

System QA/BA Analyst offers twelve years of expertise in the full Development Lifecycle of Database driven Enterprise Resource Planning (ERP) applications. This includes the focused QA of APIs, databases, webservices, and Mobile firmware. I enjoy manual and automated QA with recent success in:

- Financial and FDA Enterprise QA: V&V, Plan, Test, Execute, Automate
- Collaboration with stakeholders to Publish Test Requirements, Strategies, Plans
- Debugging, Root Cause Analysis, Bug Verification and Test Automating to give best Coverage,

Technical Skills

- **QA Functions:** Establish and Cross Reference Requirements: Execute, Automate, Verify, Deliver
- **Tracking:** Quality Center / ALM, JIRA, ClearCase, ClearQuest, SharePoint, Confluence, Bugzilla,
- **Databases:** Oracle, MS-SQL, MS-Access, Excel, OBIEE, OLAP, PivotTables, SharePoint
- **Business:** Insurance, Billing, FDA, HCFA, HIPAA, CMS, Mobile Transactions: Document Client Goals, Scope, creating Traceable, cross referenced Requirements
- **Full Life Cycle:** V&V, Requirements, Dev/Test cycles, User Acceptance, Regression, Deployment
- **SDLC Models:** Agile, Spiral, Waterfall, Hybrid in Commercial, FDA, FCC, DOE, DOD platforms
- **Automation:** HP QTP (Quick Test Pro) / (UFT), LoadRunner, VBS, Selenium / Java, TestNG, Sahi
- **Environments:** Linux, MacOS, iOS, Android, VMWare, VPNs, DOD, FDA, HIPAA, CMS, HCFA
- **Applications:** Toad, SoapUI, jMeter, Perforce, Jenkins, XMLSpy, Eclipse, Informatica, Cognos
- **Systems:** OBIEE, Firmware, Microsoft, CMS, PBM, Prescription Drug Formularies, Wireless EKG
- **Scripting:** Write and Debug SQL, BASH, JavaScript, RegEx, Python, PHP, VBA, VBS, MS-Access

Experience

Chirotouch - QA Engineer consultant

02/2016 - 12/2016

- Integrate separate client-based Claim, Statement, Payments, ERA / EDI, Account modules into a single cloud based Enterprise Application using:
 - Microsoft SQL to confirm data presentation, audit primary, secondary, tertiary claims
 - JIRA, Confluence to publish Acceptance Criteria, Requirements matrix, Bug fixes
- Cross Platform tests of Win7, Win8, Win10, iOS (iPad) and AWS Web Services.
- Agile Environment: Participate in daily Scrum, bi-weekly Sprints, Demos, Bug Triage, Planning
- Develop SQL, Excel VBA scripts to audit Ledger, Statement, and Aging accuracy
- Validation of FDA, HIPAA, HCFA, CMS (claims and billing) locally, over VMWare and AWS

MedImpact Healthcare Systems - QA Software Engineer

11/2013 - 12/2015

Create Quality Center/ ALM Test Suite Maintenance Suites: Execute, Analyze Bug Risk, Track

In Agile environment, Plan, Execute, analyze root causes, report on QA and Staging Environments

- **VPEX Project:** New Proprietary Virtual Pharmacy: End to End QA, Manual & Automated Test Suites of interoperable SAAS Portals: Provider, Patient, Customer Service, EBS, HIPAA Automate from scratch plus maintain existing Suites with Selenium / Java / JUnit, TestNG / VBS Collaborate with internal, remote, and off-shore development teams Execute local and remote Test Suites with VMWare and Microsoft Remote.
- **FPA Project:** Formulary Enterprise Oracle SQL, BASH, KSH (backend) and UI (front end): UC4 job schedules, integration, process work flow. Validate Documentation, Plan Tests, control Quality Center ALM Test Labs Automate and debug Java, BASH, Ksh tests. Edit with Eclipse, vi, vim
- **Tools:** Development and Documentation
 - Confluence and IT PPM (a JIRA / Atlassian product). IBM's BPM (Business Process Management)

Audatex | AudaExplore - Senior Test Engineer**03/2012 - 11/2013**

- QA Design and Test Oracle, OBIEE, OLAP and Web Applications in an Agile environment
- End-to-end tests with Oracle (Perforce, Toad, SQL*Plus, PL/SQL), VBA/VBS, Excel, HP QTP
- Deploy and Support Legacy and New Products from Staging to Production
- Execute local and remote Suites with VMWare, Microsoft Remote, and Oracle Virtual Box
- Automation with Descriptive Programming
 - Automate new OBIEE framework with QTP.
 - Refactor / debug / restore broken QTP automation suite.
 - Link HP's Quick Test Pro (QTP) to Quality Center (ALM) for scheduling nightly test runs
- Audit presentation by comparing back-end Oracle data with OBIEE reports.
- Validate results with HP QTP, Web UI HTML, CSS, JavaScript and AJAX/JavaScript

Contract QA Engineer**02/2011 - 03/2012****Client: TeraData**

- Develop Test Scenarios, Plans in Agile. Validate CLI (command line interface) and Web UI
- Script BASH, BTEQ automation of Backup, Archive, Restore services on Linux SUSE
- Prototype with Excel, VBA, Perl All-Pair. Integrate BASH and BTEQ functions
- Project Tracking and Test Management with JIRA, Glass Factory, Viewpoint

Client: CardioNet

- Create, Manage, Update FDA Class 3 Specifications, Protocols and Test Results for personal Mobile Electrocardiograms to FDA standards.
- Own the QA responsibilities of Sensor/Monitor system including:
 - Execute and design test metrics of embedded firmware, FHSS, CDMA tools
 - Verify data "round trip" to and from CDMA WinCE Handset, Database and the Web UI
 - Monitor data flow from Device via GUI, to Middleware to databases servers to end-users.
 - Evaluate logs, confirm end to end transactions, confer between engineering and QA teams

Qualcomm | FloTV - Senior System Analyst**10/2007 - 02/2011**

- Design and Execute Test Plans for Oracle driven Intranet / Extranet Websites.
- Analyze, document, configure, test and report in the following areas:
 - Finance Audit tests: Invoices, Vouchers, Supply Chain to Oracle, TIBCO, IBM Maximo
 - Test Setup, Execution and Management: HP Quality Center (ALM), JIRA, Salesforce
 - Validate Requirements, create test strategies, Test Plans, Test Labs, Test Cases, SQL queries, PL/SQL ETLs, UNIX, Embedded Linux, Excel, Metrics, JavaScript
 - Automation with QTP, Selenium, Sahi
 - ◇ New suite of Quick Test Pro (QTP) for Billing / Vouchers with Descriptive Programming
 - ◇ Automate new Smoke, Deployment and feature tests with QTP, Selenium, Sahi
 - ◇ Confer with LoadRunner team to automate SilverLight load test solution
 - Confer with development, management, and QA teams in Agile / Scrum environment
 - Plan strategy, Requirements, execute tests, and manage Quality Center (ALM) reports
- Tools: VBA, BASH, jMeter, SQL, PL/SQL, SOAP, XML, JavaScript and WSDL validation
 - Oracle to Internet - PL/SQL - Audit Record Flow integrity in Linux, Oracle, Web UI
 - Business Intelligence: Link and Content quality for 17 department websites
 - ETL / OLAP tests with Toad, Cognos. Informatica tests of scheduled ETL jobs, reports.
 - Program Guide - Test XML Ingest of Vendor Schedule changes with XML / SOAP

Teleca USA - Senior QE Consultant**03/2007 - 08/2007**

- QA Design and Test Case Execution: Smoke, Integration, Full, Regression & Verification of Flash User Interface on GSM (TMO) and CDMA (VZW) Handsets: Log and verify bugs in Clearcase
- Integrate and automate Call Log, Messaging. GUI tests with Flash / ActionScript
- Verify, configure drivers on Windows, Embedded Linux, ActionScript, Perforce, Citrix

HDSupply - WebSphere QA Lead**08/2006 - 02/2007**

- QA Lead managing upgrade of hdsupply.com's SOX Documentation, Shopping Cart, Inventory interface
- Install and Automate new LoadRunner Tests: schedule execution with multiple vUsers and servers
- Publish policies. Assign risk, report, track bugs to completion.
- Excel: randomize accounts, Audit inventory items, monitor Sales Transactions to fulfillment
- Validate Web page, forms and links with CSS, JavaScript, LoadRunner (C)

OSEC Corp - QA Lead | US Navy ATFP**01/2006 - 05/2006**

- End-to-End QA of JAVA GUI / JSP / JBOSS User interface to Linux for shipboard cameras and sensors.
- Establish Document Control: Create Test Plans, User Manuals, Metrics, pivot table statistics
- Manage SharePoint Web Portal linking live data to Excel pivot tables for tracking bugs and tasks
- Create and execute cyclic schedule of Test Cases. Round-the-clock team stress testing.
- Served on delivery team deploying product to Navy SIL Lab, Maryland

Symwave - QA Lead | Start-up**09/2005 - 01/2006**

- QA Lead: "Biometric" (fingerprint reader) device, GINA, firmware, USB drivers, and software
- Create Test Plans, Suites, and Manuals. Debug Test Scripts for Products and Processes
- Liaison between sales, customers and US and China development teams.
- Create installer. Program device performance tests, MS-Access bug / tasking tool
- Turn over new Document Control and QA system to new QA Lead, interns and management.

Kelly Engineer | Manpower - Contract QA Engineer**06/1998 - 09/2005*****Nokia Mobile Phones QA Engineer (2nd of 2 contracts)***

- Handset QA of SMS, PTT, IOTA, GUI, Bluetooth, IrDA, embedded Symbian firmware
- Assist in conversion to Mercury Test Director (later HP's Quality Center - ALM)
- Convert Perl Script for handset crash dump from Perl to Python, TCL / Tk
- Program MS-Access tools for handset flash and NAM history.

Siemens Mobile

- Create, execute tests, verify: UI, MMS, WML, SMS, PoC, PTT, GPRS firmware
- Test Push to Talk (PTT/PoC)*, Debugging, NAFTA GUI compliance *(Push to Talk over Cellular)
- Run and Maintain Automated tests of handset modem drivers using Python and "AT commands"
- Programmed utilities to convert German text files to MS-Access and Excel

Nokia Mobile Phones (1st of 2 contracts)

- Lead and Create IOTA Specification and Tests and deliver them to test teams.
- Served four-member development team in Sprint's Kansas Acceptance Lab
- Develop OMA DRM, MMS, WAP push Test Plans. Deliver to and train test teams.
- Write and execute Build Acceptance and Interoperability Tests of handset firmware and components: GUI, modems, BREW, USB, Bluetooth, embedded Symbian and J2ME
- Modify Perl, Python, VB and BASH scripts on CDMA2000 Agilent / HP simulators

Kyocera Wireless - Smart Phone Project

- QA CDMA / PalmOS GUI handsets with Tektronix, HP tools and Test Expert to:
 - Perform ad hoc, full feature, integration, regression and verification tests.
 - Used results to create formal test specification of scenario, test cases,
 - Test handsets, browser, 911, SMS, PC sync, integration, contention on 2G, 3G, AMPs
- Test embedded Linux firmware and GUI on CDMA prototype.

Intel Wireless Lab QA, Engineer

- Test of 802.11 driver, NDIS5, Proset, miniPCI, firmware, Web / Help QA.
- Error tracking, bug scrub "triage" meetings between test & development teams
- Lab & Ghost inventory management, WHQL, Ethereal (now WireShark), Help Tests
- Configure APs to test frequency overlap, hand off, throughput, firewall functions
- Create MS-Access Lab Inventory for laptops, network appliances, Ghost images
- Test help files and downloads from support website in localized browsers and encodings

Hewlett-Packard San Diego Software Test Center, QA Tester

- Create, edit, and execute Test Cases. Write and manage bugs in Lotus Notes
- Test Acceptance/Smoke, Localization and Fax/File/Photo Manager on Euro and Asian Windows
- Full test cycles of I/O, MSI, PnP, Firmware, Contention
- Program "Ghost" image library of WinNT, Win9x, WinME, Win2K, WinXP with MS-Access VBA
- Software and Drivers: Photo editing and card readers for Sony, MMC, and others.
- Special projects: Resource plans, Beta trainer, Test / install corporate builds. Katakana LCD testing.

Education

- A.S. in Computer Science, Columbia Basin College, Washington, 1993
- Experience greater or equivalent to BS/CS
- Continued Education: Qualcomm (QTP, OFDMA/OFDM, others); Audatex (Android), 2013;

Security

- Secret security clearance for US Navy (2008)
- Security clearance: US D.O.E Hanford Project. Nuclear clearance: WPPSS.
- U.S. Citizen with passport