

---

## NAME

---

City, State • Phone • [email](#)

---

### SENIOR IT QUALITY ASSURANCE ENGINEER

Collaborative, analytical and solution driven senior IT QA leader with over 20 years of experience that includes generating and testing new products, leading specialized teams on mission critical, time-sensitive projects, and creating common understandings between diverse teams and groups. Strong customer focus with hands-on global experience. Ability to develop effective product related training programs and knowledge bases for clients. Polished interpersonal and communication skills to favorably influence executive decision making and develop and foster effective client and vendor relationships. Possess highly regarded mentorship abilities.

---

#### Core Competencies:

QA Management & Methodologies • Process Optimization • Real Time Technical Issue Resolution  
New Product Development • Certification Planning • Client Relationship Management  
Technical Support • FDA 21 & CFR Part 11 • Troubleshooting • Training Program Development  
Documentation • Vendor Management • Global Team Leadership • Mentoring

---

### PROFESSIONAL EXPERIENCE

#### **AJS (Formerly LST Communications), City, ST • 2009-Present**

LST was acquired in 2010 by the AJS Security division.

#### **Senior Quality Assurance Engineer**

Supervise 15 testers across 2 offices focused on all testing of the MaaS360 Cloud Extender Product line. Define the scope and roadmap of future projects and releases in close partnership with Software Development and Product Engineering teams. Act as an escalation point for customers and interface with Engineering and Support teams to provide rapid, best in class solutions. Work closely with Operations and Development Teams on projects that include reducing customer downtime, patching and updating internal systems, and identifying ways to streamline the path to production. Provide progress reports as well as strategic and tactical suggestions. Write test cases and design test plans. Manage and deploy test code to QA test environments related to product line.

- Developed and led a specialized, highly knowledgeable group within the QA team focused on testing existing product functionality to ensure new code does not cause issues with customers.
- Played lead role in getting various products to market and ready for customer implementation.
- Performed active role in validation of software being elevated to production in dozens of releases.
- Represent the QA team at company-wide meetings focused on coordinating the deployment of code to the Cloud/SaaS platform.
- Championed an internal culture of openness and knowledge sharing and introduced weekly team meetings to enable US and India team members to have face to face discussions.
- Helped implement and oversee first office Hackathon enabling Dev/QA/Ops personnel to spend an uninterrupted day working on possible prototypes that could be produced at a later date.

#### **LST COMMUNICATIONS, City, ST • 2006-2009**

#### **Senior Technical Support Engineer**

Provided knowledgeable phone and email support for customers using LST's access software and management platform. Delivered hardware support for customers using Cisco, Juniper and Nortel VPN solutions. Performed role of Technical Support liaison for client related software issues. Worked closely with a 3<sup>rd</sup> party fulfillment house to resolve and prevent issues affecting roll out of Sierra 580 CDMA cards. Trained newly recruited LST Technical Support personnel.

**Senior Technical Support Engineer Continued**

- Oversaw comprehensive support for key accounts including Bayer, Prudential, Volkswagen and Audi that included weekly status calls with customer management as well as onsite visits to customers in Germany and the USA.
- Saved \$3000 per month as main support contact for Volkswagen and Audi by convincing them to adopt a direct support model that eliminated the need for a costly 3rd party help desk.
- Assisted in executing rollout of a new ticketing system for the Technical Support department.
- Secured Juniper JClA-SSL certification for SSL VPN devices.
- Earned reputation across all internal levels as a highly successful problem solver and a valuable commodity for customer facing issues.
- Received company Pacesetter Award for Q2 of 2007 and Peer Recognition Award in 2008.

**MNO DYNAMICS, City, ST • 2002-2005**

Design house responsible for manufacturing products for FDA, USDA and CDC regulated industries.

**Technical Management / Client Support**

Performed numerous roles simultaneously including testing, support, product design, purchasing, and accounting. Acted as key contact for major clients including FedEx, Tyson Foods, Omaha Steaks, and Legacy Transport. Formulated action plans and worked closely with clients involved in the Pharmaceutical, Biomedical and Foodstuffs industries in compliance with FDA and CDC regulations. Delivered mission critical technical support to clients at all levels. Devised company testing protocols for product line hardware and software. Oversaw Alpha and Beta testing of source code for product line and managed sourcing and procurement activities for production materials.

- Designed and implemented NIST certification plan for FedEx becoming the first supplier to successfully do so and pass FDA audit. Plan deemed a best practice and became the standard for other vendors.
- Delivered in-house redesign of popular Road Warrior data logger product line for HACCP and environmental monitoring industries.
- Created and authored all user documentation including SOP's, training guides, operations manuals, installation procedures, troubleshooting guides and service bulletins.
- Partnered with company counsel to develop legal documentation including non-disclosure agreements, licensing and distribution contracts.

**EDUCATION**

**Associates Degree in Computer Engineering**

Computer Institute, City, State

**COMPUTER SKILLS**

Windows Server 2008/2012, MacOSX, Unix, SQL, Exchange 2010/2013, Office365,  
IBM Traveler, Microsoft AD, LDAP, VMware

**COMPUTER LANGUAGES**

Able to communicate effectively with programmers / Working understanding  
of designs and architectures