CAREER SUMMARY

Quality Assurance Testing Leader and Process Development Specialist

IT Professional with over 20 years' experience working with multidisciplinary, cross-functional teams in startup, and large international companies. Over 15 years' management experience building, leading global QA testing teams. Significant experience in: e-Commerce, Digital Media, Telecommunications, Power Products, Utility, Semiconductor, and Automotive sectors. Areas of expertise: Quality assurance, quality control, process development, product testing, release management, auditing and improvement, and project management. Previous experience in programming, and technical support. Excellent planning and communication skills. Commitment to continuous improvement – possesses a strong passion in fostering a culture of teamwork. Highly-motivated, reliable, organized, goal-driven, and detail-oriented.

CERTIFICATES / DESIGNATIONS

Certified Scrum Master	CSM – Scrum Alliance	CollabNet	– Vancouver, BC	Dec 2017
Certified Tester Foundation Level	CTFL – ISTQB		– Vancouver, BC	Nov 2016
Project Management Professional	PMP – PMI	Annex Group	– Vancouver, BC	Dec 2009

KEY ACCOMPLISHMENTS

- Led over ten global QA testing teams with up to 16 testers working in local and remote locations
- Conducted over 100 successful product launches, upgrade releases and beta field trials in 17 companies, resulted in low field problem rates, low post-installation costs, via usage of effective quality practices in entire product lifecycle
- Achieved five years 'zero-system-failure' record for hub-desktop (client-server) digital media distribution system
- Successfully led teams in testing integration solutions:
  - [DCI-DG Systems]   Led 2 test teams in verifying integration of 30+ applications for 2 highly-complex networks with customer base of 7500 radio stations, 770 TV stations. The combined network became the largest provider of digital distribution services to the broadcasting industry in North America.
  - [BC Hydro]   Led team in verifying ERP software (SAP integration project) for retiring legacy software
- Successfully helped 2 companies to obtain industry standard certifications (ISO 9001:2000/TS16949 and TL9000)
- Introduced 6 company-wide quality/product lifecycle processes/programs
- Reduced beta period by 50% in Triant Technologies, which led to significant cost savings and faster time to market
- Multi-lingual (5 languages – Fluent in English, French, Cantonese; some Mandarin, Spanish)
- Proven ability to achieve goals and deliver results: **62 Recommendations on LinkedIn**

TECHNICAL SKILLS

Microsoft Office Suite	Project, Word, Excel, Visio, PowerPoint
OS, Network Protocols	OS Platforms: Windows, Unix, Linux; Network Protocols: TCP/IP, LAN, WAN, ATM, ISDN
SW Methodologies	Structured (Waterfall) & Iterative Development (RUP, Agile, Scrum, Extreme Programming)
Tools	- Automated tests (Selenium, MSTest, SilkTest) - Configuration Management (CVS) - Issue and Defect Tracking | Test Management (Jira, HP QC – Quality Centre, TestTrackPro, PVCS Tracker, Remedy, TestLog) - Content Management (MS SharePoint)
Software Technologies	C, C++, C#, HTML, XML, Java, Perl, Python, Ruby, PHP, Javascript, .NET, SQL, Windows SDK

PROFESSIONAL EXPERIENCE

PQA TESTING   Mar 2019 – Present
Senior Test Lead
Currently working at client site: FORTISBC – Surrey, BC   (Mar 2019 – Present)
Conduct software testing activities and provide support for GWFM (Gas WorkForce Management) system – on mobile asset management project.

- Executed testing for MWFM (Mobile WorkForce Management) application suite:
  o SAP testing [Plant Maintenance] (exercising of various SAP transaction codes to verify that data is properly placed into/retrieved from applications; processed work-order information is correctly written back to SAP)
  o WorkSpace Application – Dispatching of work orders to field technicians
  o WorkBook Application – Processing of work orders in the field sites
  Scope includes functional testing, integration testing, end-to-end testing, regression testing, performance testing, defect fix verification for various work order processes (e.g. emergency, meter exchange, relight)
- Coordinated tests for two sections of SAP test plan (tag and master data testing)
- Trained 8 new test team members on MWFM applications and SAP testing procedures
- Mentored 6 junior testers on testing methodology and best practices
- Documented detailed work order lifecycle procedures for various work-order types for training and reference
- Prepared SAP test data for user training, including procedures for use in script for automation

RITCHIE BROTHERS AUCTIONEERS (Striven Consulting) – Vancouver, BC   Aug 2018 – Oct 2018
Senior QA Analyst   [Contract]
Conducted web-site application testing. Reported to Project Managers

- Executed functional testing and defect fixes verification for web applications:
  o Caterpillar website (Client) – new version for buying and selling used heavy equipment, trucks, other assets
  o ServiceNow website (Internal) – ITSM system for service requests raised by departmental staff
  o IronPlanet website – access to auctioning application
- Planned and carried out localization testing of client websites (for 12 different languages)

INTRINSYC TECHNOLOGIES – Vancouver, BC   Feb 2018 – Apr 2018
Senior Project Manager, Engineering
Managed 4 projects (including T&M contracts) related to IoT (Internet of Things) embedded SoM (System on Module) products involving hardware, firmware, software. Reported to Program Manager.

- Collaborated with account managers, interacted with clients and wrote SOW document
- Prepared project plans, budget files, revenue and staff effort estimation & tracking files, invoice requests, requirement traceability matrices, project status reports.

TELUS (ERICSSON) – Burnaby, BC   2010 – 2017
Test Lead | Senior Quality Analyst
Managed test team of five staff, and executed tests to verify systems and applications for Telus customers. Coordinated testing activities for two test teams (in Vancouver and Bangalore) - for agile and waterfall methodology projects.

- Planned testing projects; prepared test strategy, test plan, test cases, test scripts, test metrics reports
- Executed tests (manual and automated) to verify features and defect fixes for software applications (e.g. ITSM – Incident Management, Asset Management, Change Management, Release Management modules); and, interacted with vendor (BMC). Provided guidance to team in test automation
- Conducted functional, regression, integration, localization (French) testing and data migration testing
- Received E-Star recognitions for 'Professionalism and Perseverance'

THIRDI SOFTWARE – Vancouver, BC   2009 & 2010
Director of QA Testing | Software QA and Testing Manager
Managed testing of applications for release to customers.   Reported to Company Owner.
- Planned, coordinated and executed QA testing activities
- Prepared quality management system manual, conducted project document/technical specifications reviews, quality reviews of testing deliverables. Verified features and defect fixes for all internal and customer websites.
- Made recommendations to existing processes

BC HYDRO – Burnaby, BC   2010
Test Lead   [Contract]
Managed test team of over ten testers for a phase of an enterprise project. Reported to Technical Project Manager.
- Planned, coordinated and managed all testing activities for Wave 1 of Project and Portfolio Management Project, involving integration of ERP software (SAP-PS, PeopleSoft, Oracle) with MS Project, Primavera for retirement of legacy software
- Scheduled and managed preparation and execution of test scripts for functional, component, end-to-end and security testing
- Coordinated activities on performance testing, including triggering conditions for batch processing

SONIC ENCLOSURES – Delta, BC   2009 & 2010
Quality Engineer   [Contract]
Made recommendations to senior management on company-wide processes. Reported to VP.
- Introduced process and prepared documentation on: project planning, design, procurement, QA, system testing, production release, information storage and management, documentation and change control, communications, vendor and sub-contractors, auditors

DELTA-Q TECHNOLOGIES – Burnaby, BC   2008
Process Improvement Specialist   [Contract]
Made recommendations to improve Quality Management System. Reported to Quality Manager.
- Developed five new processes (Problem Resolution, Change Management, Sustaining Product Development, Manufacturing Planning, and Configuration Control) for company-wide usage

ALPHA TECHNOLOGIES – Burnaby, BC	**Project Manager**	2007
SMARTIRE SYSTEMS – Richmond, BC	**Director, Testing and Quality Control**	2004 – 2006
TRIANT TECHNOLOGIES – Vancouver, BC	**Manager, Product Verification and Support Group**	2003 – 2004
ALCATEL CANADA – Burnaby, BC	**Manager, ATM Test Development**	2001 – 2002
DCI/DG SYSTEMS – Burnaby, BC		1995 – 2001
• DG SYSTEMS	**Manager, Product Testing and Quality Assurance**	1998 – 2001
• DIGITAL COURIER INTL	**Manager, QA Testing	Technical Support Specialist**	1995 – 1998
MPR TELTECH – Burnaby, BC	**Software Design Engineer**	1991 – 1995
HEWLETT-PACKARD – Edmonton, AB	**Software Design Engineer**	1989 – 1990

EDUCATION

MBA (Marketing, Management Information Systems, HR Management), University of British Columbia – Vancouver, BC
Master of Applied Science (Electrical Engineering), University of British Columbia – Vancouver, BC
Bachelor of Applied Science (Dean's List), University of New Brunswick – Fredericton, NB
French Immersion Program (Superior II Level), Laval University – Ste. Foy, QC

PROFESSIONAL DEVELOPMENT

Courses in QA Testing, Project Management, Programming:

Project Management, Agile Development

Agile and Scrum Methodology	Ericsson, CollabNet	– Vancouver, BC	2016 – 2017
Various Project Management Courses	Vancouver School Board, VCC, PMI	– Vancouver, BC	1996 – 2017

Auditor Training

Ford Specific Requirements for ISO / TS 16949:2002	SmarTire Systems	– Richmond, BC	2006
ISO 14001:2004 EMS (Environmental) Essentials & Internal Auditor Training	QMI	– Richmond, BC	2005
ISO 9001:2000 Internal Quality Auditor Training (ISO/TS16949 Automotive Emphasis)	Plexus Corporation	– Detroit, MI	2004

Software QA and Testing

Test Management	Software Quality Engineering	– Vancouver, BC	1999
Regression Testing	Software Productivity Centre	– Vancouver, BC	1999
Software Configuration Management	Software Productivity Centre	– Vancouver, BC	1999
Software Quality Assurance	Open Learning Agency	– Vancouver, BC	1996
System Testing and QA Techniques	Advanced Information Technologies	– Richmond, BC	1996
Software Testing and Validation	Learning Tree International	– Washington, DC	1994

Programming

Advanced Windows Programming	Microsoft University	– Seattle, WA	1991