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**EDUCATION:**
UNIVERSITY OF NORTH TEXAS
Doctorate in Educational Computing (Learning Technologies)
Master of Science in Computer Education & Cognitive Systems
Bachelor of Science in Secondary Education, with teaching fields in Speech & Drama

**CAREER SUMMARY:** Well-organized, versatile, and dependable IT professional with background in e-Commerce and e-Business website development, Quality Assurance testing, UAT testing, administration, documentation, and maintenance. Able to communicate well with senior management, business clients, and content providers, as well as application developers. Able to oversee testing projects from inception through implementation and can act as a liaison with other technical departments and teams within a company. Analytical and creative thinker, able to solve problems quickly and efficiently. Specific expertise includes:

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| • Quality Assurance Software Testing / UAT / Usability | • Team Leading / Supervising |
| • Business Analysis / Requirements Gathering | • Graphics Manipulation / Streaming Media |
| • Mentoring / Training / Instructional Design | • Tech Writing - Procedures / Standards / Job-Aids |
| • Content Management / Web Administration | • Web Editing / Multimedia Presentations |

**TECHNOLOGY:**
**Platforms:** UNIX (Sun Solaris 9 &10), Linux (SLES 11.x), OpenVMS (7.1-2), Windows (NT/95/98/2000/XP/Vista/7/8/10/11)
**Languages:** HTML, XML
**Databases:** Oracle, Microsoft SQL Server, MySQL, Microsoft Access, Sabre M/F, IBMi
**Tools:** ALM/HP Quality Center/Test Director, MS TFS/Test Manager, Azure DevOps (VSTS), Enterprise Manager, Enterprise Tester, TRAC, JIRA, Gemini, Oracle SQL Developer, SQL Management Studio, IBMi Access Client Solutions, SQL Plus, Toad, Reflection, Putty
**Applications:** Vignette, Dreamweaver, Photoshop, Gimp. Snag-IT, Sabre Host Terminal Emulator, Acrobat Pro, MessagePoint, SharePoint, Project, Publisher, Excel, Visio, Power Point and Word

**EXPERIENCE:**

**First Citizens Bank / Contractor**                                                                                           **12/2023 – 02/2024**
**Quality Assurance Lead - Responsibilities Included:**
- Lead a team of QA Analysts assigned to the ISO20022 Wire Transfer Migration Project.
- Participate in regular user story grooming sessions to refine requirements.
- Identify and extract existing test cases from other projects into Excel and upload them into JIRA for application regression testing.
- Assist testers with writing new test cases in Excel.
- Upload requirements (user stories), and test cases into JIRA.
- Log defects and run QA status reports for the workstream I was assigned to.

**Bank of America / Contractor**                                                                                              **03/2022 – 08/2023**
**Quality Assurance Consultant V**
- Part of a team which reviews the quality of the bank's new and updated documentation for consumer and business customers.
- Using JIRA, acquire requirements documents, assign and move stories within the Team's Kanban Board testing columns.
- Using JIRA, add testing status update comments in JIRA Kanban Team's Board.
- Using Windows Explorer, create testing folders in the team's SharePoint Test Drive.
- Using Excel, write test scripts following company standards, and upload them to ALM.
- Using Notepad ++, create XML script files.
- Using MessagePoint generate PDF output scripts using the XML files.
- Using Acrobat Pro, extract individual scripts, and validate all scripts meet the stories requirements.
- Using ALM, write and track defects, and re-validate scripts when fixed.
- Using ALM, upload PDF output scripts to testing server and pass them after peer review is completed.

**Wells Fargo Company / Contractor**                                                                                        **08/2021 – 01/2022**
**UAT Test Lead**
- Created test scripts in Excel from user stories and functional specifications documentation.
- Using Waterfall / Agile SDLC methods, tested customer Onboarding Reporting dashboards in the WCAO wholesale application for functionality, user interface (UI) and usability.
- Documented testing results in ALM & JIRA for all defects and enhancement recommendations.
- Created daily defect/bug reports for management during testing.
- Assisted and guided business partners with their own user acceptance testing.
- Lead weekly online meetings with business partners and product owner to discuss testing preparation, status and issues found.

**Health Markets / Contractor**                                                                                             **07/2019 – 08/2020**
**Sr. Quality Engineer**
- Created test suites and test cases using Azure DevOps and linking them to the DTC MarketPlace project's user stories.
- Tested Medicare, Health, Supplemental, Dental and Vision lines of business for functionality, user interface and customer usability.
- Performed functional and UI testing on desktop (I.E., Edge, Chrome) and mobile Android (Chrome, Edge), iPhone (Chrome, Safari).
- Documented testing results in Azure DevOps and created defect/bug reports as needed.
- Assisted with creation of a QE Job-Aid to help new test engineers ramp up to Health Markets quality process and procedures.

- Mentored new test engineers in quality assurance software testing best practices and correct use of Azure DevOps as a tester.

**The Amynta Group / Contractor**                                                                                    **05/2019 – 07/2019**
**Lead QA Analyst**
- Wrote comprehensive test plan for large data migration project.
- Created test suites and test cases using Azure DevOps and linked them to project's user stories.
- Collaborated with all team members to ensure QA tasks were completed on-time, and as expected.
- Collaborated with Software Quality team members to assist in regression and functional testing when new changes were introduced.
- Wrote and executed SQL queries to generate test data.
- Documented testing results in Azure DevOps and created defect/bug reports as needed.

**Ranger Technology Consulting**                                                                                      **06/2017 – 05/2019**
**QA/BA Analyst / Technology Consultant**
- Provided quality assurance testing (usability, functional, regression, etc.), on client applications as needed.
- Documented requirements, created test plans, test cases and log defects for client's web applications.
- Ran queries against SQL database to verify data integrity.
- Provided input to business client's management team with recommendations for accurate, effective, and efficient online solutions.
- Work with development vendors and internal resources to ensure client's business requirements are properly implemented and followed the standard software lifecycle development process.

**Wells Fargo Company / Contractor**
**Systems Quality Assurance Analyst**                                               **11/2015 – 03/2016 / 11/2016 – 05/2017**
- Prepared UAT test plan and test scripts for the Chat Expansion & Mobile Enablement and WFVC Sales Chat projects using Excel 2010.
- Conducted UAT testing for both projects and re-tested all defects.
- Documented and tracked both UAT project defects in Rational ClearQuest.
- Successfully completed UAT testing on desktop and mobile for both projects, and certified all defects were fixed.
- Prepared UAT test plan for the Home Equity Sales Video Chat project using Word 2010.
- Prepared UAT test scripts for the Home Equity Sales Video Chat project using Excel 2010.
- Documented and tracked Video UAT project defects in Excel 2010 and Rational ClearQuest.
- Setup, and configured a Cisco DX80 to simulate banker sales agent's audio/video interface to customers during two-way communications.
- Documented hardware, software access and configuration issues associated with the Cisco DX80 setup using Excel 2010.
- Prepared slideshow of screen shots of the Cisco Finesse and MediaSense Web applications using Snag-IT 11 and PowerPoint 2010.
- Prepared several .mp4 videos showing the Video Chat customer and banker flow experience, using Snag-IT.
- Participated in high level VIP Demo of a Video Chat session for Wells Fargo business leadership.
- Successfully completed Video Chat UAT testing and certified all defects were fixed.

**National Bankruptcy Services**                                                                                     **03/2015 – 06/2015**
**QA Tester**
- Reviewed business requirements and technical specifications of current software development project.
- Converted business requirements and specifications into a QA test plan, cases and test scripts using Excel.
- Executed test cases, report progress and document defects and other issues in a timely and accurate manner.
- Conducted root cause analysis of identified defects providing Development/Business Analyst partners with sufficient detail to understand, replicate and prevent future occurrences of the defect.
- Documented and entered test defect/bug issues discovered during the test cycle in JIRA.
- Followed up on outstanding issues to meet testing timelines.
- Identified opportunities for continuous improvement.

**Federal Reserve Bank of Dallas / Contractor**                                                                      **01/2014 – 03/2014**
**QA Analyst**
- Tested release of new version of existing internal application.
- Used Agile SDLC, with an iterative development approach.
- Used HP Quality Center 11 to input test cases and log defects.
- Used JIRA to document enhancements, deployments and production issues.
- Used SQL Mgmt. Studio 2013 to query application's database.
- Documented the Test Plan, Test Exit Status and Test Summary using MS Word 2010.

**GameStop / Contractor**                                                                                             **03/2013 – 07/2013**
**QA Analyst**
- Worked on project to incorporate newly purchased business's data flow into existing GameStop ERP and POS systems.
- Created test data in order to perform functional and regression testing on GUI and back-office ERP application.
- Ran queries against SQL and Pervasive databases to verify data integrity.
- Documented test cases and logged defects using Microsoft Test Manager.
- Led effort to identify and document all use cases pertinent to the project.
- Scheduled and conducted UAT testing on desktop and mobile with business end users.
- Responsible for API type testing, tracking data from the ERP system to a 3rd party vendor, through web-services.
- Created test data and processed it from the GameStop POS, which traveled through middleware into the ERP system, then validated the data had populated the correct tables with the right test data.

- Kicked off a batch process, which gathered data from several tables in the ERP database, packaged it as an XML file, and sent to the web-services queue.
- Using GEMS, viewed the web-services queue to verify the data arrived successfully, and watched the data pulled into the vendor's software.
- Compared a snapshot of the data the vendor received to what was in the ERP database, to make sure what was sent is what was received.

**Blockbuster / Contractor**                                                                                                    **09/2011 – 03/2013**
**Lead Quality Analyst - POS**
- Performed both front-end and back-office menu/command line driven quality assurance testing on Blockbuster Point of Sale (POS), running VMS or Linux operating systems and then transitioned to the GUI Alpha Bay AIRS POS application.
- Ran SQL queries against MySQL and then Oracle databases to verify data input.
- Documented test scenarios and test cases using Excel, Enterprise Tester and HP Quality Center.
- Logged defects and issues using Snag-IT, JIRA and HP Quality Center.
- Performed functional, regression and UAT testing on POS systems, and documented results in Enterprise Tester and HP Quality Center.
- Verified Blockbuster gift card, 3rd party vendor gift card, debit card and credit card processing from the POS.
- Supervised, trained and mentored other POS testers.

**Bank of America / Contractor**                                                                                                **10/2010 – 07/2011**
**Technical Writer**
- Converted over 2500 .asp files from a platform where the documents were created using Dreamweaver to a new platform where documents are created using Vignette. Required stripping out all formatting and re-building each procedure with a different font, and re-inserting tables, bullets, bolding, italics, hyperlinks, graphics, etc.
- Using Dreamweaver, and prior to document conversion, eliminated unneeded code in internal bookmarks and external hyperlinks in all .asp procedure files scheduled for conversation.

**Trinity Industries / Contractor**                                                                                             **06/2010 – 07/2010**
**Technical Writer**
- Created procedure user guides, for the company's order processing application ExpressOS, using Power Point and Snag-IT.
- Assisted with the re-configuration of ExpressOS in the test environment, to reflect changes in the business process flow, prior to formal User Acceptance Testing.

**Ranger Technology Consulting**                                                                                                **01/2008 – 06/2010**
**Sr. QA Tester / Technology Consultant**
- Provide clients with quality assurance (functional, usability and UAT), testing on new web applications and enhancements.
- Prepare test plans, test scenarios, test cases, using Word and Excel, and log defects using Gemini.
- Provide PC hardware, software and networking support to clients.
- Provide technology advice to clients regarding upgrading current technology or acquiring new technology.
- Mentor clients in effective use of their current and/or new technology.

**Smart Systems / Contractor**                                                                                                  **02/2007 – 12/2007**
**Senior Quality Assurance Tester**
- Prepared test plans, test scenarios, test cases, using Word and Excel, and log defects using Gemini.
- Performed quality assurance testing (usability, functional, regression, UAT etc.), on e-Commerce web application enhancements (both front-end and back-end).
- Ran queries against SQL Server databases and use Enterprise Manager to verify results.
- Prepared testing results and User Acceptance Testing documentation for project manager.

**American Airlines / Contractor**                                                                                              **10/2006 – 02/2007**
**Quality Assurance Test Lead (AA CargoHub Project)**
- Assisted with designing custom Java application tools to function as a Test Harness and Test Case Generator.
- Using SOA / Agile methodologies, documented testing design and strategies.
- Prepared test plan, test scenarios, test cases, using Word and Excel, and logged defects using TRAC.
- Created data maps, which Test Harness can use to create Airway Bills, to test replication between Oracle & Sabre M/F.
- Performed manual testing between Oracle & Sabre M/F, to ensure the CargoHub performed as designed. Required scripts for SQL inserts/queries in Oracle and use of Sabre Host Terminal Emulator.

**Electronic Data Systems / Contractor**                                                                                        **08/2005 – 09/2006**
**Senior Quality Assurance Tester / Business Analyst (7-11 Test Team)**
- Performed quality assurance testing on multiple platforms and systems using Oracle databases, with Mercury Test Director and various other tools including Word, Excel, Visio, Access, PowerPoint, Solid, Toad, SQL Plus, and Snag-IT.
- Ran SQL queries to see if POS input arrived at the right time and populated the right table and was the correct data.
- Performed business analysis, by gathering and documenting requirements for new applications / change requests.
- Prepared use cases, test estimates, test plans, test scenarios, test cases, and log defects for application projects.
- Performed integration testing, regression testing, usability testing, and functional testing on POS system as needed.
- Performed hardware testing on 7-11 VCOM terminals, when software updates occur.

**Countrywide Home Loans / Contractor**                                                                    **11/2004 – 06/2005**
**Quality Assurance Tester / Business Systems Specialist**
- Using the Rational Unified Process approach, I performed quality assurance testing (usability, functional, regression, UAT etc.), on internally built web front applications using SQL databases.
- Created test plans, test cases, and documented requirements and defects using Word and Excel.
- Coordinated User Acceptance Testing with internal business units.
- Verified and tested hyperlinks and formatting and edited and proofread content.
- Analyzed, gathered, and documented requirements for Web based applications using Word and Visio.
- Created and developed interactive HTML content and templates for the Consumer Markets Division, Intranet using Dreamweaver.
- Created user guide procedures, standards documentation, and process flow job-aids, using Dreamweaver, Photoshop, Word, and Visio.

**Ranger Technology Consulting**                                                                             **05/2001 – 10/2004**
**Technology Consultant**
- Provided quality assurance testing (usability, functional, regression, etc.), on client applications as needed using primarily the Mercury software tools.
- Documented requirements, created test plans, test cases and logged defects for client's web applications in Genesis.
- Mentored client's internal beginning level testers in best practices and procedure methodologies for QA testing.
- Analyzed Intranet and/or Internet infrastructure and making recommendations for upgrading technology processes and procedures to current standards.
- Designed and built branded Websites, setting up and configuring office networking, and building and supporting PC Desktops.
- Provided technical guidance to business clients in the creation and maintenance of product (branded/unbranded) Websites.
- Provided input to business client's management team with recommendations for accurate, effective and efficient online solutions.
- Worked with development vendors or internal resources in ensuring the client's business requirements were properly implemented and followed the standard software lifecycle development process.
- Created technical specifications and making technical recommendations based on the client's business requirements in various areas, including billing, processing, shipping, purchasing, and human resources.
- Trained client's employees in various Web technologies, applications, and methodologies, to ensure quality maintenance and timely updating of client's Internet and/or Intranet Websites.

**Alcatel USA**                                                                                             **01/2000 – 04/2001**
**IS Webmaster / Systems Analyst IV**
- Fulfilled several roles within the ITS organization on the e-Business team, including Lead, Project Manager, and Webmaster. Utilized HTML, graphics manipulation, and other skills to support multiple Websites.
- Created test lab proposal and test case documentation for various software applications using Word and Visio, and performed Quality Assurance testing (usability, functional, regression, etc.), on web enabled applications which drew from Oracle databases via ODBC connections, using Mercury software tools. Applied knowledge of stored procedures, RDBMS, and scripting as needed to facilitate the testing and evaluation process.
- Maintained several internal Websites within Information Technology Service's Intranet, as well as designed, implemented, and maintained first ever Website for Application Services, thereby enabling internal clients to have easy access to many value added resources developed for them.
- Participated as Team Leader/Assistant Project Manager for "high profile" effort to conceptualize and design a Web enabled application that brings together all the information any internal client would need to have about any application that Application Services supports.
- Successfully launched and was Project Manager/Team Leader for effort to establish written processes and procedures for ITS Web content management, as well as an Intranet Style Guide, for use within the ITS organization.
- Facilitated as Project Manager for the conceptualization and initial development of the "User Access Request & Tracking Tool," a Web enabled application, which provides internal clients a centralized and easy way to gain access to all of the applications they need, and have rights to access within the company's Intranet. Created use case documentation and ISO 9000 documentation following the project management office's guidelines, and software lifecycle methodology, using internal Word templates and Visio.
- Conducted UAT testing to ensure employee satisfaction.

**Chase Bank of Texas (JP Morgan Chase) / Contractor**                                                       **09/1999 - 11/1999**
**Web Editor / Quality Assurance Tester**
- Re-worked and tested an internal Web application for Chase Bank in Arlington, Texas.
- Performed HTML editing and quality assurance testing (usability, functional and UAT), to insure internal application met user expectations.
- Improved overall employee satisfaction with use of an internal Web application, as the need to sideways scroll at 800 x 600 resolution was eliminated, by redesigning the application's front-end, using HTML and graphics expertise.
- Created canned simulation of same internal Web application for laptop presentation to business managers, at a location where a network connection was not available.

**The Associates (Citigroup)**                                                                              **09/1997 - 09/1999**
**Commercial Web Content Manager / Business Analyst III**
- Consulted with content providers regarding Web methodologies, resource allocation, and approval processes. Provided HTML and graphics manipulation as needed and trained new internal Web developers. Also trained Commercial's branch managers in the resources available to them via the company's Intranet.
- Eliminated need for over 800 copies of 2000-page legal guide, by successfully project managing an effort putting this guide online. This saved several thousand dollars annually in printing/shipping costs, as well as a reduction in legal fees associated with lawsuits related to use of out of date information.
- Achieved greater internal client satisfaction by project managing an effort to develop and implement an Intranet Website for the Commercial Division, which provided numerous resources that employees had no access to or limited access to previously.