

Objective

Outgoing, Scrum Certified, with 19+ years experience conceptualizing, designing, building, and implementing solutions that align business needs with technology solutions. Seeking to leverage my professional expertise to obtain a management position within a dynamic corporation where I can utilize my energy and skills to motivate, lead, and encourage employee productivity

Summary

Industry Knowledge

- 4+ Years Indirect Tax (Tax and Accounting)
- 15+ Years Supply Chain (Track & Trace, Logistics Analysis, System Development) in Logistics and Warehousing

Leadership

Planning, scheduling, resource management, estimating, budgeting, project control. Ability to create open lines of communication between stakeholders, team members, and customers. Ability to inspire and motivate team members to work together towards project oriented goals. Ability to anticipate problems and create solutions to avert potential pitfalls. Certified Scrum Master. Certified Scrum Product Owner

Business Intelligence

Data analysis, gathering requirements, working with users, and understanding user requests. Ability to explain complex technical issues in a way that non-technical users may understand. Best practice in data analysis, management, and presentation techniques. Scope, technical, functional, and business requirement documentation. Waterfall methodology, Agile methodology (with an emphasis on Scrum)

Quality Assurance

8+ years of quality assurance. Test plans, test cases, and test processes. Functional requirements, scripting, documentation. Testing: regression, negative, acceptance, functionality, validation, UI, compatibility, defect and bug tracking, etc. Quality Assurance and Quality Control Standards

Technology

Microsoft Project, Microsoft Office Suite, Adobe Creative Cloud Suite, T-SQL, PL/SQL, SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS), SharePoint development/design, HTML/CSS, Microsoft Visio, JIRA, Aha!, Python 3, Microsoft OneNote, HP Quality Center, Selenium IDE, Protractor, Ability to Search Google

Program Proficiency

PL/SQL	● ● ○
T-SQL	● ● ○
SQL Server Reporting Services	● ● ●
SQL Server Integration Services	● ● ○
SQL Server Report Builder 3.0	● ● ○
SQL Developer	● ● ○
SQL Navigator	● ● ○
Cognos Impromptu	● ● ○
Microsoft Project	● ● ●
Python 3	● ○ ○
SharePoint Development	● ● ○
HTML/CSS	● ○ ○
Microsoft Office Suite	● ● ●
Microsoft Visio	● ● ●
Microsoft OneNote	● ● ●
HP Quality Center	● ● ○
Selenium IDE	● ● ○
Protractor	● ○ ○
Ability to Search Google	● ● ●
Adobe Creative Cloud Suite	● ● ●
JIRA	● ● ●

Accomplishments

- Optimized the deployment tasks from lower end environments to production. Taking an unreliable, error-prone, and manual process and streamlining it across multiple resources and removing the dependency of a single point of failure. Minimizing the production downtime from what used to take multiple days to < 2 hours. Increasing productivity for deploying bug fixes, enhancements, and new product features
- Scrum master of a strong-minded team. Worked with them to increase their knowledge and understanding, and over the course of a year expanded as scrum master from one team to three teams spanning across multiple time zones. Taking on the challenge of scrum teams that were not centrally located, without losing communication, quality of work, or impacting productivity. Being branded the most highly effective, motivated, predictable, and productive scrum teams in our department
- Led the build out of a manual and automated test suite using HPQC and Protractor. Converting all existing Selenium automated test cases into Protractor to account for the newer version of Angular/Bento. In addition, building out new UI screens and adding reporting capability. Bringing coverage from 50% to 80% of base functionality, 90% new functionality, and near 100% manual test case coverage
- Conducted and led interviews for various technical positions; including QA, database, and frontend developers, while assisting with the opening of an offshore office. Took the lead on cross-training 8 new team members. With careful planning, coordination, and encouragement inspired the team to collaborate and create a unity between onshore and offshore, resulting in a fully functioning productive team within six months
- Created an open line of communication between various technical and non-technical teams. While having the ability to understand the small details along with the big picture, I was able to act as a liaison between the business, Product Management, Content, QA, and Development teams. Managing the roadmap and project release schedules, conducting demo's to stakeholders post-production deployments, and working with the business to document enhancements and new functionality, all while being an active participant of the development team

Professional Experience

- 2019-Present ○ *Manager, Technology*
Thomson Reuters
Manage a team of 17, making up 11 (Database, Mid-Tier, and FrontEnd) developers and 6 QA, to support on-going development of an industry-leading tax application. On-board and cross-train new hires for developers, QA, and content production within Toronto and Hyderabad. Daily interaction with internal customers, developers, QA, product management, professional services, and customer support counterparts
- 2017-2019 ● *Lead QA Engineer, CSM, CSPO*
Thomson Reuters
Managed and allocated work assignments among 17 team members in collaboration with direct manager. Perform validation of new features and functionality. Led the build out of manual and automated test suite using HPQC and Protractor. Scrum Master of three scrum teams using Agile methodology and Project Manager on one team using waterfall methodology. Designed and implemented visual representation of application and user experience; e.g. user requirements, acceptance criteria, and mock-ups. Train and led six resources in monthly content deliverables. On-boarded and cross-trained new hires for both developers and QA, within multiple time zones (Portland, Carrollton, and Hyderabad). Project and roadmap planning with product management. Interim product owner, during transition, working with users and stakeholders for upcoming bug fixes, enhancements, and new functionality. Optimized the deployment process to production and lower end environments by realigning resources, tools, and coordination. Conduct and facilitate new functional training, post release, with stakeholders and tax analysts
- 2015-2017 ● *Senior QA Content Engineer*
Thomson Reuters
Redesigned, implemented, and executed test strategies within the content development environment. Developed and modernized data-driven scripts and tools to improve test coverage, perform manual validation of new features and functionality, and improve Selenium framework and tool integration. Build and maintain a good standing relationship with internal customers, developers, and product management. Launched Agile and Scrum into a very stong-minded team, resulting in improved quality of product releases, visibility, and predictability
- 2013-2015 ● *Business Intelligence Engineer*
Menlo Worldwide Logistics
Spearheaded the design, implementation, and maintenance of visual representation of data and delivery methods using SSRS, SSIS, Microsoft Excel including Power Pivots, Microsoft Access, and SharePoint BI tools. Redesigned the documentation format for easibility of the reader, implementation, and maintenance; scope, business requirements, functional, and technical specifications. Worked closely with business owners, developers, and analytics teams to implement solutions for operational workflows and data analysis. Developed, tested, and deployed reports and dashboards with interactive data display. Generated test plans and test cases for implementations and system upgrades, UI product releases, and new customer integrations
- 2010-2013 ● *Software Engineer*
Menlo Worldwide Logistics
Developed and maintained T-SQL database solutions that supported warehouse operations and internal/external customers; database design and programming, maintain applications, creating and scheduling data migration/transformation jobs via SQL Server Integrated Services and report creation via SQL Server Reporting Services. JIRA Administrator. On-boarding of new developers. Documented the ETL workflow process; technical, functional, and visual
- 2008-2010 ● *Senior Logistics Analyst*
Menlo Worldwide Logistics
Responsible for monthly aggregated delivery performance metrics; e.g. what-if scenario modeling. Evaluate conclusions of analysis and metrics, facilitated by drill-down and root-cause investigation. Prepared solutions for customer challenges via supply chain metrics, transportation and optimization analysis, and building/running simulation analysis. Regression test application and reporting enhancements. Maintain database solutions that support warehouse operations and internal customers. Document processes, procedures, and technical specifications. On-boarding of new supply chain analysts

Certifications

- 2017-2018 ●
Scrum Alliance Certifications
2018: Scrum Product Owner
2017: Scrum Master

Education

- 2012-2015 ●
Portland Community College
Associates of Applied Science – Graphic Design
Associates of Applied Science – General Studies