This also helped create better use case requirements.

• Modified existing defect-tracking process system using Rational's ClearCase. It is now used company wide.

Other Accomplishments:

• Built an infrastructure to support test automation at (Weblogic) application server and DB server levels.

• Defined Gale's strategy to assure application stability; selected and introduced SilkPerformer as load/ performance tool with 5000 virtual users. Negotiation skills saved Gale $250,000

• Managed multiple testing teams simultaneously, daily group activities, performance reviews, personal career development goals, one-on-one meetings with team members

• Developed a disaster recovery plan with the infrastructure team. Tested quarterly.

• Managed multiple projects simultaneously.
• Setup and taught monthly training classes on: QA Methodology, Application (web & client server)
Testing Techniques; Testing Types (Functional, Performance, Load & Capacity, Stress, etc.);
Automation testing (SilkTest, SilkPerformer).
• Organized and ran companywide automation user group meetings to improve scripting skills. Each meeting
would provide a demo on a unique testing approach.
• Personally developed over 10K automated test cases on three applications while mentoring on several
others.
• The ESD-QA team met all personal, team, and companywide goals for 2003 on time.
• I was featured in Odyssey's August 2002 Newsletter.

Technologies used: Segue's Silk Test and Silk Performer, Rational's RUP and ClearCase, SEI's CMM, HTML,
CSS, SQL, SMTP, JQuery, Ajax, JSON, JavaScript, and MS Office Tools.

President / CTO
DotComfidence   -   Chicago, IL - February 1999 to February 2002

Web Development and Software Quality Assurance consulting firm. Contracted with the big three testing
Software companies to provide professional consulting services for their customers.

• Created customized Software Development Life Cycle (SDLC) processes complete with quick easy- to-read
Project Management (PM) Dashboards to be used at every level to know instantly where all Projects stand
at a glance.
• Created an onsite Software Quality Assurance Program. Complete with training schedules and mentoring
programs.
• Provided onsite highly skilled Web Developers and SQA Automation Testers. Mainly for mentoring existing
company personnel.
• Developed, maintained, and executed SQA audit schedules.
• Conducted internal software quality assurance audits and performed software product evaluations.
• Managed all QA personnel activities. Client site scheduling, housing, expenses, etc.
• Mentored off-site (on client site) SQA Testing teams for continuous improvement in QA
Methodology, test concepts, and overall testing coverage.
• Provide technical expertise for best practice testing on new and existing features, troubleshooting, isolating
and describing bugs.
• Provide onsite vendor authorized training for Segue's Silk Test and Silk Performer, and Radview's Webload
software testing tools.
• Purchased and setup, and maintained three QA Labs (Chicago, Atlanta, and San Francisco). We were able
to perform Performance, Load & Capacity, and Stress testing from all over the United States.
• Developed and taught five training courses. 1) SilkTest Basics, 2) SilkTest Advanced, 3)
SilkPerformer Basics, 4) SilkPerformer Advanced, 5) Web Testing Techniques. (Radview
purchased the Web Testing Techniques course and has included in their Webload training course.)
• Founded & edited an 'Ask Ack' column in Segue's Newsletter. Segue users would send in Quality Assurance
questions; I would then publish both the Q&A in the next issue.
• Created and administered DotComfidence's message boards. (Another Q&A alternative)

Technologies used: Segue's testing suite (Silk Test and Silk Performer), Mercury Interactive's testing suite
(WinRunner, LoadRunner, QuickTestPro, and TestDirector), Radview's WebLoad, MS SQL, HTML, CSS,
SMTP, JQuery, Ajax, JavaScript, and MS Office Tools.

SQA Specialist
Testware Associates   -   Piscataway, NJ - 1998 to 1999

Responsibilities included working as a lead engineer / team member to develop high-quality SQA test suites covering functional, performance, stress and regression tests using the Segue suite.

• This entailed defining the test environment, writing test plans, and developing those tests as well as automating them. This also included attending product team meetings, tracking defect issues, reviewing technical documentation and advocating a QA process improvement.

• Helped SQA Manager to define and implement processes and procedures improvements to improve quality and development cycle.

Technologies used: Segue's Silk Test and Silk Performer, and MS Office Tools.

President / CEO

Ackerman's Computer & Consulting Services - Rockford, IL - 1985 to 1997

Store front to provide hardware & software sales and services to Home and small to mid-size businesses.

• Consulting services for complete turnkey day-to-day business operations. Introduced many businesses into the World Wide Web (Internet technology) with strategic marketing expertise.

• Specialized in problem solving. Developed an accounting package in Visual Basic. Complete with General Ledger, Accounts Payable, Accounts Receivable, Payroll, Inventory, and Job Costing - Unique to manufacturing to track various sub-parts need to make final product.

Engineer / Manager

Creative Thinking Enterprises - Columbia, MD - 1981 to 1985

Engineering Manager: Overall supervision of Systems, Project Managers and Quality Control. This included monitoring Job Performance, assignment of engineering staff to specific projects; providing cost estimates and analysis of materials, programming, and production testing of future projects.

• Incircuit System Manger: Management and maintenance of CTE's GR2290 and GR2270 Hybrid incircuit test systems. This included software updates, system access, time sharing, instruction of new software procedure, and preventive maintenance, and repair.

• Project Manager: Management of an assigned project from procurement to delivery. This included supervising test programming engineers, projecting status and delivery schedules; design, philosophy planning, and testing; procurement of all materials needed to complete assigned project; and constant interfacing with customer.

• Incircuit Test Engineer: Designed, physically wired and programmed CTE's GR2270/90 Hybrid bed of nails testers to functionally test PC motherboards (Circuit boards) with a minimum of 98% fault detection; and complete documentation. This included Research, modeling, and testing of SSI, MSI, LSI, and VLSI circuitry, and a wide range of analog devices.

Electronic Technician

US Army Security Agency - 1976 to 1981

National Security Agency / US Army Security Agency

• I went through a rigorous electronic training course at Fort Devens, MA where I graduated #1 in class. Because of this accomplishment I was immediately assigned to Vint Hill Farms, VA where I assisted in laying the ground work and procurement of the U.S. Army's 1st Automatic Test Equipment Facility. This included Procurement, setup, programming, testing and training of highly sophisticated state-of-the-art electronic equipment.

• Traveled all over the US repairing Intercept Systems. Received many awards including an 'Army Commendation Medal'.

EDUCATION

BSEE in Engineering
University of Maryland - College Park, MD
1981

Business Administration and Management
Northern Virginia Community College - Alexandria, VA
1980

Certificate in Mechanical Drafting
Rockford Area Vocational & Technical School - Rockford, IL
1976

ADDITIONAL INFORMATION

Technical Expertise
Quality. Experience. Integrity.

Standards & Mythologies:
• Responsive Web Design • Database Design and Modeling principle
• Complete Web Marketing • Agile Project Management
• Google Analytics / Metrics • TFS (Team Foundation Services) 2010-
• SEI's CMM (Capability Maturity Model) 2012
• SDLC (Software development Life Cycle) • ISO9000 / QS-9000
• Best Practices • SEO Strategies
• RUP (Rational's Unified Process) • WPF (Windows Presentation Foundation)
• Waterfall Project Management • Software team management and business
• SEI Models development.
• Object-Oriented Design
Software & Programming Languages:
• Visual Studio 2008-2012 • IIS Setup & Maintenance
• MVC3 / ASP.Net Framework 3.5 w/WCF • Windows Server
• MVC4 / ASP.Net Framework 4.5 • SafeSource / TFS (Team Foundation
• .C# /Razor / Server)
• Entity Framework • PVC Tracker / PVCS Version Manager
• JavaScript & JS Frameworks like: • ClearQuest / ClearCase
Bootstrap / Modernizr / Knockout / Respond • Java / JSP
• Ajax / jQuery / JSON • PHP / Cold Fusion / Pascal / Fortran / Cobol
• MS Office / MS Project / MS Visio / MS
• HTML5 / CSS3 / RegEx
Outlook
• XML / Python • Adobe Design Premium CS3 /
• SQL Server / T-SQL Dreamweaver / Photoshop
MS Access / ADO • Crystal Reports

Hardware:
• Intel from I8080-to-Core2. Novell Netware • HP Network Servers
• Alloy's Multiware, MS Win3.11 peer-to-peer • Windows Network Servers
• Ethernet 802.2, 802.3, and 802.11b • Unix Network Servers

(Wireless)
• IBM Compatible Computers