

# ROBERT SMITH

## Senior Quality Assurance Analyst

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6 years of experience as a Sr. Quality Assurance Analyst is seeking to obtain a position that will enable me to use my skills, experience, hard work ethics and ability to communicate and work well with others and be used to increase profitability and growth.

## EXPERIENCE

### Senior Quality Assurance Analyst

**Texas Department Of Public Safety - APRIL 2010 - AUGUST 2015**

- Analyzes QA team process for deficiencies and inefficiencies, recommending and implementing.
- New policies, procedures, and templates based on industry standards and best practices for a test.
- Planning, test execution, test reporting, and defect management. This resulted in the development of repeatable tests, shorter test cycles, and improved communications and trust with stakeholders.
- Plans, sizes, estimates and oversees the testing of multiple, simultaneous development efforts.
- Responsible for reviewing resumes, interviewing potential QA team candidates and evaluating.
- Provided input into the design of software features and functionality to ensure greater usability.
- Writing test strategies, test plans, test cases, system integration and system acceptance tests which validate and test client-server and web-based applications, database transactions, web service integration, messaging and transformations.

### Manager, Quality Assurance

**Kershner Trading Group - JULY 2009 - MARCH 2010**

- Head of the QA department, reporting to the CIO. Responsible for the day-to-day running on the team and management of 6 testers and test resources, plus hands-on testing and test planning, when necessary.
- Built positive relationships, trust, and partnerships with the managers, and opened the line of communication between the development, QA and product management groups.
- Implemented application and deployment cross-training, which resulted in the QA team learning and understanding new applications, how they are installed and configured, and becoming.
- Proficient and efficient in testing and supporting more product areas and understanding the system architecture.
- Implemented a service-based testing approach which allowed for

more testers on a project, which resulted in shorter test cycles, and less downtime when a tester was sick or on holiday.

- Implemented a production support process which required the QA application subject matter.
- Expert to track and respond to support issues, work with the clients, operations, and development to gather information, troubleshoot, and reproduce issues.

## EDUCATION

- Bachelor Of Arts - 1993(Berklee College Of Music - Boston, MA )

## SKILLS

Quality Assurance, Team Management, Testing, QA, SDLC, Leadership, SQL, HTML, Javascript, PHP, Word, Excel, PowerPoint, Visio, Project, Lotus Notes, Adobe Photoshop, Adobe Illustrator, Various Web Browsers. Environments: Windows 7, XP, NT & 2000, HP & Sun Unix, Mac OS X 10.5 & 10.6.