

Christy Moore

QA Testing Analyst - Sr - Huntington National Bank

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WORK EXPERIENCE

QA Testing Analyst - Sr

Huntington National Bank - February 2017 to Present

- Assist the Test Lead in the creation and deliver of Test Plans, Testing estimates, testing metrics and testing implementation plans
- Analyze and dissect functional requirements to create and execute test cases for large business initiatives
- Maintain and automate test cases and test data using Quality Center and other tools
- Actively participate in walk-through, inspection, review and user group meetings for quality assurance
- Attend and Participate in project and defect review/resolution meetings
- Identify as many defects as possible to produce a quality product
- Open, evaluate and retest defects in a timely manner
- Participate in production implementation verification and being accountable for validating system quality
- Comply with Huntington's standards of the software development life cycle and follow strategies, plans and procedures within Information Technology software
- Provide leadership and mentorship to other Test Analysts

Quality Assurance Analyst

JPMorgan Chase - June 2015 to February 2017

- Perform all lead testing activities for initiatives across multiple assigned web-based projects (both Waterfall and Agile), utilizing processes, methods, metrics and software that ensure the quality, reliability and systems safety and security
- Manage the test planning process by decomposing the business and technical requirements into test case scenarios/user stories, defining test data requirements, managing test case creation/user stories, leading review sessions, devising contingencies plans and other preparation activities
- Develop and author the test estimate, test plan, test case document, test scripts (both manual and automated), test script execution plan, status metrics and daily status report
- Manage the test execution process by executing test scripts/user stories, logging defects, driving defects to resolution, and delivering all assigned projects on time and with quality results
- Assess risk to the project based on the execution and validation and make appropriate recommendations
- Work closely with our global team members and responsible for co-leading/reviewing the test planning and execution work efforts of an offshore team
- Communicate and partner effectively with several lines of business units, BA's, IT Dev, PM's and other support staff on testing timelines, deliverables, status and other information
- Seek, recommend, and champion continuous process improvement
- Cross-train and provide Knowledge Transfer for new hires, current team members, lines of business units, BA's, IT Dev, PM's and other support staff on applications and projects

JPMorgan Chase - December 2012 to February 2017

UAT Coordinator, AVP

JPMorgan Chase - December 2012 to June 2015

- Build strong relationships with MB production compliance team

- Partner with Compliance to research, analyze and evaluate federal regulatory compliance statutes, regulations, & State Laws and their impact on the existing system and upcoming releases
- Assess and rank compliance risk relative to all federal compliance regulations and State Laws, taking into account the potential civil penalties, reputational risk, regulatory risk, scope, controls and potential for non-compliance
- Develop and administer SharePoint site for Compliance partners and UAT Compliance - including request and defect tracking systems, report/dashboard creation and sharing, on call and shared calendars, template repository, and document sharing
- Took over management and coordination of RTE (run-the-engine) releases for UAT when team member left
- Comprehensively review the business requirements, specifications, systems design, and conceptual design documents
- Design & creation of test scenarios and scripts
- Implement UAT tests (including regression testing if in-scope for UAT testing) to ensure that the functionality is working according to defined business and system specifications
- Identification and reporting of issues, dependencies or problems relating to testing, as well as relaying them to the development team
- Defect management via ALM (formerly Quality Center)

Senior Analyst (Business & Quality)

Quick Solutions - July 2012 to December 2012

Duties as Business Analyst

- Gather and refine the functional and nonfunctional feature requirements - both existing and unknown
- Analyze and manage business and technical risks
- Work with Developers and users to define acceptance testing criteria
- Resolve conflicts around requirement prioritization and risks
- Create/Facilitate an atmosphere of transparency

Duties as Quality Analyst

- Work with BA resources to create a Regression test bed
- Execute manual new feature and regression web-based tests
- Perform exploratory testing
- Analyze test results and provide feedback to developers
- Enter defects into JIRA
- Participate in daily stand up meetings with project team

Senior Compliance Officer, AVP

JPMorgan Chase - April 2011 to July 2012

- Assist in completing annual compliance test plans and maintenance of compliance risk
- Interpret federal regulatory compliance statutes, regulations, State Laws and analyze their impact on existing policy and business practices
- Assess and rank compliance risk relative to all federal compliance regulations and State Laws, taking into account the potential civil penalties, reputational risk, regulatory risk, scope, controls and potential for non-compliance
- Execute periodic assessment reviews and transactional testing of business processes with federal and state regulatory compliance impacts, which includes: selecting loan samples, tracking timely delivery of and maintenance of review papers, testing status and completing final review reports

JPMorgan Chase - July 2009 to July 2012

Senior Lead Operations Analyst

JPMorgan Chase - July 2009 to April 2011

- Perform Business Analyst role to effectively manage and drive report requests to timely completion while documenting history, issues, & approvals
- Gather reporting requirements from business partners and author technical specifications documents for developers
- Manage, author and create manual, adhoc, and automated reports using TOAD (SQL), Cognos (Query & Report Studio), Access, & Excel
- Manage weekly business requirement document (BRD) meetings with business partners
- Manage and automate existing and new reports; successfully sheered a total of 7 days off of monthly reporting
- Cross-train team members on manual, adhoc, and automated reports
- Present/communicate the results of reports to the business and senior-level management
- Develop and administer SharePoint site for business partners; Administer SharePoint request tracking system for R&A Team, web tool (solomon application), event outreach tool (.NET application), and event solicitation tool
- Develop training and process documents for SharePoint request tracking system and event solicitation tool

Software Quality Assurance Analyst

JPMorgan Chase - October 2007 to May 2008

- Cross-train team members on new processes and system functionality
- Collaborate with developers and team members regarding test documentation and new functionality and project expectations
- Analyze test requirements and develop a clear understanding of the end-to-end functionality of the product as they pertain to new functionalities
- Design and execute test plan and scenarios based on requirements provided in Business Design and Technical Specification documents within the Production and Test environments
- Author and create test plans, detailed test cases, and defect tracking in Mercury Quality Center
- Create and modify test data using a variety of input methods
- Utilize mainframe applications such as CPCS for test script execution
- Modify and execute JCL batch jobs
- Evaluate testing results
- Create, run, and analyze daily defect and test script execution reports for team and management use

Testing Specialist

Nationwide Insurance - January 2007 to September 2007

- Develop and present curriculum designed to increase testers' skill levels
- Create and deliver Quality and Testing Services Career Guide and Roadmap
- Implement customer feedback survey process to project teams
- Develop and deliver advanced training for Quality Center
- Create and test Excel macros and formulas for in-house test estimation tool

Nationwide Insurance - November 2004 to September 2007

Business Information Specialist/Lead

Nationwide Insurance - November 2004 to January 2007

- Perform Business Analyst role to effectively manage and drive report requests to timely completion while documenting history, issues, & approvals
- Manage state motor vehicle violation code translation tables partnering with integration, state, & regional teams, service centers, and vendors as needed
- Support, research and resolve motor vehicle violation code and MVR issues to avoid premium leakage partnering with integration, state, & regional teams, service centers, and vendors as needed
- Monitor and manage changes in DMV fees with vendors

- Design, produce and maintain custom and ad hoc reports for information needs and analysis
- Develop reporting documentation and templates based on user requirements
- Create automation of reports via MS Access and Excel through the use of various data access tools
- Partner with internal and external organizations on various issues for reporting problem identification and resolution

Test Manager

AT&T - June 1999 to September 2004

- Key performance indicators include finding defects within test environment, 25% of projects completed and deployed to live network earlier than scheduled, and 100% of the projects deployed with no customer impacts.
- Managed and supported the key performance aspects of projects including schedule, personnel, equipment resources, tools, weekly status reports, action lists, and project risk
- Found defects within the testing environment (before being released into the live network)
- Supervised administrative staff including appraisal reviews and exit interviews
- Developed testing strategy and test plan templates, and test plan documents based on requirements documents
- Designed, coordinated and executed written test plans including the following testing types: acceptance, new releases/features, capacity/performance, end-to-end performance, regression, and maintenance
- Authored test scripts (UNIX, SQL, specific tool languages/GUI interfaces) for automation of processes
- Managed and maintained test interval status and performance metrics for the project team and reported results to executive leadership via meetings, charts/spreadsheets, web site, and formal presentations
- Created, coordinated, and led multiple Testers Forums and diversity events
- Partnered with numerous internal & external organizations & suppliers on various issues for problem identification and resolution
- Mentored/trained Test Managers on multiple technologies, network elements, and tools
- Process and quality auditor

EDUCATION

MBA

Franklin University

Bachelor of Science in Computer & Information Systems

The Ohio State University

Bachelor of Science in Elementary Education

Ohio University

ADDITIONAL INFORMATION

A combined 16 years development/testing experience including requirements building, design, coding, development & testing in QA and UAT. Proficient with the management of both Agile and Waterfall projects throughout Project Life Cycle (PLC) in DB2, client-server and web-based platforms. Demonstrated success delivering multimillion dollar projects on-time and within budget. Application knowledge supporting development include: ATC, BPT, SharePoint, JIRA, SCRUM, Gherkin, ATDD/BDD, SQL, TOAD, JAVA, .NET, UNIX, C, C++

A combined 6 years technical/business analysis & reporting experience. Gathered requirements to design, create and execute daily, weekly and monthly reports & dashboards. Design, produce and maintain custom and ad-hoc reports for information needs and analysis. Demonstrated success delivering reports and projects on-

time and within negotiated SLA. Application knowledge supporting reporting & analytics include: SQL, TOAD, SQL Developer, Cognos (Connection, Query Studio, Report Studio), IBM Cognos ICM, Service Now, HP ALM/Quality Center, Microsoft Office (SharePoint (I), Excel (E), Access (I), Word (E), Power Point (E), MapPoint (B), Visio (I)), SnagIt 10, Adobe PDF & Adobe PDF Creator/Forms Creator

A combined two years of experience with Mortgage Banking Compliance with experience interpreting federal regulatory compliance statutes and state laws, review of risk assessments, controls, self assessments, audit reviews, and action plans to understand impact and effectiveness of business compliance to legal and investor obligations. Application knowledge supporting Mortgage Banking include: CATTs, Control Link, Phoenix, AllRegs