LEAD QUALITY ASSURANCE CONSULTANT

Executive Profile

Senior Software Quality Assurance Test Lead and Test Manager professional with over 15 years of experience with strong skills in formal software quality assurance testing methodologies, processes, and procedures. Accomplished in quickly adapting to new technologies and providing value-added business process improvement solutions. Extensive experience in the entire software development lifecycle including reviewing business requirements and technical design documents, developing and implementing test plans, test cases, and test processes, as well as defect management. Extensive years of experience in managing and coordinating software release activities between development teams and QA teams for functional testing, regression testing, system testing, integration testing, end to end testing, back -end database testing, user acceptance testing, performance testing and final delivery of software products to vendors or clients for software testing project budgets over $10 million. Experience executing and managing Fixed Price and T&M projects with quality on schedule and within approved budget.

Skill Highlights

- Oracle, XML, UML, XSQL, XSL Stylesheets, HTML, Java, PowerBuilder, Sybase, SQL Server, SQL, SQL Talk, C++, Relational Databases, Database Management, JCL, COBOL

Skills: Microsoft Internet Explorer, Microsoft Windows 7, .NET, Microsoft Office, Microsoft Project, TOAD,

SharePoint,

Automated

Testing Tools: HP ALM Quality Center 11.5, Loadrunner, Performance Center, Oracle Application Testing Suite 9.1 (Oracle Functional Testing, Oracle Load Testing, and Oracle Test Manager for the Web)

Professional Experience

Lead Quality Assurance Consultant Butte County Environmental Health Oroville , CA

- Performed stress/performance testing on e-commerce JD Edwards website Application.
- Created test scripts for data driven fields.
- Responsible for Installing and configuring the automated testing tool Oracle Application Testing Suite 9.1(OATS) onto a server and client laptop machines.
- Prepared training documentation for users in their information technology department.
- Trained users on how to prepare automated functional test scripts with the Oracle Functional Testing Tool.
- Trained users on how to run the functional test scripts in the Oracle Load Testing Tool and analyze the load testing results.
- Trained users on how to upload the functional test scripts into Oracle Test Manager, so that the test scripts are stored in a central repository that are accessible to multiple users in order to test their JD Edwards web based application.

T PMO QA Test Lead 04/2015 to 12/2015 Delta Airlines City , STATE

- Responsible for leading functional testing activities for large complex integrated software projects for Delta Airlines at the business channel program level for several projects that are released in planned phases.
- Worked with technical architects to identify and determine test environment setup and configurations.
- Worked with test data team to identify and determine appropriate test data needs.
- Created test plans and coordinated test plan reviews.
- Lead QA tester resources in best practice QA methodologies.
- Managed, coordinated and assigned testing activity tasks to onshore and offshore QA functional tester resources.
- Managed and conducted daily defect triage review meetings.
- Communicated with development team to get defects resolved in a timely manner.
- Reviewed business requirements and design documents.
- Managed and coordinated test case reviews with QA testers and project team.
- Managed and coordinated functional testing, system integration testing, end to end testing, and regression testing for each testing phase for project releases.
- Used SharePoint portal for uploading and sharing QA testing documentation deliverables and accessing project related documentation.
- Updated master project plan using Microsoft Project to include testing activity tasks, timelines, and QA tester resources.
- Used HP ALM Quality Center to manage project releases, test case writing, test case execution, requirements traceability, defects, and project metrics status reports.
- Communicated status reports and project metrics to project managers, directors, and project team.
- Used Visio to review timelines, process flow diagrams, and data flow diagrams.
- Worked with Business Analysts to show them how to upload UAT test cases into the Test Plan module.
- Setup release testing cycles for each testing phase within the Release Management module.
- Verified that test cases were mapped to the correct requirements for each testing phase.
- Managed, planned and coordinated UAT and QA functional testing schedules.
- Trained UAT testers on how to execute test cases within the Test Lab module.
- Trained UAT testers on how to log defects into the Defect module.
- Managed and conducted UAT end to end test strategy meetings with business stakeholders and testers.
- Managed and coordinated end to end testing activities for UAT testing from front end ticketing application to downstream systems with

Revenue Accounting and E-Ticketing departments to validate that the appropriate fees were correctly processed from the front end system to the downstream systems.

- Managed and coordinated testing status meetings with UAT testers and QA functional testers to validate test results with business stakeholders to receive signoff for end to end testing.
- Participated in Go/No Go decision meetings for project code releases into pilot and production environments.
- Conducted daily checkpoint test environment meetings to ensure test environment stability.
- Communicated with release management team to request new code builds in a timely manner.
- Worked with performance test engineers to coordinate performance testing for each testing phase.

Performance Test Manager 11/2013 to 01/2015 American Express City , STATE

- Responsible for leading end to end performance testing activities for large integrated enterprise software projects for business client American Express in Phoenix, Arizona.
- Managed and conducted performance business requirement review meetings with technical development teams, lead technical architects, project managers, and business analysts to ensure that the non-functional performance system requirements were documented correctly with testability metrics and service level agreements.
- Created performance test plan, performance test strategy, and performance test approach documentation with information that was derived from performance business requirement documentation, design documentation and Use Cases.
- Created and managed performance testing schedule and tasks using Microsoft Project.
- Managed and conducted walk through review meetings for performance testing documentation.
- Used SharePoint portal for sharing performance testing documentation and accessing project documentation.
- Worked with technical architects to identify and determine test environment setup and configurations.
- Worked with test data team to identify and determine appropriate test data needs.
- Managed and coordinated performance testing activities across integrated system application test teams utilizing offshore and onshore resources.
- Coordinated and lead meetings with technical software developers, database administrators, and project managers to communicate defects and issues that were preventing the performance testing activities from being executed.
- Ensured proper resolution and communication between technical teams in order to fix any system performance issues.
- Logged and managed system performance testing defects in HP Quality Center 11.5.
- Managed performance test script creation and mapping performance requirements in HP Quality Center with offshore testing resources.
- Managed performance testing activities for load testing, volume testing, stress testing, and endurance testing with offshore resources.
- Executed end to end performance test scripts for endurance and stress testing for complex integrated web applications.
- Communicated performance testing metrics results to project teams.
- Created final performance test reports.
- Lead performance test report review meetings.
- Received approval sign off from directors and lead technical architects for performance testing results meeting acceptable service level agreements for performance business requirements.
- Worked collaboratively with end to end functional test managers and functional testers to provide information for performance testing activities, status reports, and final test reports.
- Attended project status meetings.

Senior QA Test Analyst Consultant 09/2013 to 09/2013 TrueBridge Resources, LLC City , STATE

- Responsible for leading testing activities for a new web-based employee payroll bonus plan system project for business client North Highland.
- Responsible for reviewing business requirements for each component of the new system.
- Responsible for creating the test plan, test strategy, test cases, and requirements traceability matrix documentation from Use Cases.
- Attended business requirements review meetings.
- Coordinated and participated in peer review meetings for test plan, test cases, and requirements traceability matrix.

Performance Test Lead Consultant 07/2013 to 09/2013 SolTech, Inc City , STATE

- Responsible for leading performance testing activities for a web-based mobile credit card processing application project.
- Reviewed business requirements and technical design documentation in preparation for creating the test plan.
- Participated in technical hardware and software architecture meetings to specify the requirements that were needed to setup the performance test environment.
- Responsible for creating the test plan and test strategy documentation for the performance testing from Use Cases.
- Participated in peer reviews for the test plan and received sign off approval signatures for the documentation from management team.
- Responsible for specifying which metrics would be captured on the backend servers and database servers for the number of transactions per second.

Senior Lead Quality Assurance Consultant 01/2011 to 04/2013 Intergraph Corporation City , STATE

- Responsible for leading and executing quality assurance testing activities for large complex software projects designed for Intergraph business clients, such as Westinghouse Electric Company LLC, WorleyParsons, and UOP.
- Worked with technical development leads to identify and determine test environment setup and configurations.
- Setup and created test data for projects.

- Created formal test plans with information derived from functional requirements specification and functional design specification documentation.
- Used HP Quality Center to enter business requirements, create test scripts, execute test scripts, log defects, and generate testing metrics reports.
- Coordinated and lead testing activities for QA Test Analysts.
- Created testing status reports for project team and managers.
- Used SharePoint portal for sharing QA testing documentation and accessing project documentation.
- Communicated status of testing activities during project team meetings.
- Provided timeline estimates for QA testing activities.
- Retested and verified defect fixes.
- Worked collaboratively with project team members, such as Development Technical Leads, Software Developers, Program Managers, and Project Managers to ensure that the software was functioning as required by the business clients.
- Executed functional, integration, and regression testing for customized modules for SmartPlant Desktop Client software that were specifically customized for Intergraph business clients on a .NET framework.
- Executed SQL queries to validate database fields and data integrity in database tables.
- Executed SQL queries to validate database schema structure.
- Executed SQL queries to compare data to corresponding database tables.
- Executed SQL queries to validate reporting information.
- Executed SQL queries to upload data to database tables.
- Participated in internal peer reviews for functional requirements specification, functional design specification, test plan, test scripts, and procedure documentation in preparation for delivery to external business clients.
- Provided QA testing documentation deliverables to project manager for delivery to business clients.
- Manage, coordinated and participated in UAT, Factory Acceptance Testing and Site Acceptance Testing that included participation from the business clients to ensure their acceptance of the customized software.
- Documented testing results and metrics for test exit reports.
- Successfully verified the delivery of quality software to Intergraph business clients.
- Communicated status reports to project team members and executive level management.

Lead Quality Assurance Consultant 05/2010 to 07/2010 Oracle Consulting City , STATE

- Performed stress/performance testing on e-commerce JD Edwards website application.
- Created test scripts for data driven fields.
- Responsible for installing and configuring the automated testing tool Oracle Application Testing Suite 9.1(OATS) onto a server and client laptop machines.
- Met with senior management to discuss their goals for performance testing.
- Created automated test scripts for stress/performance testing using the OpenScript application.
- Used the automated scripts to perform load testing with the Oracle Load Testing tool.
- Worked with network administrators to isolate performance issues on clustered network servers that were discovered by creating and performing efficient and effective load test scripts on the servers.
- Prepared status reports for senior management.
- Met with senior management to report status on performance testing.
- Created a project plan for how the QA team can utilize the Oracle Application Testing Suite 9.1 for their QA testing environment.
- Demonstrated how to create load testing scripts with OpenScript tool and run the scripts from the Oracle Load Testing tool for four internal QA team members.
- Responsible for documenting test scripts and test scenarios for a large-scale e-commerce web application.
- Responsible for creating status reports and reporting information to managers in project meetings.

Lead Software Quality Assurance Consultant 05/2005 to 12/2009 ADP Tax & Financial Services City , STATE

- Lead Software Quality Assurance Consultant for a testing team of more than 20 people.
- Responsible for creating test plans.
- Responsible for creating test scripts and test scenarios for a large-scale enterprise SAP financial application from Use Cases.
- Responsible for creating status reports and reporting information to managers in project meetings.
- Responsible for formal signoff for QA testing deliverables.
- Defined testing roles and assigned testing tasks to quality assurance testers.
- Responsible for testing 8 projects for a SAP implementation.
- Made recommendations and trained business analysts and QA engineers on the proper methodology to use for creating test scripts and test scenarios.
- Trained QA testers located in India via Microsoft Live Webinar for portions of the project that was outsourced to our QA team overseas.
- Worked collaboratively with QA testing team located in India as well as San Dimas, California.
- Derived expected results for test scripts from functional specification documentation, technical specification documentation, and Use Cases.
- Identified and reported defects that were found in the SAP software application.
- Worked collaboratively with functional team, QA team, and development team during software development lifecycle.
- Responsible for validation of test scripts and test scenarios for all releases of the financial application.
- All software releases were delivered on schedule to the production environment.
- Trained new hire QA engineers to write test scripts and test scenarios for new releases of the financial application.

- Responsible for updating test scripts and scenarios to validate functionality for new enhancements and new products for the financial application.
- Responsible for performing and leading functional, regression, end to end, backend database validation, user acceptance, and system integration testing.
- Tested modules for SAP ECC.
- Tested modules for validating payrolls, security, billing, debits and credits, account balance details, employee payment details, and financial reports.
- Executed SQL queries to validate database fields and data integrity in database tables.
- Created test scenarios and business requirements in HP Quality Center.
- Used HP Quality Center Test Director to report code defects.
- Responsible for retesting code fixes and updating code defects in Test Director to the appropriate status.

QA Manager Consultant 11/2004 to 02/2005 National City Mortgage Company City , STATE

- Worked on a project for an Empower loan origination system that was being developed with a .Net framework.
- Made recommendation for a QA process for the implementation and testing efforts for the Empower loan origination system.
- Trained business analysts on how to capture testing requirements from functional design specifications.
- Used SharePoint portal for sharing QA testing documentation and accessing project documentation.
- Attended functional design meetings with business analysts to offer recommendations for the design of the software application and also gather testing requirements early in the software development life cycle.
- Attended formal review sessions for functional design specification documents.
- Made recommendations for the timelines in the project plan schedule for test planning, test case writing, and test execution for the loan origination system.

Test Lead Consultant 05/2004 to 11/2004 Ameriquest Mortgage City , STATE

- Implemented formal QA processes and procedures in software development life cycle for monthly updates to the Empower loan origination system.
- Lead a team of quality assurance analysts.
- Standardized test plan and test case templates.
- Wrote formal test plans.
- Wrote and executed test scripts with information derived from functional business systems requirements specifications.
- Coordinated specification walk-thrus with developers, business systems analysts, and QA analysts to ensure that test cases and test plans were written according to business requirements.
- Performed hands-on regression, user acceptance, functional, end to end, backend database validation, and system integration testing.
- Executed test cases to verify system functionality for compliance with Sarbanes-Oxley (SOX).

Test Lead Consultant 09/2003 to 05/2004 Test Masters, Inc City , STATE

- Performed hands on quality assurance testing for Empower Mortgage Loan Origination System for two different mortgage banking client sites.
- The client sites were Bank of the West and Ryland Mortgage.
- Performed functional, regression, end to end, and user acceptance testing for the Empower workflow modules from Origination to Post Closing/Shipping.
- Managed a team of 8 QA testers.
- As a Test Lead, implemented a formal QA process into the full software development life cycle for the new release of the Empower Loan Origination Systems.
- Implemented formal QA standards and procedures.
- Wrote and executed test scripts with information derived from functional specification requirements documentation.
- Reported bugs into Mercury TestDirector bug tracking system.
- Created testing status reports from bug tracking system.
- Verified business rules within various modules of Empower workflow.
- Performed backend database queries via Empower Database Manager software to ensure that the appropriate tables and columns were being updated correctly.
- Trained business users on QA testing methodology.
- Attended project management staff meetings.
- Communicated status of testing results and process to senior management team.
- Attended error review meetings.

Software Paraprofessional Instructor Consultant 11/2002 to 08/2003 Decatur/Dekalb Housing Authorities City , STATE

- Instructed students in how to use educational software in computer lab for school based curriculum.
- Selected and implemented software training materials.

Test Lead Consultant 05/2002 to 08/2002 Test Masters, Inc City , STATE

- Performed hands on software quality assurance testing on Empower loan origination system software for Ameriquest Mortgage Company.

- Wrote master test plan defining the test approach for the QA process.
- Wrote and executed test cases.
- Performed test cases for various mortgage programs such as ARMS, Fixed Rates, and Adjustable/Fixed Rates for conforming, nonconforming, and subprime loan packages.
- Performed functional and regression testing.
- Reported bugs in bug tracking database system.
- Prepared test reports and status reports for executive management team.
- Recruited and hired team of Sr.
- QA Engineers.
- Established formal QA process in the Software Development Life Cycle.
- Coordinated and lead status report meetings.
- Coordinated and lead error review meetings.
- Coordinated and lead formal documentation review meetings.
- Attended project management staff meetings.

Sr. Quality Assurance Engineer Consultant 01/2002 to 05/2002 IndyMac Bank City , STATE

- Performed software quality assurance functional testing on newly developed B2B mortgage banking Empower loan origination system software for IndyMac Bank.
- Wrote and executed test cases for conforming, nonconforming and subprime loans.
- Information for test cases was derived from functional specification requirements documentation.
- Tested various module deliverables such as Export32 backend process, OFAC, and the front end loan origination process.
- Attended QA team meetings.
- Attended software development walk-thru meetings.
- Performed regression testing on new software builds.
- Performed SQL queries on SQL Server 2000 database to verify data.
- Reported bugs into Teamshare bug tracking system.

Web Software Quality Assurance Manager 12/2000 to 09/2001 Zeborg, Inc City , STATE

- Implemented a formal QA process into the software development life cycle for e-commerce web-based software applications.
- Implemented formal QA standards and procedures.
- Interviewed, hired, managed and directed team of Sr.
- quality assurance engineers and technical writer.
- Performed evaluation of various automated test tools to determine which would be a best fit for Zeborg software products.
- Made recommendation to purchase Empirix e-Test Suite software automated testing tool.
- Created and published testing schedule timelines using Microsoft Project.
- Planned and coordinated QA testing schedule with software development managers in order to release projects on schedule.
- Wrote and executed test plans and test cases from information derived from functional requirements and use case documentation for e-commerce web-based applications developed in Java, J2EE, JSP, EJB, XML, Oracle, HTML, and Javascript.
- Prepared test reports for the release of each software product at the end of the QA testing cycle.
- Performed new software builds and installation of software to QA environment for testing purposes.
- Performed functional and regression testing of newly developed B2B internet website applications on UNIX Solaris platform utilizing weblogic webserver and weblogic application server.
- Performed SQL queries with TOAD software connected to Oracle 8i database for backend testing.
- Installed and configured automated testing tool Empirix e-Test Suite formally known as RSW Software e-Test Suite into QA testing environment.
- Created and executed automated testing scripts using Empirix e-Tester software for functional and regression testing.
- Created and executed load test scripts using Empirix e-Load software for performance/stress testing.
- Trained staff on using automated test tools during QA process.
- Performed evaluation and analysis to determine the most effective and efficient use of automation during the QA testing phase for particular software releases.
- Reported bugs into Bugzilla bug tracking software.
- Verified and closed bug fixes in bug tracking tool.
- Demonstrated ability to multi-task and coordinate the testing efforts of multiple simultaneous projects.
- Tested and released over 15 complete software products into production on time and on schedule.
- Wrote and executed sanity check testing to ensure that the application was functioning correctly once it was installed into the production environment.
- Worked very closely with Oracle DBA and system administrators to ensure that the QA testing environment was setup correctly with the proper hardware and software configurations for each software product being released to QA.
- Communicated testing efforts with product managers.
- Reported directly to Vice President of Engineering.
- Attended engineering manager staff meetings.
- Interviewed prospective employees and made recommendations to executive staff for further considerations of new hires.

Lead Web Quality Assurance Software Engineer 08/2000 to 12/2000 PetSmart.com City , STATE

- Performed testing for e-commerce internet online billing module for backend database process.
- Developed and executed test plans, test cases, and test reports.
- Performed regression testing for internet site.
- Performed testing on various Oracle database packages.
- Logged bugs in TestDirector bug tracking system.
- Reported bugs found to developer.
- Verified bug fixes.
- Received Oracle8i Database Administration training through UCLA Extension course.
- Performed updates to QA database to keep it in sync with online production database.
- As a lead QA Software Engineer, determined strategies to keep QA database environment in sync with the production environment to ensure that the testing results would accurately reflect scenarios that would be encountered in production.
- Designed a test automation strategy that would involve each QA team member in recording automated test modules for front-end online internet site using Winrunner Tool.
- Performed performance/stress testing using Loadrunner Tool.
- Performed analysis and evaluation to determine what would be the most effective and efficient use of automation for each module.

Lead Web Software Consultant 12/1999 to 08/2000 Explere.com City , STATE

- Installed and configured Oracle 8i database software.
- Developed and implemented working examples of Oracle XML.
- Installed and configured Apache web server to work with Oracle XSQL Page Processor to produce dynamic XML documents based on one or more SQL queries for Technology Center.
- Installed and configured IBM Websphere webserver and application server to implement a transaction processing application for e-commerce business solutions.
- Traveled to Macromedia client site in San Francisco to perform quality assurance testing for newly developed e-commerce internet online store module for backend server and database processes.
- As a team lead, trained quality assurance team members on backend processes.
- Created test plans from Use Cases.
- Documented bugs found in the online store module for correction by development team.
- Created class diagrams using UML to represent a sales order transaction for the online store module.
- Interviewed prospective employees and made recommendations to executive staff for further considerations of new hires.
- Planned and coordinated weekly team outings.

PAC Programmer Analyst Consultant 04/1999 to 08/1999 Merck-Medco City , STATE

- Developed software applications to manipulate data and generate reports for automated pharmacy using Perl, Visual Basic, SQL, Oracle, and DCL programming languages in a Windows NT and Novell networking environment.
- Used SQL to modify Oracle database transactions and retrieve information for pharmacy supervisors.
- Analyzed and resolve problems with the automated pharmacy Software.
- Provided second level support to PAC Computer Operators for problems beyond the scope of first level support.
- Provided documentation for reasons of downtime information with Microsoft Excel v5.0 spreadsheet software.
- As a second level analyst, I was a liaison to management in communicating problems and resolutions with the automated pharmacy software.

Information Systems/Business Analyst 08/1998 to 04/1999 Phenomenal Boutique, Inc City , STATE

- Responsible for the development, implementation, and management of inventory control systems.
- Responsible for financial reports, tracking financial expenditures, payroll and taxes.
- Responsible for advertising and marketing strategies.
- Trained and supervised employees.
- As a lead analyst, worked closely with CEO to make recommendations on how to best utilize information technology.

PAC Information Systems Analyst Consultant 11/1998 to 01/1999 Merck-Medco City , STATE

- Monitored Automated Pharmacy Computer System processes.
- Analyzed and resolve problems with the automated pharmacy software.
- Ensure that all of the computer system processes ran successfully each night so that the automated pharmacy would be available each day.
- Changed backup tapes for mainframes.
- Used SQL to modify Oracle database transactions and retrieve information for pharmacy supervisors.
- Documented reasons for downtime information with Microsoft Excel v5.0 spreadsheet software.

PAC Information Systems Analyst 02/1998 to 08/1998 Merck-Medco City , STATE

- Monitored Automated Pharmacy Computer System processes.
- Analyzed and resolve problems with the automated pharmacy software.
- Ensure that all of the computer system processes ran successfully each night so that the automated pharmacy would be available each day.
- Changed backup tapes for mainframes.

- Used SQL to modify Oracle database transactions and retrieve information for pharmacy supervisors.
- Documented reasons for downtime information with Microsoft Excel v5.0 spreadsheet software.

Information Systems Specialist Consultant 04/1996 to 06/1997 Productive Data Systems City , STATE

- Assisted clients with software support in a helpdesk environment.
- Performed quality assurance testing for newly developed B2C website.
- Analyzed and resolve problems with the company standard software applications.
- Trained company employees as a lead trainer on how to use company software in order to analyze and resolve problems.

Information Systems Analyst 02/1994 to 10/1995 Southern Company Services City , STATE

- Configured programming language installations, such as SQL Windows, Oracle 7, SQL Talk, and PeopleSoft Applications.
- Analyzed new technology software and hardware implementations through the evaluation of full life cycle.
- Provided cost benefit analysis and feasibility studies.
- Performed installation and system testing on newly implemented Time and Labor application module throughout the company.
- Assisted business clients at their PC workstations to provide computing solutions.
- As lead trainer, instructed business clients on how to use the Internet.
- Configured company computer training classrooms with proper software for scheduled computer courses.
- Configured desktop PC workstations and various notebook computers.
- Installed software onto PC workstations for business clients from disks and file servers.
- Evaluated and assessed business needs for clients through the use of information technology.
- Configured PC workstations with company standard configurations.
- Configured PC workstations to print to LaserJet Printers on Local Area Networks.
- Configure and support Microsoft Windows 3.1.
- Optimized efficiency of PC workstations by performing memory management.
- As a lead analyst, placed orders for new PC equipment and peripherals.

Education
Master of Arts : Organizational Management 2006 University of Phoenix-Pasadena Organizational Management
Bachelor of Business Administration : Computer Information Systems 1993 Georgia State University City , State Computer Information Systems
Skills

.NET, Accounting, advertising, analyst, Apache web server, approach, automation, B2B, backup, balance, banking, billing, business solutions, business systems, C++, Closing, COBOL, hardware, computer training, Consultant, credit, Client, clients, Database Administration, Database, Database Management, database software, DCL, delivery, desktop PC, documentation, downstream, e-commerce, engineering manager, EJB, executive management, senior management, XML, Factory Acceptance Testing, feasibility studies, file servers, financial, financial reports, full life cycle, Functional, HP, HTML, information technology, Intergraph, Microsoft Internet Explorer, inventory control, J2EE, Java, JSP, Javascript, JCL, JD Edwards, Local Area Networks, notebook computers, team lead, Loadrunner, Loan Origination, Macromedia, mainframes, marketing strategies, materials, meetings, memory, Microsoft Excel v, Microsoft Office, Microsoft Project, SharePoint, SQL Server 2000, Microsoft Windows 7, Microsoft Windows 3.1, Windows NT, Mortgage Loan Origination, enterprise, network servers, network, Novell networking, Oracle8i, Oracle, Oracle 8i, Oracle Application, Oracle database, Oracle DBA, developer, Oracle 7, Page, payroll, peer review, PeopleSoft, peripherals, Perl, PowerBuilder, Printers, processes, Programming, project management, Quality, quality assurance, QA, Express, recording, Relational Databases, reporting, requirement, sales, San, SAP, Sarbanes-Oxley, Site Acceptance Testing, servers, scripts, script, Shipping, service level agreements, software architecture, Software Developers, Software Development, Software Engineer, software training, Solaris, specification, spreadsheet, SQL, SQL Server, SQL Windows, strategy, Sybase, system integration, tables, taxes, software support, technical writer, Test Director, TestDirector, test tools, TOAD, trainer, transaction processing, triage, UML, UNIX, validation, Visio, Visual Basic, web applications, website, weblogic, IBM Websphere, Winrunner, workflow, written, XSL