

Wayne Tucker

Software Engineer / Quality Assurance

Cheltenham, PA - Email me on Indeed: [indeed.com/r/Wayne-Tucker/ad0e3261c5e12855](https://www.indeed.com/r/Wayne-Tucker/ad0e3261c5e12855)

A successful IT Professional with over 25 years of experience monitoring, supporting, developing, implementing and improving strategic business systems in the Telecommunication Industry. A seasoned QA specialist with emphasis on Quality Assurance and System Testing. A results driven team player who helps increase company revenue by supporting the delivering of defect free applications, product sales and enhancement of the customer experience. Experienced in the use of cutting-edge technology and IT Methodology to deliver multi-million dollar projects. A highly motivated team player with excellent time management, analytical, communication, documentation, multi-tasking and decision making skills.

WORK EXPERIENCE

Software Engineer / Quality Assurance

Verizon Communication

Year 2000 to 2015

- Prepared test plans, test conditions, test scenario and performed test execution based on system and business requirements.
- Executing test cases and document test results and defects.
- Provided test metrics and documentations to executive team reporting application impacting errors.
- Worked directly with onshore and offshore IT and Client Teams.
- Understanding complex design requirements.
- Created and performed execution of regression and maintenance test cases.
- Documenting group processes and upgrades.
- Interacting with all teams involved in the software development life cycle including development, production support, design, environment, requirements and client team.
- Attended various types of conference calls including design walkthrough, software deployment, escalation, status and executive project review.

Work Related Systems

Products MS SharePoint

for test case loading, tracking and execution

- Microsoft Office Suite of Products including Excel and Word
- IBM Lotus Notes Connect

Computer Console Operator

Verizon

Customer Service Representative - Verizon

A member of the Board of Directors for Cheltenham Achievers Network

Current Accomplishments & Corporate Citizenship

Served as a volunteer on the Verizon Community Outreach Program.

EDUCATION

Central High School

Associates in Management Information Systems

Philadelphia College of Textiles and Science