

## PRODUCT MANAGER / QA TECHNICAL MANAGER

### Profile

Driven Quality Assurance and Product/Project Manager skilled in all facets of quality management and project management life cycle from business proposition discussions, analysis, and design through development, implementation, documentation, user training and deployment of product release to end user. Service focused, with proven relationship management skills. Respected company-wide as being approachable and professional. Excellent communicator, recognized for delivering outstanding training to both internal and external clients.

### Core Strengths:

\*Product Conception, Design and Specification \*PDLC / SDLC /  $\hat{A}$  \*SOA  $\hat{A}$  \*Quality Assurance / Software Testing / Test Plans \*Business Analysis Project Management \*Agile / Scrum Methodology  $\hat{A}$  \*Defect Management \*Scope Management  $\hat{A}$  \*Change Management \*Training / Instructional Demonstrations  $\hat{A}$  \*Customer Relationship Building \*Global Management / Diversity  $\hat{A}$  \*Cross-function Communication \*Problem Solving $\hat{A}$

### Core Qualifications

- SCRUM
- Version 1
- JIRA
- Bugzilla
- ClearQuest
- TeamTrack
- CollabNet
- FeaturePlan
- Service Oriented Architecture
- Visual Basics
- Visual SourceSafe
- SQL Server
- Clarity
- Big Data
- Financial Modeling
- Time Management
- Complex Problem Solving
- Self-motivated professional
- MS Office Suite
- The Share
- Windows10
- OneNote
- Macros, Consolidation & Pivot Table
- Selenium
- Quick Test Professional
- Neoload $\hat{A}$
- TDD / BDD / ATDD
- SQL

### Professional Experience

#### Product Manager / QA Technical Manager

January 2013 to January 2016 Google Inc.  $\frac{1}{4}$  Mountain View , CA

- Dual roles in quality assurance and management. $\hat{A}$  Managed team of specialized QA engineers, analysts in addition to having hands-on quality assurance responsibilities. $\hat{A}$  Supported large scale platforms/products. $\hat{A}$  Influenced decisions made for QA processes as it applies to applications, architecture, and infrastructure. $\hat{A}$  Provided leadership for QA Automation, Manual and Performance Test teams.
- SCRUM Product and Project Management skills with proven ability to meet deliverables.
- Over 8 years' experience in Lean Development, Agile platform, Scrum Master: $\hat{A}$  Sprint Planning, Daily Scrum, the Development Work, Sprint Review, Sprint Retrospective, and Burn-Down analysis.
- Project release experience covering QA release cycle phases, QA testing strategies, and concepts.
- Leadership and motivation through technical mentoring, career development, coaching and training to employees across multiple groups, global locations, and disciplines.
- Developed, modified $\hat{A}$  and executed policies that affect multiple business unit groups and company-wide impact.
- Engaged with senior level management to ensure plans are integrated with broader corporate and/or functional strategies, budgets, schedules and plans.
- Influenced and maintain positive working relationships with internal leadership on decisions relating to critical priorities and schedules.
- Regular contact with senior, executive level management.
- Clarified and modified project plans, operational decisions and scheduling requirements for US\$20M business unit.
- Promoted an environment in which diversity of ideas, opinions, and backgrounds is respected and valued.

#### Product Manager

January 2008 to January 2013 Harsco Corporation  $\frac{1}{4}$  Santa Clarita , CA

- Conducted requirements gathering, development and product management life cycle for a comprehensive suite of content and analytics capability delivered through Thomson Reuters products for desktop / content services.
- Liaised with senior product management and EIKON Common Platform teams, ensuring Thomson Reuters and customer's needs met the product offerings, content coverage, service levels and product alignment while maintaining product / technical path aligned with the group's direction.
- Product Manager / Project / Scrum, utilizing PDLC / SDLC Agile technology for the development of product feature and requirement storyboards, process flows, dashboards, product backlogs, task plans, cost assessments and resource management, including release and sprint plan management, burn down charts, sprint reviews, development and maintenance, resulting in 100% on time delivery.
- Developed and product managed EIKON Fund Views, Fund Screener, Analytics, Factsheets, Global Fund Screener and other fund capabilities, supporting EIKON propositions and providing support to client services.
- Led End to End QA testing plans, regression tests, development and execution of unit tests, system integration tests, and user acceptance tests, managed defect management through an Agile continuous workflow.
- Ensure consistent product service levels, capacity management, and quality metrics, through constant monitoring of site statistics.

- Agile leader, identifying product synergy and integration projects, simplifying overall product offering across Thomson Reuters by coordinating with global business managers and third parties to migrate legacy services to strategic propositions.
- Developed Service Level Agreements (SLA) for Global Service Help Desks and provided product support to client services, training demo sessions, customer migration documents, user guides, pamphlets, and product website documents for internal and external offerings.
- Cultivated teamwork across Global Cross Functional by interacting positively with others and generating enthusiasm.
- Over 5 years' experience, directed 11 Development and 7 Quality Assurance team members, through active listening and discussion of Agile Scrum process of project issues, objectives, priorities: Sprint Planning, Daily Scrum, Development Work, Sprint Review, Sprint Retrospective, and Burn-Down analysis.
- Conducted careful planning and preparation, achieving outstanding levels of client trust and brand recognition through client visits, calls, demos and proposition activities.
- Tracked US\$12.8M migration revenues from StockVal to Baseline through a Revenue Retention Model.

#### Product Development / Specialist

January 2005 to January 2008 Thomson Reuters i¼ City , STATE

- Principal point of contact for complex portfolio reporting client issues, team lead for client related issues and managed client conversion database for StockVal (an equity research application).
- Collaborated with management, ensuring implementation and execution of web and client-server based programs, defect testing, unit / stress test and process improvements.
- Liaised with quality assurance, information technology and engineering to test product functionality.
- Maintained defect management from infancy to closure.
- Designed and deployed advanced custom financial software solutions, utilizing Excel and VBA.
- Resolved client issues through analyzing and resolving data integrity, product installation, and day-to-day product management problems.
- Facilitated product demonstrations and created product training documentation for internal, external staff and clients.
- Accomplished client relationship manager formulated solutions, resolving immediate client issues.

#### Regional Account Manager

January 2004 to January 2005 Thomson Reuters i¼ City , STATE

- Primarily focused on increasing sales within geographic territory and ensuring client satisfaction Vendor Management - negotiated subscription fees and user base counts with the Market Data Manager.
- Client Support - Provided innovative solutions to client's product needs through on-site visits, WebEx demonstrations and creating proprietary reports using sensitive data.
- Managed client work across departments, following issues through to resolution.
- Maintained 95% retention rate and increased company revenues through identifying client risks, contacting prospects and communicating client status through monthly reports to management.
- Financial Trend Analysis and Financial Modeling of Equities and Portfolios.

#### Client Support Application Consultant

January 2000 to January 2004 Thomson Reuters i¼ City , STATE

- Dedicated analyst who provided complex research, modeling and applied it towards company goals.
- Adept in computer financial analysis software, quantitative financial analysis and using industry-specific analytical tools.
- Instructed application through live product demonstrations and created sophisticated stock, portfolio valuation and growth models using Microsoft Excel and Visual Basic Code.
- Client Support.
- Problem Solving.
- Financial Trend Analysis.
- Stock and Portfolio Forecasting, Valuation and Profitability Analysis.
- Financial Modeling in Excel - Equities, Portfolios.
- Able to work with all levels of management and departments.

#### Education

Bachelor of Science : Global Business - Finance Arizona State University i¼ City , State Global Business - Finance

Completed Undergraduate and Accounting classes Wright State University i¼ City , State

#### Skills

Accounting, Agile, Analyst, Automation, Big Data, Charts, Client-Server, Content, Conversion, Client, Clients, Client Support, Database, Delivery, Direction, Documentation, Equities, Equity, Excel and VBA, Finance, Financial, Financial Analysis, Financial Modeling, Forecasting, Functional, HP, Information Technology, Leadership, Team Lead, Listening, Macros, Market, Microsoft Excel, Excel, Microsoft Office Applications, SharePoint, Windows, Migration, Modeling, Pivot Tables, Problem Solving, Processes, Development of Product, Product Manager, Product Management, Test Product, TDD, BDD, ATDD, Selenium, Neoload, Defect Management, Defects, Project Management, QTP, Quick Test Professional, Quality, Quality Assurance, QA, Reporting, Requirement, Requirements Gathering, Research, Reuters, Sales, SCRUM, SDLC, Service Level Agreements, SLA, Visual SourceSafe, SQL, SQL Server, Statistics, Strategic, System Integration, Teamwork, Trend, Valuation, Vendor Management, Visual Basics, Visual Basic, Website, Workflow

#### Additional Information

- VOLUNTEER & ACTIVITIES Knoxville Zoological Gardens, Zeta Tau Alpha Fraternity, Fitness Coach & Mentor

