Tammi Kyle

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Summary

*Conscientious, dependable, business savvy technical professional with over 10 years of experience in operations, teambuilding, and managing projects. Eager to contribute to an environment that can use an eloquent, knowledgeable leader to analyze and propose ways to improve organization's structure, efficiency, and profits.*

Technical Skills

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| * Quality & Improvement * Planning/Strategic Planning * Technical Management * IBM Agile Certified * Analytical/Detail Oriented * Operations * Onsite Auditing * ISO 9000/OSHA Compliance * HIPPA/PHI Compliance * Test Case Writing/Execution * Linux Operation System | * Project Management * Process Improvement * Standard Operating Procedures * Leadership Development & Training * Microsoft Excel, PowerPoint, Access , Word, Mainframe, SharePoint, Avaya * IBM Application Tester ( UAT, IST, BST) * Knowledge of Marketing Management(SMU) * Packaging * Waterfall Methodology * HP Semiconductor Testing |

Professional Experience

IBM Corporation

Web Application Test Manager (ICS AT&T), Dallas TX 2014- Present

* Situation: Inherited a complicated project to support the AT&T Sales Division in developing a unified web service application using both Agile and Waterfall methodology. Integrated System testing (IST) team assist the AT&T developers during the iteration stages of the developing process. The sales application consist of real-time contractual generation though multiple Application Programme Interface (API) using Linux operating system for businesses who acquires new and existing services.

Telecommunication

* Task: The sales person will be able to use an IPAD using AT&T web services URL to create unified sales transaction.

Action: The test team creates the test cases base on high level design (HLD), system requirement (SR), and business process (BP) documents. Test Manager (TM) facilitates daily meetings with test team and stakeholders to inform and track the progression of testing activities and critical highlights on any changes throughout the process. The TM maintains

* Action: Test management tools called Application Lifecycle Management (ALM) /Quality Center (QC) and Rally DEV are used to keep track on progression of the project. The IST testers test the functionally and the associated APIs while working closely with the developers to detect any nonfunctional activity during the process of contractual agreement generation. Another tool is use is call the Soap UI, which is in a XML format and show the failure error.
* Result: Decrease sales responds time within a day of processing contractual, ordering, and billing processes.

Accomplishment:

* Experienced in Joint System Testing (JST), Business Scenario Testing (BST), and User Acceptance Testing (UAT)
* Create Test case and Test Execution

Health Management Service (HMS Holdings) 2011- 2014

Corporate Quality Assurance II, Las Colinas, TX

* Situation: Corporate Quality Assurance Analyst perform check on multi-million dollars healthcare insurance contracts.
* Task: Ensure deliverable are within business requirements
* Action: As a quality assurance analyst on a corporate level conducts and documents basic and moderately complex quality assurance checks of core product deliverables for clients prior to release, including: newly identified insurance policies, cycle claims selections for coordination of benefits billings, Provider Disallowance reports, and medical support enforcement files. Assists in identifying and correcting errors.
* Result: HMS Holdings are able to save, recover, and reimbursement monetary expenses to insurance company, providers, and patients by sending accurate data provide by the client.

**Accomplishment:**

* Trained quality assurance analyst on new upcoming imaging systems to review healthcare claims
* Managed the defect management tracking system using SharePoint
* Facilitate the Quality Review Board to investigate defects and create a root cause analysis of findings.
* Worked with Marketing to announce new feature added site wise from our Quality Assurance Department for the new SharePoint conversion.

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***AT&T* *Corporation 2009-2011***

***Revenue Management,*** Fort Worth, TX

* Situation: Provide Customer Service
* Task: Resolve customer conflict pertaining to AT&T Uverse payments
* Action: As a revenue management representative, performed the highest quality service to meet customer concerns on delinquent payments. Our process was to counsel the customer and find out the issue for the delinquent payment and provide a solution to avoiding termination. If service has been disrupted, and a payment has been made by the customers. The revenue management representative will restore the service.
* Result: AT&T collects billions of dollars by collecting on old debts and final payments.

**Accomplishment:**

* Trained New Hires
* Managed inbound and outbound call systems( CRM systems, Avaya)
* Able to resolve conflict and come to a resolution of Customer’s issue
* Monitor Average Call Handling time reports for managers

***National Semiconductor, Arlington, Texas 1990-2008***  ***Senior Test/Sort Quality Control Analyst,*** *Arlington, TX*

* Situation: Process Integrated Circuits, Product Management
* Task: Trainer of new hire, lead inspector, electrical tester, yield and defect management. Responsible for all final product transactions with the support of the Business Planner and shipping coordinator for on time deliverable to domestic and international shipment.
* Action: As a final tester working in the Quality Control Department (Die cage), performed multiple tasks as a photolithography associate, trainer for multiple Fab operations, and electrical testing. The process was mapped out by operations and once the process has complete within that operation, the associate move the Lot Box to the next stage to its appropriate operation by the comets system and staging practices. Comets system are scripted, which provides the associate to view previous operations. Most of the product owner codes controlled by the cycle time. I managed the cycle time process when arise within the fab process.
* Result: National goals was to meet customer expectation and provide the best quality integrated circuit to satisfied customers. A lot of 24 wafers equates to a million dollar of revenue.

**Accomplishment:**

* Trainer New Hires
* Write SOP for National Semiconductor frontend and backend process
* Completed indebt training for the Photolithography process (Cost/Developer, Alignment, Inspection of 150mm, 300mm wafers
* Liaison between Wafer Fab (Manufacturing), Sort/Electrical testing, Business Planner, and shipping for on time delivery of final product.
* Managed start material and test wafer recycle processes.
* Re-engineered the quality control department
* Reticle management
* Trained OSHA, Wafer handling, Chemical Safety, and Protected

Education

* ***Master of Business Administration, Project Management 2009- 2011***

Keller Graduate School of Management, Addison, IL

**GPA: 3.2/4.0**

* ***Bachelor of Science in Technical Management, Health Services Management* *2005-2009***

DeVry University, Addison, IL

**GPA: 3.62/4.0 Dean’s List Cum Laude**

* ***Marketing Management Certificate*** ***2003-2004***

Southern Methodist University, Dallas, TX

* ***Certification in Microsoft SQL Server 2008*** ***2013- 2013***

Horizon Computer center, Fort Worth, Texas

**Certification**

* ***Certification in Project Management*** ***2015-2016***

Project management institution, Fort Worth, Texas

**Expected Certification Completion:** August 2016

**Affiliation:**

* *Member,* Sigma Beta Delta International Business, Management, and Administration Honor Society- Irving, Texas- June 2009
* *Member*, Project Management Institution Fort Worth, Texas Chapter- September, 2012

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