

Software Development Project Manager with expertise in Agile, Software Development Lifecycle, Software QA, and hands on Software Development. Best known for effectively leading engineering teams and translating technical information between business users and developers. Strengths include leveraging a unique blend of software development, SQA, and Technical Project Management skills.

### **TOOLS/PROCESS/TECHNOLOGIES**

Rally, Jira, MS Project, SalesForce, AGILE, LEAN, SCRUM, Waterfall, Fogbugz, Basecamp, Asana, Bugzilla, Zoho Projects, Perl, Python, (LAMP) - PHP, Linux, MySql, Apache, (MEAN) – MongoDB, Express, Angular, Node.js, javascript, (RoR) – Ruby on Rails, Postgres, SQLite, Code Igniter, React

### **PROFESSIONAL EXPERIENCE**

**Verizon Wireless, San Jose, CA**

2015 – 2018

On the New Products team, drove next generation ideas to fruition. In this case IPTV SaaS and Video OTT solutions.

#### **Technical Project Management**

- Managed the transition of the Configuration Management Tool from Angular frame-work to REACT framework
- Increased Team Velocity by 25% by thoroughly understanding the code as well as product requirements
- Decreased response time to new feature requests and bug reporting by taking on the role of first responder
- Collaborated with other Technical PM's to architect solutions to meet Product Management feature requests
- Employed Agile and Scrum methodologies to increase team efficiency, velocity, and predictability

#### **Software Development/SQA**

- Bug fixing and New feature development
- Partnered with other developers to understand issues and determine best solutions based on user expectations
- Ensured all features had minimum 80% unit test coverage

**Archer Mobile, San Jose, CA**

2013 – 2014

Start-up that built SMS marketing frameworks for retail advertising campaigns

#### **Sr. Client Project Manager**

- Developed project plans based on internal and external timelines and resource availability
- Managed the UAT phase of the provided solution
- Account management providing customer guidance and technical support, Technical liaison between engineering and client

**iStreamPlanet, Seattle, WA**

2012 – 2013

Start-up that created various backend cloud technologies to address challenges in the Video OTT vertical.

#### **Director QA/Project Manager**

- Built a QA team, specified design requirements and drove development of a test framework to run in the Cloud to include build and release management, defect reporting, test case tracking
- Collaborated with several teams within the organization to bring current and interim solutions to the market. Identified gaps in the process and worked to close those gaps by allocating required resources
- Customer Advocate/Liaison - Gathered and defined requirements – worked with the CEO, VP of Sales, VP Business Development, VP of Operations, Early Adopter Customers, Product Manager, and Engineering to define and prioritize requirements for new product offerings

**Omneon Inc/ Harmonic Inc., Sunnyvale, CA**

2000 – 2012

One of the pioneers in the Digital Video Storage and Playback vertical. Addressing the needs of broadcasters around the world in the transition from Analog to Digital storage and playback solutions. Contributed in numerous ways as the company grew.

**Software QA Manager (2011 – 2012)**

- Built a foundation to reduce the lag time between RFQA and GA by improving resource allocation, building up test automation framework, instituting a better requirements review process, prioritizing test efforts and resolution of defects based on trade-off between severity of defect, impact to committed release and delivery dates, and customer needs and expectations
- Improved product quality by focusing testing more on common use cases and less on theoretical possibilities
- Headed the effort to convert the development and QA teams from Waterfall to an Agile development and release process
- Facilitated moving the team to a new bug tracking system and integrating it with our development scheduling tool (Bugzilla, Jira, Rally)
- Improved quality of release notes, user guides, and new product training slides by making the information more relevant and easier to read and understand

**Sr. QA Lead Engineer (2008 – 2011)**

- Determined what to automate and expand upon current automated testing for better, more repeatable test coverage and faster time to market
- Developed test plans and detailed functional and usability test cases
- Developed and maintained a repository of regression test cases, performance test cases, and stress test cases

**Technical Support Manager (2000 – 2001)**

- Initiated role and responsibilities, developed the initial support methods and process, including a custom CRM database solution, support plans, support contracts, and building up the support staff

**OTHER EXPERIENCE**

- **MESoft, Inc** - *Software QA Manager and Technical Project Manager*
- **Pinnacle Systems/Avid Technology** - *Sr. QA Engineer (Lead), Beta Programs Project Manager*
- **Philips Digital Video Systems** - *Sr. Technical Service Engineer, Project Manager, Customer Support Manager*

**EDUCATION AND CERTIFICATION**

**Bachelor of Arts** - Mass Communication - University of Louisiana at Lafayette, Lafayette, LA

**Business Administration** - University of California, San Jose, CA

**Project Management** - American Management Association, San Jose, CA

**Web Technology Bootcamp** (LAMP, MEAN, Ruby on Rails) - Coding Dojo, San Jose, CA

**Engineering** - various software engineering languages – PHP, javascript, Angular, MySQL, MongoDB  
University of California, San Jose, CA