

HEATHER M GRAHAM

1551 Pine Chase Place
Highlands Ranch, CO 80126

303.810.7801
heather.graham@yahoo.com

SUMMARY

Over 25 years of IT and Telecommunications experience focusing on integration, testing, technical leadership, product evaluation, and documentation. From requirements, design, integration and system test to managing resources, budgets, schedules, and equipment, ultimately having responsibility for the software quality released to the customer.

SKILLS

- HTML, CSS, javascript, nodejs, third-party API's, Visual Studio, IntelliJ
- Linux (RedHat, CentOS, Ubuntu), VMware, FreeSWITCH, Windows, awk, UNIX shell (ksh, bash),
- VoIP, TCP, UDP, H323, SIP, MGCP, Q.931, SS7, GSM, CDPD, OTAF, SNMP, RTP, Microsoft SQL Server, Oracle
- Broadsoft UC suite, Edgemarc, Edgeview, Traverse, ACME, Visio, Polycom, Cisco 5xx, ATA's

CAREER HIGHLIGHTS

- Experienced leader for software projects requiring strong technical leadership
- Actively participate in Agile principals and ceremonies (daily standup, refinement, retros)
- Extensive testing experience, white and black box testing, including functional, system, GUI, stress, and performance testing
- Integrated open source software into existing VoIP platform
- Managed QA time and resources for multiple projects with demanding schedules
- Responsible for creating quality control and process management documents for Start-up Company.
- Outstanding customer relations skills, both with technical and executive staff
- Very detail oriented with ability to work quickly and efficiently
- Excellent inter-personal and communication skills
- Ability to work in a rapidly changing environment

PROFESSIONAL EXPERIENCE

NGT/Comcast

July 2006 – present

Principal Network Engineer

- Work with multiple teams to evaluate and implement new Proof-of-Concept projects. From architectural designs to building servers, maintaining and supporting production apps, and documenting processes along the way.
- Responsible for VoIP lab environment including initial creation, maintenance, testing, upgrades, and new features. This includes web servers, Class 5

HEATHER M GRAHAM

softswitch, redirect servers, file repository servers, media servers, and proxy servers

- Write and execute test plans for new features, ensuring new functionality doesn't negatively affect existing feature set
- Perform load/stress tests of servers to ensure functionality as well as stability isn't compromised
- Provide documentation and support to implement changes, upgrades, new features in a production environment
- Work with other business units within Comcast to disseminate information on how features work, how to test, lessons learned, and troubleshooting tips
- Provide support and leadership to other members of the team

Verso Technologies

Feb 2002 – July 2006

Quality Assurance Project Lead

- Managed QA team and oversaw direct reports and managed ongoing human resources tasks.
- Delivered Class 4 and Class 5 VoIP solutions to major international telecommunication companies.
- Oversaw project schedule, system test documents including System Test Plan, System Test Report and Results Summary, and reported directly to Vice President of Engineering.
- Created test plans from requirements, ITU specifications, and customer requests.
- Performed feature based testing, detailed protocol evaluation, hardware and software testing, stress and performance testing, and installation/upgrade testing.
- Created and maintained System Test lab environment.
- Worked closely with development and company management to identify and solve critical issues.
- Provided technical support and problem resolution for support personnel.
- Integrated and evaluated 3rd party software/hardware with our software solution.

Peak Software Solutions

Jan 1998 – Feb 2002

Lead Quality Assurance Analyst

- Created detailed test plans for installation, system, functional, and regression testing.
- Implemented QA program and policies for an eleven-person startup company that developed in to a sixty-person software company with over \$10M in revenue.
- Created System Test documentation templates that were later implemented by the company who bought Peak.
- Performed detailed protocol verification using in-house simulators.
- Provided on-site training classes to customers, support personnel, and end users.

Evolving Systems, Inc

Mar 1994 – Jan 1998

HEATHER M GRAHAM

System Support Analyst and Quality Assurance Analyst

- Performed quality assurance testing for the implementation of CDPD software as well as ongoing support of the application. CDPD provides for the transmission of digit data packets over an existing AMPS cellular system. Included within this system are multiple cellular protocol layers, accounting data collection, Open Systems Interconnection services, and network management.
- Provided telecommunications companies with support for their CDPD billing software application.
- Provided extensive, on-site client support from end user to executive level management for large call center application. Provided a direct line of communication between development and helpdesk support team.
- Supported an automated provisioning system for large telecommunications company. Identified problems and resolutions to ensure minimal customer service disruption.
- Updated and developed korn shell scripts to monitor performance of UNIX box as well as application software.
- Administered payroll during high growth period of 7% per month.
- Analyzed balance sheet and income statement accounts for atypical amounts -researched and reported variances.

EDUCATION

Metropolitan State College, Denver, CO
B.S., Finance

Aug 1990 – Aug 1994