

## SR TEST ARCHITECT / MANAGER

### Professional Profile

Director of Finance Operational Analysis \* Budget Management I am a result driven and quality focused solutions delivery professional working within Software Development and Quality Engineering team. I am a seasoned leader and SME (Subject Matter Expert) with expertise in planning and strategy of application quality and end-to-end solution delivery on large scale application landscapes within IT industry arenas. Most of my career has been spent with DIRECTV and AT&T and I am now working with Planning & Strategy - Entertainment Group and Mobility Quality Engineering - Tech Dev team as a Test Architect / Manager on Multiple Merger Integration projects and many large-scale initiatives. With over 16 years of overall experience, I have managed projects and lead teams through all phases of the software development life cycle including requirement elicitation, design, implementation, testing, deployment and maintenance. I have experience leading teams, managing direct reports, and helping guide a variety of projects through completion, and helping mentor new members of the team as well as resources on my team and outside of my team both Offshore, nearshore and onshore.

### Qualifications

ALM, QC, MS-OFFICE (Word, Excel, outlook, Visio, PowerPoint, Access, Publisher, OneNote) SQL, SQL, Oracle 9i, Toad 7.4, DIPAT

### Experience

01/2009 to Current

Sr Test Architect / MANAGER Deloitte

- Ensure the quality for AT&T applications even before testing effort starts by ensuring the quality and testability' of requirements and build in quality as part of defining the test strategy.
- Responsible for all of the up-front requirement and test analysis work by getting an understanding of the changes to AT&T applications and collaborating with project stakeholders to ensure overall testing coverage following all testing methodologies Create the Test strategy and RTM (Project level requirement traceability matrix) and then present and review this deliverable with the impacted stakeholders.
- Provide LOE estimation in helping to drive test strategy and other level of effort deliverables to completion with in the budget, scope and on time.
- Documenting requirements defects during requirement reviews and shares with business analysts.
- Reviewing high-level design documents and provides feedback to ensure requirements are testable.
- Reviewing project specifications, Stepping through requirements and in helping Testers create positive and negative test cases (Real world scenarios) Identify risks, Dependency and Assumptions external to Software Quality Assurance and work through the mitigation with the project teams.
- Collaborated with 3rd party vendors for E2E testing, resulting in product improvement Worked on Test Package and MSL (Master scenarios List ) to cover entire BRD specs achieving full coverage of all possible E2E scenarios Analyzed business requirements, and wrote project level scenarios to define, prioritize and track requirements throughout the project lifecycle (ALM 8.0) Worked on projects with impact of CRM.
- Mobility .COM , OTT , Active Decision Engine , Telephony (CTI/ICM and IVR ), Billing , ordering systems and Sales force (Cloud ), Video-On-Demand, Pay Per View, Over-The-Top Excelled in leading meetings, organizing conference calls, analyzing issues, performing root Cause analysis and interfacing with multiple groups/organizations to solve problems.
- Experienced in software lifecycle with working knowledge of both (waterfall and lean) And agile software development methodologies.

07/2001 to 01/2009

Sr. QA Software Engineer / Lead AT&T/DIRECTV

- Experience in managing work activities for off-shore partners.
- Siebel CRM, IVR, CTI/ICM and .com SQA point of contact for application test delivery.
- Created SQA deliverables in support of releases, including test strategy, test plan and test cases.
- Consolidated and shared documents, gathered feedback and sign-off of deliverables.
- Provided periodic updates to management on project or release status and escalate issues when appropriate.
- Ensured the integrity of the pre-production testing environment components and data to support testing Scheduled timing of code drops, environment upgrades, configuration changes and test cycles.
- Tracked and communicated environment component versions and configurations.
- Assisted automated test design and automation framework recommendation and improvements.
- Led successfully the CTI / CRM RIO Training testing knowledge transfer effort to the new IBM offshore team while managing the offshore team to a successful test delivery and milestones.
- Facilitate lessons learned, defect and status meetings with IBM offshore, DEV, HP and SQA.
- Review LOE's for accuracy.
- Attend project Test strategy reviews, Dev reviews, test analyst requirements.
- Plan code drop dates with development and HP for build installs.
- Attend UAT calls provide and receive information concerning defects.
- Facilitate and attend trouble shooting calls.
- Executed test scenarios for all level of testing types for single or multiple platforms, achieving zero defects in production.
- Written Test cases for scheduling and execution of tests, evaluated existing test case accuracy and coverage.
- Performed SQL data mining for new test data.
- Participated in system testing and deployment validation.
- Provided sign-off for assigned functional areas.
- Tracked outstanding defect reports and documented resolution after successful testing.
- Ensured test cases were updated with correct and appropriate data, SQL queries and IDs and identified and maintained regression test

cases for future releases.

01/1999 to 07/2001

Sr. Network Engineer Lucent Technologies Bell Labs

- Responsible for providing remote troubleshooting support for various VOIP circuits.
- Responsible for mapping out Test strategy, planning, Test cases, and testing of MPLS Circuits like DS0, DS1, OC-12, T1, T3 lines and set-top box etc.
- Provide support for configuration and troubleshooting of Cisco Router and Switches.
- Test complex engineering, design, implementation and maintenance tasks on the LAN and WAN.
- Assist in the troubleshooting of highly complex network problems and act as a high level escalation point for Network Operations Engineers Testing, provisioning, operations and emergency response for ongoing VOIP network Operations.
- Ensures system availability, redundancy, security, and performance of equipment and Functions.
- Help document Network Architecture and Topology changes, and implement automated Backup of configuration files.
- Coordinated and supervised testing of each software release which included providing input to overall release schedule, producing Test Plans, tasking resources, and maintaining test metrics.
- Prepared detailed test analysis reports of testing results and made recommendations to management.
- Reviewed test scripts and scenarios to ensure adequate validation of the functional requirements and business processes.
- Participated in refining existing test processes as well as defined and implemented new testing processes to ensure continuous quality improvement.

#### Education

MCIS : Software Engineering Azusa Pacific University i<sup>1</sup>/<sub>4</sub> City, State Software Engineering

BA : Business and Information Technology American InterContinental University i<sup>1</sup>/<sub>4</sub> City, State Business and Information Technology

2015

Agile Boot Camp - AT&T Agile PG/PM: Agile Development - AT&T Security First Bronze Certification - AT&T DevOps - DevOps DevOps

Boot Camp Certification - AT&T : Systems Engineering CEI Institute i<sup>1</sup>/<sub>4</sub> City, State Systems Engineering

Leadership Transformation program - AT&T Dale Carnegie Pega Decision Management Essentials (v 7.1) Pega Marketing Essentials (v 7.) ITIL

Leadership Transformation Program - Harvard Business Publishing & AT&T University Project Management - Harvard Business Publishing &

AT&T University Coaching & Leadership Essentials - AT&T A Certification - Computer Technology Industry Associations Stinger configuration

& Administration - Lucent Technologies - Bell Labs Innovations

#### Interests

Los Angeles Regional Food Bank AT&T Sponsored Volunteer Event Florence Griffith Joyner Elementary AT&T Sponsored Volunteer Event

Kids Against Hunger Volunteer Event DirecTV Volunteer Midnight Mission Family Housing Project DirecTV Volunteer Virgin Mary Ethiopian

Orthodox Church Sunday school Teacher

#### Additional Information

- COMMUNITY INVOLVEMENT Los Angeles Regional Food Bank AT&T Sponsored Volunteer Event Florence Griffith Joyner Elementary AT&T Sponsored Volunteer Event Kids Against Hunger Volunteer Event DirecTV Volunteer Midnight Mission Family Housing Project DirecTV Volunteer Virgin Mary Ethiopian Orthodox Church Sunday school Teacher

#### Skills

streamline, Agile, Analyst, automation, Backup, Billing, budget, business processes, Cisco Router, Coaching, COM, CRM, CTI, data mining, delivery, functional, Harvard, HP, IBM, ICM, IDs, IVR, ITIL, LAN, Leadership, Leadership Skills, managing, Marketing, meetings, Access, Excel, money, MS-OFFICE, outlook, PowerPoint, Publisher, SharePoint, Word, Enterprise, Network Architecture, Network, Oracle 9, organizing, organizational, processes, process improvement, product improvement, producing, Project Management, quality, quality improvement, Quality Assurance, reporting, requirement, Sales, scheduling, scripts, Seibel, software development, SQL, strategy, Switches, T1, Telephony, Toad 7.4, trouble shooting, troubleshooting, unique, upgrades, validation, Video, View, Visio, VOIP, WAN, Written