

## SUMMARY

Software QA Manager and Test Manager blends leadership qualities of a QA/Test Manager with management strengths in budgeting and scheduling along with technical capabilities of a strong QA/Test Engineer.

- Works with highly sensitive and secure information in large critical systems with complex data structures and corresponding business rules.
- Invests in learning and development to increase team skills and to build strengths in handling changing priorities and shifting tasks within very limited time frames.
- Integrates testing discipline into the software development lifecycle, with standardized and documented practices that bring consistency to all projects.

## TEST CAPABILITIES

Integration | Regression | Accessibility | Load | Performance | Security | Vulnerability | Function | End-to-End | User Acceptance | Product Acceptance | Platform | Mobile Devices | API | Data Migration | Black Box | Box | Automation

## PROFESSIONAL EXPERIENCE

Company Name

2/2017 – Present

### QUALITY ASSURANCE MANAGER

Turned around a troubled testing environment, based on 2 strengths: meeting extraordinary work challenges and using an adaptive approach to project needs.

**Challenges:** High profile projects with 100% transparency at the executive level: very tight, immovable deadlines, and defect-ridden, outsourced testing through a body shop.

- From the ground up, established and implemented in-house testing capabilities, with fully compliant, documented, and auditable processes and an automation framework that was adaptable to individual projects. Defined practices for accessibility, performance, and security/penetration testing.
- Delivered a test strategy document to clarify the roles and responsibilities of testing team and to define the practices, including project methodology, types of testing and testing phases, specialty testing, testing tools, test case conventions, defect reporting guidelines, management reporting, and execution results reporting.

ABC Project: Got project back on track in an Agile environment, with 2-week sprints.

- Conducted current state assessment, and then led brainstorming sessions to understand desired behavior.
- Mitigated risk of incomplete requirements for a roles interface used to update and change security permissions. Determined and presented options that enabled team to make an informed decision as to how to move forward.
- Developed strategies for meeting software and accessibility requirements. Automated data creation, build verification, and enterprise end-to-end test scenarios.

LMN Project: In the final release, delivered the most complex code, in the shortest timeframe, with documentation before development and the delivered product aligned to documentation.

- Transitioned development methodology from an ineffective hybrid waterfall to agile. Gained developer buy-in with documented user stories. Re-engaged stakeholders with deployment of business aligned capabilities.

Company Name

7/2012 – 2/2017

### QA/TEST MANAGER

Led testing efforts, with a 17-member team, for a very large project, for one of the largest business transformation programs in public/private sectors. The program strengthened the company's product line and reputation services.

**Challenges:** ad hoc testing, no standardization, and an unhappy, unmotivated testing group with high absenteeism.

- Provided QA/testing and testing governance for processes, systems, and infrastructure, for the project that spanned four countries (US, UK, Canada, Europe). The system was successfully integrated, with multiple new and preexisting portals and other applications.
  - Streamlined the process of managing security and permissions in a test environment.
- Turned a group of disheartened individuals into a strong team, with relationships that endured over time. Through the simple acts of listening to concerns, eliminating disruptive behaviors, and encouraging open

communication, built a team that cared about results. Reduced absenteeism, and improved testing performance and work quality.

- Reorganized team to take advantage of individual strengths and remediate weaknesses. Created professional development plans to fill knowledge gaps related to software testing and application quality.
- Selected to serve as Release Test Manager to bring consistency and standards to all projects. Managed 150 testers for 10+/- large-scale projects and numerous smaller projects, per release. Provided governance across project portfolio, including reviewing and signing off all test plans and test result reports.
  - Defined and executed structured processes to eliminate ad hoc and undocumented QA/test practices, with consistent standards for test case design and defect management. Met audit requirements.
  - Designed and implemented a consolidated reporting dashboard, with a near real-time view of test/QA progress — trend reports became a staple for management.
  - Improved portfolio project team productivity, with pre-organized verification strategies/tests and baseline results to accelerate sign-off process. Implemented processes for environmental management, including scheduled deployments and release notes.
- Led BI and Data Warehousing testing efforts for data migration, ETL, and reporting projects. Served as advisor for managing the BI test effort.

## EDUCATION

Cornell University, Project Management Certificate

Project Management Professional (PMP) Certification

Certified Scrum Master

University of Washington Extension, Software Quality Certificate