

SALLY SMITH, ASQ-CMQOE

11445 Main Street • Your Town, NY • sally@yourtown.com
H. 999.999.9999 • W. 555.555.5555 • <http://www.linkedin.com/in/sallysmith>

QUALITY ASSURANCE MANAGER / CONSULTANT / PROJECT MANAGER

HOSPITALITY • RETAIL DISTRIBUTION • TELECOMMUNICATIONS • UTILITIES • ENGINEERING • PHARMACEUTICAL

"Sally has a broad range of experience and expertise that allowed her to tailor a solution to fit our unique needs." CM

"Top qualities: Great Results, Personable, Expert. I have known Sally for many years and have the utmost respect for her professionalism and technical knowledge." KK

"Our consultant partners at Deloitte Consulting were amazed at the process and planning approach set in motion by Sally." TF

"It didn't take long to realize Sally had strong leadership, as well as QA skills. She proved to be very flexible, focused, and enthusiastic - necessary qualities for a startup." VP

"She consistently goes above and beyond what is needed." JM

Provide broad-based strengths and accomplishments in:

Business Analysis ~ Organizational Assessments ~ Change Management
Full Cycle Project Management ~ Best Practices
Process Mapping ~ Vision & Mission Statements
Staff Management ~ Organization Building ~ Succession Planning
Business Case Development ~ Test Strategy & Case Development
Functional Specification Development ~ Defect Tracking & Management
Hardware & Software Testing ~ Release Management ~ Documentation
Regulatory Compliance ~ Sarbanes-Oxley ~ End User & Staff Training
Vendor Management ~ Customer Relationship Management
Payment Application Data Security Standards (PA-DSS)

- Solid record of building, managing, training, and mentoring high-performing Quality Assurance and Quality Control teams.
- A skilled communicator, able to effectively interface with technical and non-technical personnel to identify needs and provide technology-based solutions.
- Perform complex business analysis and functional, system, performance, data, integration, and regression/acceptance testing to support internal applications and customer-facing websites, as well as related back-office applications that enable the organization to deliver high-quality software services to clients.
- Work closely with software engineers, technical leads, release engineers, database developers, and product managers to diagnose product issues, identify potential software limitations, resolve defects, and verify corrective actions.

CAREER HISTORY & PERFORMANCE

SMITH CONSULTING AND QUALITY SOLUTIONS, YOUR TOWN, NY

MAY 2007 – PRESENT

Project Management and Quality Assurance/Quality Control (QA/QC)

Principal Consultant – Founded and established boutique consulting organization to provide small and large-scale project management services across a wide range of industries.

- **Process implementation**, including definition and implementation of Executive Dashboard/Scorecard; define Service Level Agreements and establish QA/QC strategy and teams. Successful in gaining acceptance from executives, directors, and project teams for new processes.
- **Vendor management**, including evaluation, implementation, and administration of products for issue management, change control, source control, defect tracking, test case management, and automated testing.
- **Comprehensive SDLC strategy development** from requirements definition and reviews through user acceptance for Web applications, handheld wireless device software, brokerage software, retail software, and e-commerce sites.
- **Create project plans** replete with tasks and time estimations, identifying and obtaining appropriate resources and monitoring for adherence to scope, timeline, and budget.
- **Interface with end users** to identify requirements and functional test cases.
- **Create long-term QA/QC roadmaps** for future implementation and improvements.
- **Provide short-term test strategy**, including tracking test case identification, test scripting, test execution, and monitoring.

RESTAURANTS INTERNATIONAL, YOUR TOWN, NY

APR. 2001 – MAY 2007

Leading Restaurant Chain

Senior Quality Assurance Manager – Originally retained on consulting assignment and, after six months, recruited by Senior Project Manager to develop and implement an overall QA/QC strategy and team to test restaurant and business systems companywide, including custom POS application, custom restaurant applications, PeopleSoft (HR and Finance), commercial off-the-shelf software, and Web-based applications. Managed up to 12-member staff and \$500,000 annual budget.

Continued

CAREER HISTORY & PERFORMANCE CONTINUED

RESTAURANTS INTERNATIONAL

- **Built QA/QC organization of 12 test analysts and external consultants**, including staffing plan to allow for quick ramp-up speed for contractors. Created job descriptions, hired, trained, and mentored team, formulated departmental career path and succession plan, and conducted performance reviews.
- **Effectively communicated with peers and IT directors** to “sell” the QA/QC team; worked with external consultants and non-technical internal management to develop and implement a “build quality in vs. test it in” concept.
- **Originated QA/QC standards** and verified conformance; identified development coding standards and created process for release management.
- **Implemented standard group-wide testing metrics** for consistent communication with directors and CIO and for organization-wide defect management, using Borland Radar.
- **Established software lifecycle and QA/QC concepts**; mentored and trained developers, managers, and directors on all concepts and processes.
- **Led team to successfully pass all Sarbanes-Oxley audits** (2 internal and 1 external, annually) from 2002 to 2007. Ensured IT compliance with Sarbanes-Oxley and Credit Card PCI regulations; defined Sarbanes-Oxley IT QA/QC risks and controls.
- **Spearheaded process implementation and continuous process improvement** initiatives cross-functionally between other departments within and external to IT.
- **Planned and maintained project scheduling and staffing** for the QA/QC group; improved processes and increased throughput from 50 projects in 2002 to 171 projects in 2006.
- **Managed and maintained two test labs**, including hardware, software, and network upgrades; managed vendor relationships.
- **Reviewed documentation** for business and functional requirements.

INVENTORY SOFTWARE COMPANY, YOUR TOWN, NY (COMPANY WENT BANKRUPT)**MAR. 2000 – NOV. 2000***Startup Software Developer*

Quality Assurance Manager – Recruited, managed, and trained quality control team for hospital-focused, Web-based inventory management application.

- **Architected and implemented software lifecycle concepts** company-wide, obtaining buy-in from company executives and development staff.
- **Implemented release management process** company-wide and managed the weekly release schedule.
- **Managed Web test environment**, including defect tracking, resolution, and trend analysis.

SOFTWARE SOLUTIONS GROUP, YOUR TOWN, NY**SEPT. 1998 – FEB. 2000***Engineering Firm*

Software/Quality Analyst – Established and led Testing Services to support all business applications within Black & Veatch in compliance with Institute of Electrical and Electronics Engineers (IEEE) standards. Supervised four testers. Products included custom budget and time tracking application; created/maintained Documentum workflow for project documentation.

GLOBAL PHARMACEUTICAL COMPANY**SEPT. 1989 – MAR. 1998****Regulatory Analyst/Systems Coordinator, Drug Regulatory Affairs/Information and Senior Systems Associate**

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Arts, Management/Business Administration, Your Town University, 1995
Certified Manager, Quality and Organizational Excellence, American Quality Association, 2006
 American Quality Association, Senior Member ~ New York Management Group, Chairperson
 Making Great Leaders Executive Training, sponsored by Your Town Group, 2005

TECHNOLOGY EXPERTISE

OS: Windows XP, Vista, 7; **Applications:** Oracle, Excel, PowerPoint, Word, Project, Visio, Open Office Calc, and Org Writer

Tools: Borland Radar, Segue Silk and Segue Performer, HP (Mercury) Quality Center, Test Director and QA Wizard Pro, Rational ClearQuest and Test Track, Seapine Test Case Manager, Visual Studio Team, Rational TestManager and Rational Robot, CVS, Microsoft Visual Soft Safe, Seapine Test Track and License Server