Tester

PROFESSIONAL SYNOPSIS

Momentum is staffed with a results-driven testing/QA professional with a Lean Six Sigma background. This individual is a trusted innovator and a "go-to" resource who tackles and solves complex business problems. They are a respected, creative thinker and communicator able to understand problems and find effective solutions through the utilization of troubleshooting skills, critical thinking, teamwork and communication. The tester has proven their ability to improve systems, processes, and business operations, and has a demonstrated track record of providing daily troubleshooting and technical support, maintaining a reputation for excellent customer service and problem resolution. This individual is an effective communicator who easily builds consensus and can work within multiple teams or individually. Their skill-set includes providing training, mentoring of staff and new hires, and the ability to create user-friendly training guides and tutorials.

KEY SKILLS

- Project Management
- Business Analysis
- Leadership & Team Management
- Training Content Development
- Presentations & Facilitation
- Product Enhancement & Optimization

- Customer Service
- Mentoring & Coaching
- Quality Assurance Testing
- Computer, Networking & Problem Solving Skills
- Implementation Management

Education:
- *Bachelor of Science (BS) Accounting,* Elizabethtown College – 1975
- *Associate of Science (AS), Computer Science,* Harrisburg Area Community College – 1980
- *Associate of Arts (AA), Business Administration,* Harrisburg Community College – 1973

Training and Certifications:
- Certified SAFe® Agilist - 2018
- ITIL v3 Foundations – 2014
- Certified ScrumMaster® - 2016
- Lean Six Sigma Greenbelt – 2012
- Network+ Certification – 2005

Software/Technology:
- MS SharePoint
- MS Office Suite
- MS Access
- MS Project
- Network+ Certified

RELEVANT EXPERIENCE

Business Analyst   **04/2013 – Present**
PennDOT   **SharePoint Enterprise Support**

The construction community has a need for a web-based Project Collaboration Documentation System application to enable users within their organization and business partner community to work together, collaborate and share information securely and efficiently. The Pennsylvania Department of Transportation (PennDOT) Project Collaboration Center (PPCC), is a web-enabled solution utilizing the content and document management strengths of the Microsoft SharePoint product. This approach provides consolidated project documentation to a central location and streamlined management of project submission, approval, and retrieval processes.

This individual serves as the SharePoint Subject Matter Expert and Lead Business Analyst responsible for eliciting and documenting business, stakeholder, and system requirements, developing the conceptual design, support of system design development, training, system and user acceptance testing, and implementation. The tester has worked with Highway Administration to define and enhance the functionality of PPCC for the construction community. Additionally, this individual has worked with Executive Management to explore, evaluate and integrate PPCC with numerous PennDOT applications; PennDOT report application, Central Office Utilities Tracking process, Engineering and Construction Management System, and Enterprise Content Services.

Currently, the tester is involved in the PPCC SharePoint 2016 migration. This undertaking is large in scope requiring a top-down, comprehensive examination of all pieces and functions of the PPCC application. They lead

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- Windows 7
- Printers
- Scanning Software
- QuickBooks
- Networking, LAN, WAN

Memberships:
- Business Executive Networking Group (BENG)
- Project Management Institute (PMI)

the development of the testing strategy, environment test plans, and the issue identification and process remediation process.

Business Analyst   06/2012 – 04/2013
PennDOT   **DotGrants - BMS Liquid Fuels Tax Funds Re-write**

The Bureau of Municipal Service (BMS) reimburses Liquid Fuel Funds to municipalities and counties across Pennsylvania. This individual utilized their skills and abilities to understand the inherit problems, document customer desires and find effective solutions through the utilization of troubleshooting skills, critical thinking, teamwork and communication. The tester was involved in the writing and testing of the business and system requirements for the system re-write of the Municipal Liquid Fuels and County Liquid Fuels reimbursement programs. Goals of the rewrite were to improve screen performance, the user interface, and basic data structures which will provide a much better user experience for the 2560+ Pennsylvania municipalities and 67 counties that use the existing system to document their eligible reimbursement expenses. New reporting functionality and flexibility were built into the programs for Pennsylvania Department of Transportation (PennDOT), county and municipal users.

Systems Analyst/Product Trainer   **2007 – 2012**
Xerox Corporation   **Technical Marketing Support**

They managed numerous new technology implementation projects in both the City and State Government sector and Private Business sector. This individual served as a Project Manager and Team Leader with a Lean Six Sigma background and managed Total Solution implementations, including customized customer training. They managed multiple statewide implementations, coordinated efforts between customers, third party vendors, agencies and Xerox, and was recognized for outstanding customer service. They communicated effectively to achieve problem resolution. They were responsible for problem research, documentation, solution identification, testing and delivery at the customer's location. Security and user access were always a customer concern, and one they addressed and resolved for their customers in their security designs. User functionality access was achieved based on Personal IDs, groups IDs, time, or applications after successful security access via the utilization of swipe cards and touch screens. They provided their customer base with onsite support where they did installation of software fixes and new software releases on network printers and servers. They provided second level helpdesk support functions with regards to application printing (MS Office Suite, Adobe, SAP, Photoshop, and third Party software), network connectivity issues, and network traces. User security access and

Office and Network Support Analyst   **1992 – 2007**
Xerox Corporation

The network support analyst managed complex problems onsite for customers, including network, software and equipment issues. They were responsible for process re-engineering of customer production, handling, and archiving of documents. They participated in cross-team and cross-

functional knowledge sharing activities to support process improvement, financial, and customer objectives. They worked with many print shops and providers in the print-for-pay marketplace helping them with the demands of their customers and increasing print volume on their high-end printing solution.