

## SENIOR SYSTEM TEST ENGINEER

### Career Overview

Customer-focused Systems Test Engineer with 17+ years experience in commercial telecommunication systems and radio systems for public safety and government applications

### Qualifications

- Quality Assurance (Software Testing, Requirements Analysis, Requirements Gathering, Software Troubleshooting, Defect logging, Systems Implementation, Systems Integration, Test Management, Test Cases, Waterfall methodology)
- Object-Oriented Programming/Programming Languages (Assembler, C++, CICS, COBOL, PL/1, RPG, Visual Basic, SPSS)
- Operating Systems (DOS, Windows Server, UNIX, Linux, SQL Server)
- Networks (Ethernet, Frame Relay, OSI model, Switches, Routers, Virtual Servers, TCP/IP, SNMP, Token Ring, VMware ESXi)
- Project Management (Process Improvements, Software Development Life Cycle, Problem Analysis and Resolution, Agile, Primavera, Microsoft Project)
- Technical Support (Help Desk, Technology Needs Assessment, Troubleshooting)
- Web Site Development (HTML, Microsoft FrontPage)
- Documentation (Content Development, DITA, Information Mapping, CMS administration, XML, HTML, Adobe Acrobat, TROFF, Training Development, Technical Editing)

### Technical Skills

Skills	Experience	Total Years	Last Used
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QA, project management, networks, documentation	Experienced	17+	
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### Accomplishments

Managed projects including projecting costs, securing vendors, and hiring and training personnel

Automated repetitive writing and data gathering tasks reducing the time for these tasks by 80%

Wrote programs to customize reports from packaged software applications eliminating programmer contractor fees

Created a tool to project survey costs faster and more accurately than the manual method and coded programs to weight and tabulate survey responses in-house eliminating outside vendor charges

Proposed process changes and developed training to streamline documentation reviews

### Work Experience

#### Senior System Test Engineer

September 2012 to November 2015 Splunk 1/4 Parker , CO

- Established testing baseline for radio systems, including installing new equipment, performing rollback procedures, and troubleshooting network and system issues.
- Performed release upgrade and feature testing.
- Tested both propriety and third-party automation tools
- Reviewed L2 feature requirements for intent, clarity, and completeness.
- Wrote test cases to verify L2 requirements compliance and scenarios for exploratory testing.
- Reviewed logs and collaborated with Subject Matter Experts to identify defects.
- Created detailed defect descriptions in CQCM system
- Presented status at daily scrum meetings.

#### Staff Content Developer, Upgrade Operations

August 2010 to August 2012 Motorola Solutions 1/4 City , STATE

- Wrote, edited, and reviewed Low Level Task documents for upgrades of radio systems
- Developed task flows to support upgrades and expansions of existing systems.
- Resolved upgrade documentation issues from internal lab testing and field implementation.
- Reviewed System Design documents requirements for software releases
- Wrote Visual Basic macros to automate repetitive formatting tasks for documentation..

#### Content Developer/Project Lead, Global Customer Documentation

July 2007 to July 2010 Motorola Solutions 1/4 City , STATE

- Developed hardware, software, and feature manuals for radio systems using XML authoring software and a content management system.
- Interviewed subject matter experts to learn feature details. Conducted document technical reviews.
- Developed internal training aides for best practices of documentation processes.
- Created a department style guide for writers.
- Updated and revised the new writer checklist.
- Served as the backup system administrator for the content management system, providing technical support and resolving user trouble tickets.

- Tested changes in the content management system and XML authoring tool before release to all writers.

#### Technical Writer, Wireline and Wireless Products

March 1998 to July 2007 Alcatel-Lucent i¼ City , STATE

- Wrote, edited, and produced descriptive and procedural documents that encompassed recovery, security, and upgrading software for telecommunications systems using ISO-compliant documentation processes and Information Mapping principles
- Worked with customers and Implementation Engineers to restructure the upgrade process to reduce overall time, identify safe stopping points, and reorder tasks to improve efficiency of system upgrades
- Worked on a team to modify feature descriptions based on direct customer feedback
- Automated repetitive writing and data gathering tasks reducing the time for these tasks by 80%
- Proposed and implemented training to streamline documentation reviews
- Developed and presented procedures for optional feature writing
- Maintained both external and internal web sites
- Updated existing computer-based training
- Served as co-chair for the Diversity Council

#### Education and Training

Master of Science : Telecommunications , 2005 DePaul University i¼ City , State , Cook GPA: GPA: 3.7

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Bachelor of Arts : English , 1992 Northern Illinois University i¼ City , State , Dekalb GPA: GPA: 3.2

GPA: 3.2

Associate of Applied Science : Computer Science , 1987 College of DuPage i¼ City , State , DuPage

GPA 3.9

#### Skills

Microsoft applications (Word, Excel, Access, Project), CCNA, content management, database, desktop publishing, Electrical Engineering, feature writing, lab testing, macros, market research, marketing materials, network support, processes, Project Management, radio, research, scrum, software training, troubleshooting, UNIX Shell, upgrades, validation