

## Software Development and Quality Assurance Professional

Experienced technology executive with a focus on SDLC and QA improvement. Skilled in taking organizations to the next level of efficiency and proficiency to improve software development performance and product quality.

- Business and Technology Alignment
- Development and QA Best Practices
- Program and Budget Management
- Risk, Issue and Change Management
- Requirements Management
- Agile Methodologies
- Off-shore Development / Testing
- RFPs / Proposals / SOWs
- Process Improvement / Automation
- Automated Test Implementation

### **PROFESSIONAL EXPERIENCE**

#### **IconATG Chesterfield (St. Louis), Missouri**

2009-Present

##### *Improving Software Development Capabilities*

- Instructor for Introduction to Unified Process and Iterative Project Management with UP training courses
- Provided training and support for Rational Functional Tester (RFT) and Rational Quality Manager (RQM). The training defined a test automation framework to enable early test case engineering and support a test driven agile development methodology
- Conducted an ALM Assessment and provided a summary of observations, an impact map, and a roadmap for ALM improvement initiatives as well as suggested best practices to accelerate application development
- Provided training and support for Rational Team Concert (RTC)
- Assisted with definition and implementation of extensive RTC customizations
- Supported migration of ClearQuest change requests and ClearCase code
- Defined test strategy and supported test planning for new system development, mentored test team in best practices for design of test cases and use of automated testing, provided guidance on requirement management as well as requirement quality to establish practices supporting downstream development and testing efforts

#### **Atlanta Group Systems Inc. (AGSI), Atlanta, Georgia**

2005-2009

##### *Business Management and Technology Consulting*

- Performed objective assessment of the SDLC processes and capabilities to identify opportunities for improvements, to effectively mitigate risk and to enhance quality for a Point-Of-Sale/Service application
- Provided strategic and tactical execution of selected process, procedure and tool recommendations
- Advocated and affected changes for IT and business to achieve overall quality and productivity improvements throughout the software development life cycle to achieve business, operational, and engineering goals
- Assessed needs and delivered training workshops for Process and Product Quality Assurance personnel so they probed deeper into stakeholders needs, ensured work products reflected due diligence to be successful, and positively impacted process and product quality

#### **Access Insurance Holdings, Inc. (independent contract, Atlanta, GA)**

2005

##### *Insurance industry - Property/casualty insurance programs*

- Evaluated and improved all aspects of quality in delivering and maintaining business systems and on-line presence, controlled production system release processes for urgent and routine updates, improving customer experience and quality through defect and change management

#### **Auctionworks, Inc. d/b/a Marketworks, Atlanta, Georgia**

2002-2004

##### *Services for global online eCommerce business - Commerce without limits...*

- Directed, mentored and trained QA (with off-shore augmentation) and release management as well as infrastructure teams for a high-volume transaction system facilitating nearly 3 million transactions with customer sales reaching \$30 million per month

- Applied logical and objective systems thinking to define objectives, policies, procedures, guidelines, and standards for rapid application development to achieve quality, reduce rework and cycle time, and minimize risk for mission-critical applications

**Scientific Games International, Alpharetta, Georgia** 2000-2001*Products and services for the domestic and international lottery industry*

- Led development, evolution, and execution of policy, process, and procedures for software development and quality assurance based on ISO9000 and SEI CMM
- Managed expectations of internal and external business relationships by advocating and building open lines of communication and accurately presenting system development status and QA / test findings
- Fostered a cooperative team-oriented environment for development and quality assurance by implementing well-defined policies, processes, and procedures

**Pitney Bowes, Shelton, Connecticut (contract)** 1999-2000*Postage and packaging products and services*

- Managed team of QA engineers responsible for verifying and validating secure transaction products for the Small Office / Home Office through alpha and beta release phases prior to national release

**InfoWorks UnLtd., East Lyme, Connecticut** 1998-1999*Quality scientific and engineering applications***Electric Boat division of General Dynamics** (Groton CT)

- Determined requirements and developed a relational database application to store and manage an extensive library of drawings for a nuclear submarine subsystem

**Northeast Utilities** (Waterford CT)

- Gathered requirements and created reports to provide status of training for employees as required by Nuclear Regulatory Commission, Developed computer applications to reduce time spent performing tech spec surveillance

**A&T Engineering Technology Center, Mystic, Connecticut** 1990-1998*Contractor to the Department of Defense*

- Developed and deployed quality system components as the basis for ISO-9000 registration; member of the Corporate Quality Council, Quality Manager for division of 400 employees and Management Representative for unit of 120 employees that obtained ISO-9001 registration February, 1998

**Purvis Systems Incorporated, New London, Connecticut** 1982-1990*Systems engineering support to U.S. Navy research and development facilities*

- Designed and developed simulation, data acquisition, and analysis hardware, software and firmware

**Naval Underwater Systems Center, New London, Connecticut** 1978-1982*Navy research and development facility*

- Navy, Department of Defense (DoD), Sonar and combat systems research and development

**TECHNICAL SKILLS**

**Methodologies / Frameworks** - Collaborative Application Lifecycle Management (C/ALM), Rational Unified Process (RUP), Unified Modeling Language (UML), SEI CMM / CMMi, Agile (SCRUM), ISO-9000, IEEE, ITIL, MIL-STD / DoD

**Operating Systems / Hardware** - DOS, Windows NT/XP/Server, MAC OS X, UNIX – AIX / Linux, Dell, IBM, HP

**Languages / Databases** - VB, VBA, C, C++, C#, JAVA, HTML/CSS, VB.NET, .NET, PHP, SQL, Oracle, MySQL

**Tools** - Rational RequisitePro, ClearQuest, ClearCase, Functional Tester, Borland DefineIT, CaliberRM, StarTeam, Together / Eclipse, TestTrackPro, QA Wizard, eTest Suite, QuickTestPro, WinRunner, Test Director, DevTrack, VSS, Crystal Reports, RDD-100, MS Office Word, Excel, PowerPoint, VBA, MS Access, MS Project, MS Visio

**EDUCATION**

Master of Science, Technology Management, Rensselaer Polytechnic Institute, Hartford Connecticut 1995

Bachelor of Science, Electrical Engineering, University of Vermont, Burlington Vermont 1978

**Certifications** - Certified ScrumMaster, Certified Solutions Developer RUP7.0