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## Marie Laborde

<https://github.com/mjoulel>

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### Software Test Engineer / Technical Support Professional / Technical Writer Over 10 successful years providing technical support to IBM internal and external customers

- Detail-oriented Software Engineer with expertise in test analysis, problem determination and resolution, system administration, and technical support.
- Conceptualized technical documents for customers and colleagues.
- Adept at working collaboratively in a team environment.
- Developed strong analytical, communication and research skills.

### TECHNOLOGIES

WIN 3.x - WIN 7  
UNIX / LINUX / AIX  
TCP / IP, Ethernet  
AUSTEXT

CSS  
CMVC (Configuration Management and Version Control)

PC  
RS/6000, Power 4 - Power 7  
BestQuest  
RETAIN  
Javascript

C/C++  
HTML/HTML5  
DCE / DFS  
Freelance  
Rational Quality Manager (RQM)

### PROFESSIONAL EXPERIENCE

#### Software Test Specialist, ISST (Integrated Software Systems Test) at IBM CTG – Austin, TX July 2015 - December 2015

Prepared UNIX systems for implementing testing programs, software scenarios, regression testing, negative testing, error retests and/or usability. Analyzed software test results using multiple defect tracking system tools.

- Ensured that the operating system, programs and hardware technologies functioned correctly through detailed analysis, problem determination, and collaborating with developers.
- Reduced exposure of software product deficiencies to customers.
- Implemented defect tracking system tools to monitor technical problems, and verify their corresponding fixes to developers.
- Assisted in resolving operating system problems, program malfunctions, and hardware/software configuration issues.

#### Staff Software Engineer, AIX Remote Technical Support IBM – Austin, TX September 2001 - February 2015

Responded to customers' technical questions and problems with urgency and professionalism, through the delivery of quality results that exceeded expectations.

- Managed and corrected customers' technical problems in a timely manner
- Created quality knowledge content through numerous written technical documents to supplement phone support to customers.
- Exceeded management's goals (in terms of support center metrics).
- Specialized as the team's technical focal point and intermediary for developers and customers.

#### Software Engineer, ARTLab (AIX APAR Regression Test Lab) IBM – Austin, TX September 1998 - August 2001

Maintained a test environment consisting of 12+ RS/6000 systems and a large set of integrated regression tests, by monitoring test runs, debugging failures, handling hardware problems, updating test cases and documentation.

- Prepared regression tests with system updates, eliminating potential customer problems and enhancing product quality in a timely fashion.
- Developed testing programs that address such areas as regression testing, rerunning tests (due to errors), stress testing, and usability.
- Determined product deficiencies, with opened defects, and working closely with developers to recreate and fix the product deficiencies.
- Collaborated with team members to maintain process documents and quality records in the Department Operating Manual for technical accuracy and compliance.
- Analyzed errors to reevaluate and enhance test coverage, which substantially decreased software product deficiencies.

### EDUCATION

B.S., Computer Science – Montclair State University, Upper Montclair, NJ

### TECHNICAL TRAINING

ATE (AIX Technical Expert) • HMC (Hardware Management Console) • IBM PowerVMVirtual I/O Server • WPAR (Workload Partition) Configuration • AIX System Administration • AIX Advanced System Administration • Korn Shell Programming • NFS (Networking File Systems) / NIS (Network Integrated Systems) • AIX Basics • Red Hat Enterprise Linux 7, Javascript, jQuery