

# Robert Smith

## Quality Engineering Manager II

### PERSONAL STATEMENT

Innovative Software Quality Engineering Leader with twenty years of hands-on experience in all phases of Software Development Life Cycle and proven track record of repeatedly shipping high quality software solutions for the IT industry in the Retail, Internet, Telecommunications, Enterprise and Cloud markets.

### WORK EXPERIENCE

#### **Quality Engineering Manager II** **Rackspace Inc - 2012 - 2020**

##### *Responsibilities:*

- Managed and influenced the quality of development and delivery of business solutions for a Unified billing solution using industry standard products and technology that enable optimal business performance for Usage collection, Rating, Billing and Reporting of Rackspace Cloud Products developed on OpenStack.
- Managed and forecasted team level expenses including department allocations, project/program, software and vendor expenses.
- Responsible for vendor management activities including service agreements, staff augmentation and technology contracts with multiple vendors.
- Provided technical leadership in the plan, design, development, testing (Functional, Regression, Integration, Performance, Load), test automation frameworks, implementation and maintenance of business solutions.
- Lead test strategy in defining quality criteria, test coverage, metrics and resource allocation for releases of all the billing modules that are part of billing pipeline.
- Lead performance testing efforts for various complex projects (web applications, web services, backend billing applications, databases and other legacy components) and built a team with this core competency.
- Mentored and trained team on processes, tools and best practices that are part of Software Performance Engineering.

#### **Quality Engineering Manager** **Delta Corporation - 2010 - 2014**

##### *Responsibilities:*

- Lead plant quality team for all aspects of fabrication quality, testing and calibration at 3 locations with over 1,500,000 square feet of .
- Developed processes for obtaining all 3rd party Certifications such as ISO, Nuclear, and ASME Code.
- Reported state of quality to the senior management team each quarter  
Managed all phases of document control, engineering change processes, auditing.
- Directed all aspects of a modern Quality Department Managed Root Cause/Corrective Actions in response to quality escapes Performed and supervised .

### **CONTACT DETAILS**

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### **SKILLS**

PECVD, Labview, AFM,  
FTIR.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

- Reduced receiving inspection escapes by over 70% Trained internal auditors as well as performing annual audits on current supplier base Deployed .
- Quality Engineering Manager organizing the design review activity between Quality, Engineering, and Manufacturing operations, preparing special .
- Northrop Corporation, B-2 Division, Pico Rivera, CA 6/85 to 6/86.

## Education

MSEE - (South Dakota School of Mines & Technology - Rapid City, SD)