

QA MANAGER

Professional Summary

A seasoned quality assurance professional with over 14 years of software-testing leadership and experience within various industries and using a variety of methodologies. What's measured, improves" - Peter F. Drucker Quality is not an act. It is a habit." - Aristotle Areas of Expertise Leadership & Execution Test Planning Quality Management Solutions Design Change Management Functional Testing Excellent Communicator Information Architecture Regression Testing Facilitation & Conflict Resolution Relationship Building Product-Oriented Testing Collaboration Requirements Gathering Quality Assurance SDLC Risk Management Agile Practices Budget Management Time Management Waterfall Practices Skills

SQL, PL/SQL, Oracle 10g / 10iAS, Oracle Forms, Oracle 9/9iAS, SGHE Banner Student, Finance,Â Workflow, SSB, Blackboard , Cognos, e-Visions, JavaScript, HTML, SQL Server 7.0, MySQL, Oracle 8, Windows 9x, 2000, XP, NT, Server, Server 2000, IIS, MS Office, Access, Unix, Linux, Apache, IOS, Network Security, Document Imaging, Release Management, Toad, Tibco, Mercury Quality Center, Selenium IDE, BrowserStack

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Work History

QA Manager , 10/2006 to Current

Maximus, Inc. â€“ Evansville , IN

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- Holds lead QA role in implementing an integrated and productized multi-platform solution incorporating custom portals servicing over 150,000 customers and students, Onyx CRM, Oracle, .NET, Java, SiteCore, TIBBR, and Banner (SIS) with a TIBCO enterprise orchestration core to nine international and domestic universities and counting Directs quality assurance testing, including integration and regression testing Lead for the Banner 8 Upgrade initiative Directs test-planning for infrastructure projects, maintenance and upgrades Executes full scale domestic and international ERP projects from conception through stabilization; consistently at or under budget and within schedule Direct management of extensive UAT effort for each implementation Participates in requirements gathering and documentation for each implementation with business entities and PjM resources Creates test approach documents, detailed test plan documents and test cases Supervises functional and load automation Re-designed process for non-technical issues management, coordinating with PjM and business entities, hosting weekly meetings, driving items to resolution Supervises and mentors junior team members in the creation of test documentation as well as automation artifacts Reviews and reports test results from other QA personnel and UAT resources Implemented and manages defect-resolution process using Mercury Quality Center, including hosting daily defect triage meetings for traction and proper prioritization of bugs Created productized, repeatable QA methodology to ensure highest quality standards for the multiple applications contained in the product suite delivered Coordinates with production support to maintain each implementation, providing QA for enhancement requests and change-control items Works closely with functional business users as well as technical resources Communicate with internal and external consultants Coordinate and jointly plans communications with other projects and departments Design and implement software solutions to complex problems Review/interpret functional specifications for technical staff and functional teams Works in team environment with product groups and UX on web site and internet application test development for new and existing portals.
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- Established compatibility with third party software products by developing program for modification and integration.
- Developed and implemented complex Internet and Intranet applications on multiple platforms.
- Coordinated with systems partners to finalize designs and confirm requirements.
- Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
- Ensured network, system and data availability and integrity through preventative maintenance and upgrades.
- Provided documentation on start-up, shut down and first level troubleshooting of processes to help desk staff.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Streamlined and enhanced the corporate accounting and operations system.
- Built application platform foundation to support migration from client-server product lines to enterprise architectures and services.
- Designed strategic plan for component development practices to support future projects.
- Organized and created shooting schedules for graphic design team, supervising the progress of projects from production to post production.
- Designed Sharepoint masterpage and page layouts, serving as company's main Sharepoint support for all technical complications.
- Consistently met deadlines and requirements for all production work orders.
- Managed creative projects from concept to completion while managing outside vendors.
- Developed work-flow charts and diagrams to ensure production team compliance with client deadlines.
- Independently designed and executed company catalog for infrastructure support and development.
- Aligned office departments and increased inter-department communication and data sharing.
- Supervised and provided direction for six technical direct reports regarding network activities.
- Recommended network security standards to management.
- Monitored network performance and provided network performance statistical reports for both real-time and historical measurements.
- Trained junior members of IT team regarding network security and troubleshooting of data circuits.
- Advocated for end-users to perform testing and problem analysis for server, desktop and IT infrastructure work.
- Managed firewall, network monitoring and server monitoring both on- and off-site.
- Proposed technical feasibility solutions for new functional designs and suggested options for performance improvement of technical objects.
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- Recommended architectural improvements, design solutions and integration solutions.
- Developed data architecture design to enable analysts to perform targeted customer analysis.
- Utilized a pipe and filter model to find bottlenecks and enable measurement of system resource usage and process behavior at boundary limits of all operations.
- Designed and implemented new server standards for core business services.

Sr. Software Test Engineer , 08/2005 to 10/2006
Svb Financial Group â€“ Los Angeles , CA

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Software Test Engineer , 03/2000 to 08/2005
Conduent Incorporated â€“ Middletown , NY

- Served as lead test engineer for internet-based scheduling and registration system
- VB front-end, in a Weblogic middleware (Unix) environment, and in-house middle tiers, with Sybase and MS SQL databases Served as lead test engineer for VB, N-tiered scheduling and registration system with ties to a global network of approximately 3000 test centers.
- Served as lead test engineer for two Internet (HTML, Java, ASP) registration websites running in WebLogic middleware environment or in-house middle tiers, with Sybase and MS SQL databases Served as lead test engineer for a VB, N-tiered communications application that is responsible for downloading content and other files required to deliver an exam, uploading results and other exam deliverables, and performing miscellaneous Improved testing by implementing processes or procedures such as test case reviews with development Analyzed business requirements and functional specifications Participated in process of setting software-testing standards for department, including test-coverage analysis, test plan and test case standards and best practices Designed, maintained and executed test plans Reported defects, tracks defect trends and releases software that meets business requirements Coordinated deployments to production environment and post-deployment testing.
- Employee-Recognition Award achieved for excellence in this area Analyzed components of packages in the context of prior releases, checking for completeness and compatibility with dependencies Troubleshoots dependent systems Evaluated test results against expected results and record deviations Evaluated testing procedures and made recommendations to improve product quality, productivity and/or performance Reviewed requirements documents, functional specs and release notes Created organized documentation for the purposes of education, traceability and reporting.

Sr. QA analyst , 02/1989 to 03/1991
Abbvie, Inc â€“ Dallas

- responsible for planning all aspects of testing effort of full-scale Seibel implementation with roll out to over 3500 sales employees Direct quality assurance testing Participated in requirements gathering and documentation Created test approach documents, detailed test plan documents and test cases Reviewed functional specifications for technical staff and business analysts Directed test-planning for infrastructure projects, maintenance and upgrades.

Education

GED : New School of Architecture and Design - City , State
Santa Fe University of Art and Design - City , State
National Hispanic University - City , State

- Emphasis in [\[Name of Emphasis\]](#)

Riyadh, Saudi Arabia (QA Lead) Kendall College, Chicago, IL (QA Lead) Walden University, Minneapolis, MN (QA Lead) Glion Institute of Higher Education, Glion-sur-Montreux, Switzerland (QA Lead) University of Liverpool (Online), Amsterdam, Netherlands (QA Lead) Torrens University Australia, Adelaide, South Australia (QA Lead) University of Roehampton (Online), Amsterdam, Netherlands (QA consultant) : Riyadh Polytechnic Institute -

Skills
.NET, Apache, approach, ASP, automation, budget, Cognos, consultant, content, CRM, databases, documentation, driving, engineer, ERP, Finance, Forms, Functional, UX, HTML, IDE, IIS, Imaging, Java, JavaScript, Linux, notes, meetings, Access, MS Office, Windows 9, 2000, NT, Works, middleware, MySQL, enterprise, Network Security, network, Onyx, Oracle 9, Oracle, PL/SQL, Oracle 8, personnel, processes, Quality, quality assurance, QA, reporting, requirements gathering, sales, scheduling, Seibel, software-testing, MS SQL, SQL, SQL Server 7.0, Sybase, Tibco, Toad, Unix, upgrades, Upgrade, VB, web site, websites, WebLogic, Workflow