

PROFILE

- A creative, resourceful and seasoned Quality Control Analyst with over 9 years of experience working for both North American and international companies.
- Significant technical skills in SQL, web-based technologies, and Microsoft architecture.

PROFESSIONAL HISTORY

- May 2006 – Present: Tamarindo Systems
- June 2001 – April 2006: Provance Technologies
- Aug. 2000 – May 2001: Nokia Inc.
- Sept. 1997 – Dec. 2004: Hawkfire Web Design & Multimedia
- Sept. 1997 – July 2000: ServicePlus Corporation.

SKILL SUMMARY

- Programming Languages:**
- HTML, JavaScript, XML, PHP, VBScript
- Operating Systems:**
- UNIX, DOS, Windows 9x, Windows NT, Windows 2000, Windows XP, Windows 2003
- Software Packages:**
- MS Office Suite, Paint Shop Pro, Mercury Quality Centre, Mercury QuickTest, Webload, OpenSTA
- Database Platforms:**
- Oracle, Microsoft SQL Server, MySQL
- Internet:**
- Internet Information Server, SSL, Network Configuration, Apache
- Languages:**
- Bilingual (English and French)

PROJECT EXPERIENCE

Tamarindo Systems

Quality Assurance Analyst

May 2006 - Present

- Primary test resource for database integration projects and performance testing.

Tamarindo Systems

May 2006 - Present

Project Summary:

The core product for Provance Technologies is an N-Tier IT Services and Asset Management suite.

Environment & Tools:

- Microsoft SQL Server v2005 and Oracle 9i
- Windows 2000 and 2003
- Mercury Quality Centre
- OpenSTA
- Mercury QuickTest

Responsibilities:

- Data integrity verification between multiple databases for a data warehouse project.
- Performance and load testing with OpenSTA
- Exposure to Mercury's QuickTest and Quality Centre
- Scripting of common procedures using VBScript.

Provance Technologies Inc

Senior Quality Control Analyst

June 2001 – April 2006

- Primary test resource for enterprise application integration projects.
- Primary technical resource for the Quality Control team:

Provance Technologies

June 2001 – April 2006

Project Summary:

The core product for Provance Technologies is an N-Tier IT Services and Asset Management suite.

Environment & Tools:

- Microsoft SQL Server v2000 and Oracle
- Windows 2000 and 2003
- Microsoft Internet Information Services, SSL, XML, K2 Workflow Server
- Webload

Responsibilities:

- Provided Product Verification for most of the releases, often acting as lead tester
- Provided leadership to a team of quality control analysts
- Developed integration between the test result tracking system and the defect system to provide metrics reporting for the QC manager
- Developed test plans and test cases for several of the releases
- Maintained the QC lab environment including the application, web and database servers
- Lead QC developer of load scripts for achieving IBM xSP certification
- Tested the company's core n-tier Windows-based application as well as several XML-based integration projects between our product and our customers historical systems.

Nokia, Inc.

Quality Assurance Test Engineer

Aug. 2000 - May 2001

- Worked with Nokia's Internet Commerce Enhancement division based in Kanata, Ontario, Canada testing a hardware-based solution for SSL acceleration:

Nokia Inc.

Aug. 2000 - May 2001

Project Summary:

Nokia's Internet Commerce Enhancement division based in Kanata, Ontario, Canada was working on developing a hardware-based solution for SSL acceleration.

Environment & Tools:

- Microsoft Internet Information Services
- Apache Web Server
- Linux (FreeBSD)
- Secure Socket Layer (SSL) encryption
- Hardware kernel testing

Responsibilities:

- Monitored the bug tracking system
- Network configuration
- Test case creation and execution
- Fourth level support for the Product Line Specialist group

Hawkfire Web Design & Multimedia

Owner, Lead Web Designer

Sept. 1997 - December 2004

- Owner and web developer for a web design and entertainment services company.

Hawkfire Web Design & Multimedia

Sept. 1997 - Dec. 2004

Project Summary:

Creating web sites for clients as well as providing entertainment services.

Environment & Tools:

- HTML, JavaScript, CSS
- Graphics software (Corel Paint Shop Pro)

Responsibilities:

- Owner and sole employee for a company that created low-cost websites for clients
- Ran several rather unrelated entertainment services in addition to web design
- Registered business in 2004, but closed it after one year.
- Although the business has been dissolved, continue to do maintenance for a few clients.

Service Plus Corporation
Quality Control Specialist, Team Leader
Sept. 1997 - July 2000

- Team Leader for the Quality Control group at the Service Plus Corporation.

Service Plus Corporation

Sept. 1997 - July 2000

Project Summary:

Service Plus' core product was a 2-Tier Work Order and Inventory Management suite.

Environment & Tools:

- Sybase SQL, Microsoft SQL Server v2000 and Oracle
- Windows 2000 and Windows NT 4.0
- Microsoft Internet Information Services
- Rational SQA Suite automated test tool

Responsibilities:

- Lead test role for many of the product releases.
- Provided leadership to a team of quality control specialists
- Developed test plans and test cases for several of the releases
- Developed automated test scripts as well as implemented scripting standards
- Internal support of the product to other departments within ServicePlus

EDUCATION AND PROFESSIONAL DEVELOPMENT

- Reliability Security Clearance – eligible for Top-Secret level
- **Certificate of Project Management, Algonquin College (in progress)**
- Foundation Certificate in IT Service Management (ITIL)
- **B.Sc., Computer Science (Business Option), Lakehead University**
- Microsoft Certificate of Achievement: 2273 Managing and Maintaining a Microsoft Windows Server 2003 Environment, Microsoft
- Management And Leadership Skills, Algonquin College
- Fundamentals of e-Commerce Certificate, Algonquin College