

**Sally Smith, ASQ-CMQOE**  
11445 Main Street  
Your Town, NY  
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## PROFESSIONAL EXPERIENCE

### ***Smith Consulting and Quality Solutions***

#### **Owner (05/07 – Present)**

Consulting services in Project Management and Quality Assurance/Control (QA/C) including:

- Process implementation, defining and implementing Executive Dashboard/Scorecard, defining SLAs, determining Sarbanes-Oxley requirements, cross-functional training for processes, defining/identifying/hiring/implementing/training QC teams, defining/implementing test processes, and gaining acceptance from executives, directors, and team members for new processes/teams/responsibilities
- 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 devices software, brokerage software, retail software and e-commerce sites
- Creating project plans including tasks and time estimations, identifying and obtaining appropriate resources, and monitoring for adherence to scope, timeline and budget
- Interacting with end-users to identify requirements and functional test cases
- Creating long-term QA/C roadmaps for future implementation and improvements for various clients
- Test planning, test case identification, test scripting, test execution, and monitoring
- Defect tracking, resolution and trend analysis
- Creating and reviewing requirements documents

Clients include telecommunications, utilities, brokerage, retail/distribution, and hospitality

### ***Restaurants International; Your Town, NY***

#### **Senior Quality Assurance Manager (10/01 – 05/07)**

- Mentoring and training developers, managers, and directors in Software Life Cycle and QA/C concepts
- Ensuring IT compliance with Sarbanes-Oxley and Credit Card PCI regulations
- Leading process implementation and continuous process improvement within the QA/C group and cross-functionally between other departments within and external to IT
- Visioning, building and managing a QA/C team of 5-12 test analysts, including full-time and consultant resources, and coaching/mentoring/training them in QA/C concepts
- Secession planning and leadership coaching within the QA/C team
- Planning and maintaining the overall project schedule and staffing for the QA/C group, including process improvement, and increasing the throughput of the team in 5 years from 50 projects in 2002 to 171 projects in 2006
- Managing to annual team budget of \$500,000
- Estimating time and resource allocation for QA/C cycles of all projects in IT
- Managing and maintaining two test labs
- Managing and maintaining Borland Radar (automated defect tracking system)
- Defect tracking, resolution, and trend analysis
- Reviewing business and functional requirements documents

Products included custom Point-of-Sale application, custom Restaurant applications, PeopleSoft (HR and Finance), Commercial off the shelf software, Vendor-supplied software, and Web-based applications

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PROFESSIONAL EXPERIENCE, CONTINUED

***InternetCompany.com; Your Town, NY***

**Consultant (4/01 – 10/01, on assignment at Restaurants International)**

Consulting services in Quality Assurance/Control (QA/C) including:

- Time estimation for assigned test projects
- QA/C Process implementation
- Test planning, test scripting, test execution
- Defect tracking, resolution and trend analysis

Products included custom Point-of-Sale application and custom Restaurant applications

***IT Corporation; Your Town, NY***

**Consultant (12/00 – 3/01)**

Consulting services in Quality Assurance/Control (QA/C) including:

- Time estimation for assigned test projects
- Test planning, test scripting (manual and automated), test execution
- Defect tracking and trend analysis

Product was a custom Web application. System Administrator for Rational ClearQuest (automated defect tracking application)

***Inventory Software Company; Your Town, NY***

**Quality Assurance Manager (3/00 – 11/00)**

- Training developers and managers in Software Life Cycle and QA/C concepts
- Building and managing a Quality Control team of 4 testers and training them in QA/C concepts
- Managing and maintaining the test environment
- Managing the release schedule; implementing release management and control
- Defect tracking, resolution and trend analysis

Product was a custom Web application for inventory control and management

***Software Solutions Group; Your Town, NY***

**Software Analyst (9/98 – 2/00)**

- Developing Testing Services Group internal procedures and training program
- Training new employees in the Testing Services Group
- Team Lead, supervising 3-4 testers, for General Support Projects
- Test planning, test scripting and test execution for custom-developed software
- Coordinating and facilitating code reviews
- Writing and reviewing system requirement specifications
- Tracking and resolving defects

Products included custom Budget applications, a custom Time Tracking application, and creating/maintaining Documentum workflow for project documentation

***Management Consultant Corporation; Your Town, NY***

**Quality Assurance Analyst (3/98 – 8/98, contract position)**

- Test planning, test scripting and test execution
- Defect tracking and resolution

Product was a custom application that managed the Women's, Infant's, and Children's (WIC) program for the state of New Jersey.

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PROFESSIONAL EXPERIENCE, CONTINUED

***Global Pharmaceutical Company***  
***Your Town, NY (9/89 – 3/98)***

**Regulatory Analyst, Electronic Submissions and Technology (9/96 – 3/98)**

- System definition, development, evaluation and implementation for US Regulatory Affairs
- Test Planning, test scripting, and test execution for US Regulatory Affairs systems
- Writing technical documentation and end-user manuals for US Regulatory Affairs systems

**Systems Coordinator, Drug Regulatory Affairs (3/95 – 9/96)**

- Gathering client requirements for system to automate document processing
- Coordinating with system integrator to develop, implement, and administer the system
- Test Planning, test scripting, and test execution
- Writing technical documentation and end-user manuals for new and existing systems
- Client support for Interleaf, WordPerfect, Word, and mainframe systems

**Information and Senior System Associate, US Regulatory Affairs (3/92 – 2/95)**

- Writing technical documentation and end-user manuals for publishing systems
- Creating and maintaining a centralized electronic document repository
- Publishing support for protocols, Clinical Research Reports, and manuscripts

EDUCATION AND PROFESSIONAL AFFILIATIONS

**Bachelor of Arts, Management/Business Administration, Your Town University, 1995**

**Certified Manager of Quality and Organizational Excellence, American Quality Association, 2006**

**American Quality Association, Senior Member**

**New York Management Group, Co-Chairperson**

**Making Great Leaders Executive Training, Sponsored by Your Town Group, 2005**

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## SKILLS SUMMARY

### **Programming Languages**

HTML

### **Operating Systems**

DOS 5.0

Windows 95

Windows 98

Windows 2000

Windows NT 4

Windows XP

Windows Vista

Unix (AIX, HP)

### **Computing Environment**

Desktop Computing

Internet Computing

Mainframe Computing

### **Database Technologies**

Access

dBASE

INGRES

Oracle

SQL

### **Desktop Application Packages**

Adobe Acrobat

Documentum

Interleaf

Lotus 123

Microsoft Excel

Microsoft Internet Explorer

Microsoft Office

Microsoft PowerPoint

Microsoft Project

Microsoft Word

Netscape Communicator / Navigator

Open Office.org Calc

Open Office.org Writer

WordPerfect

Visio

### **Defect Tracking Tools**

Borland Radar

HP (Mercury) Quality Center

Rational ClearQuest

Seapine Test Track

Seapine Test Case Manager

TeamTrack

Visual Studio Team

### **Automated Testing Tools**

Borland Segue Silk

Borland Segue Performer

HP (Mercury) WinRunner

HP (Mercury) TestDirector

HP (Mercury) Astra QuickTest

Rational TestManager

Rational Robot

Seapine QA Wizard Pro

### **Developer & Case Tools**

CVS

Microsoft Visual Source Safe

Seapine Test Track Server

Seapine License Server