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**SUMMARY**: Quality Assurance Manager and Engineer, Developer, with 25 years experience in testing and creating applications, project and people management, and process improvement. Accomplishments range from establishing QA department at 4 companies, to hands-on testing at Visa during 10-fold company growth.

# FUNCTIONAL EXPERIENCE

## Management

* Specialized in creating the QA service and group at 4 application development companies. Managed groups, including: QA testers, Technical Trainers, Programmers, Community Managers, and Tech Writers, managed near- and off-shore resources.
* Implemented Project Management tools and tasks:
  + Created, migrated, and mastered requirements/ bug/ ticket tracking systems: [Salesforce](http://www.salesforce.com/), [Rally](http://www.rallydev.com/), [PivotalTracker](http://www.pivotaltracker.com/), [Jira](http://www.atlassian.com/software/jira/)/[Confluence](http://www.atlassian.com/software/confluence/)/[Zephyr](https://marketplace.atlassian.com/plugins/com.thed.zephyr.je), [Trac](http://trac.edgewall.org/), [zendesk](http://www.zendesk.com/), etc.
  + MS Project, TimeLine, other PC-based project management tools.
* Excelled at philanthropic work: both ET and sfdc Foundations, ExactIMPACT, ExactGREEN, digital divide organizations.

## Quality Assurance Testing

* Specialized in mobile app and Web-based apps, with multiple browsers/ platforms.
* Tested client/server, 3-tier, mainframe, PC applications; iPhone and Android apps.
* Provided localization support, translation, time zone/cultural literacy, error analysis.
* Performed software, hardware, firmware testing: Automation planning and execution ([Selenium](http://www.seleniumhq.org/), [Silk](http://www.borland.com/Products/Software-Testing/Automated-Testing/Silk-Test), [Badboy](http://www.badboy.com.au/), etc.); Functional, Black and Grey Box, Regression testing; Stress/Load testing; financial/e-commerce, web-based learning systems; test planning, test scripting, contingency planning, from Smoke Test to multi-thousand case Test Plan.

## Process Improvement

* ISO9000 Auditor certification, ISO9000 Department Guide.
* QA function creation and growth, Release Management.
* CRM integration with other applications.

## Related Skills

* Customer Service provider, first- and second-level support.
* Web Producer, Website designer: creation, ([Cold Fusion](http://www.adobe.com/products/coldfusion/), [Net Objects Fusion](http://netobjects.com/), html.)
* Software developer (4th Dimension, Cold Fusion, Dreamweaver, PHP/TYPO3, etc.)
* Technical Trainer (20/year given/facilitated), Test Lab Analyst, Project Analyst. **RECENT WORK EXPERIENCE**

**CoTweet |** [**ExactTarget**](http://www.ExactTarget.com) **|** [**Salesforce.com**](http://www.salesforce.com) **; Quality Assurance Manager: 2010 – 2014**

Established function, performing QA testing at a social media tech start-up, as company grew from 7 to 75 staff locally, from 400 to 1500 internationally, to merger with 13K-global Salesforce.com team.

* Tested Social Media ([Twitter](http://www.Twitter.com), [Facebook](http://www.Facebook.com), [ping.fm](http://www.ping.fm), [bit.ly](http://www.bit.ly), [Klout](http://www.Klout.com)) for clients large and small, including NTT, Microsoft, Rogers Communications, Citibank, Whole Foods, Delta Airlines, Bank of America, Best Buy.
* Sole QA resource for mobile apps (iOS, Android); lead resource for integration with parent app (IMH); lead resource for application documentation.
* Performed QA planning and testing (manual, automation with Selenium.)
* Customer Service (issue tracking, off-hours QA, customer communications, FAQ, User Guide, how-to videos.)
* Shaped Scrum/ Agile development (brought in experts, mentored Scrum Master.)
* Tested multiple products (Free, Enterprise, mobile), 4+ browsers, 6 languages for localization.
* Mentored less experienced team members: local, near & remote, employees/ contractors.

**Tekmeca; Senior Technical Writer: 2009**

Created 400 pages of user documentation for San Francisco’s [HUD](http://www.hud.gov) funds, for requesting, approving, managing, reporting on $8M+ annual funds for 300+ agencies.

**IODA (**[**www.iodalliance.com**](http://www.iodalliance.com)**); Quality Assurance Manager: 2007 – 2009**

Established function and group, performing QA testing and Release Mgmt for digital music processing co., as company grew from 30 to 100 staff. Tested s/w supporting $3M+/ month in royalty payments for the 3K+ clients, 1.5M music tracks under contract, and ingestion of 2500 tracks/ week. Created several test automation beds ([Hudson](http://wiki.hudson-ci.org/display/HUDSON/Home), [Selenium](http://seleniumhq.org/).)

**Certain Software (**[**www.Certain.com**](http://www.Certain.com)**); Senior QA Engineer: 2004 – 2007**

Established function, team of 6+ (within co. and outsourced testers) performing QA testing and Release Mgmt for event mgmt s/w, for 200+ customers. Oversaw choice, installation, and development of automation testing tool, [Radview](http://www.radview.com/). Assisted with installation of new defect tracking/ knowledge mgmt tools ([Jira](http://www.atlassian.com/software/jira/), [Confluence](http://www.atlassian.com/software/confluence/), integration with [Salesforce.com](http://www.salesforce.com).)

**Visa, International (**[**www.Visa.com**](http://www.Visa.com)**); [various]: 2004, 1989 – 2000**

Drove strategic initiatives to guide 400+ person Division, including communication (web production, web automation, newsletters) and process structure (CMM/ISO9001/process mapping, discrepancy and code turnover report tracking, metrics, test methodology.)

Created Documentation, Communication & Training team (9 people, with an annual payroll of $1.2M), responsible for Division's 500+ page intranet web space, regular and ad hoc management reporting, internal payroll time reporting system, employee training (general development, product-related), and Division's product documentation (user manuals, announcements, trouble-shooting materials, on-line help: about 65,000 pages in 150 documents.) Managed employee training activities, [ISO 9000](http://en.wikipedia.org/wiki/ISO_9000) certification tasks. Designed, programmed [4D client/server](http://www.4d.com/) cross-platform database for lab user trouble tickets, vendor calls, and lab inventory system.

Provided 24x7 on-call second level support for custom production bankcard authorization systems. Instructed merchant, NetOps, bank and in-house developer personnel in preventative and corrective solutions. Developed call tracking log for problem analysis.

Performed h/w, s/w, f/w testing, installation and support across VAP System Services and Merchant VAP Technologies/QA groups. Designed and executed QA tests for custom Unix/C bankcard authorization systems on PC-ATs and PS/2s. Supported production configurations, conducted on-site merchant training for new systems and subsystems.

**Business for Social Responsibility (**[**www.BSR.org**](http://www.BSR.org)**); Web Producer: 2001 – 2004**

Produced content and programming for multiple web sites including: e-store, user conferences for 1K people, visitor behavior metrics, online forums and surveys. Designed data mining and delivery systems for junior staff (MS Access, SQL, and [TYPO3/PHP](http://typo3.com/).) Provided on best practices for project management, MS Project training.

**Learning Network; Quality Assurance Manager: 2000 – 2001**

Established QA Manager position and department, including team of 2 analysts, a Technical Writer, teams at 2 outsource firms with 8 additional testers. Applications included: Distance Learning, workflow/survey, interactive tests and games, e-commerce (secure purchase, digital goods, 10K products), and reference material. Established QA Lab, supporting 30 configurations on 6 machines for all necessary platforms. Established department intranet site, managed Release Engineer role.

**ACADEMIC EXPERIENCE**

[University of California at Berkeley](http://www.berkeley.edu/), Berkeley, CA: First year PhD program in Anthropology.

[Lafayette College](http://www.lafayette.edu), Easton, PA: Bachelor of Arts, Anthropology & Sociology; Minor: Computer Science; Honors with Thesis.