

Senior Quality Assurance Engineer

ROBERT SMITH

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Objective

Seeking a position as a Software Quality Assurance Engineer. More than 18 years of experience in software quality assurance and system analysis for start-ups and large corporations.

Skills

MS Word, MS Power Point, MS Excel, Outlook.

Work Experience

Senior Quality Assurance Engineer

ABC Corporation - 2010 - September 2015

- Analyzed and supported Mainframe production and testing on local billing systems.
- Facilitated data refreshes, ban copies, migrations; packages and planned binds for testing environments.
- Supported Midrange ensemble (QA testing) conversions for local residential, business, and carrier customers.
- Interfaced with clients and developers to schedule, execute, and monitor batch processing.
- Created service orders for regression and release testing for Quest, and CRIS wholesale applications.
- Investigated job failures and resolutions, created defect tickets for project tracking.
- Performed Unix tasks using the ETS, ticketing tool for environments, rolling, hard bounces and AppChg to install code changes.

SENIOR QUALITY ASSURANCE ENGINEER

ABC Corporation - 2009 - 2010

- Responsible for quality assurance engineering for raw materials, disposables products, and new product launches within an FDA regulated environment.
- Used Lean methods to implement process improvements within the Incoming Inspection area.
- Supervised the Incoming Inspection department and provided career development and coaching to four inspectors.
- Analyzed test data and modified statistical sampling plans to reduce annual inspection costs by \$75,000.
- Led Quality Assurance Engineering activities for new product introductions to the Sterile Disposables plant.
- Created master validation plans and coordinated resources to execute the plans.
- Identified root causes of supplier quality problems and collaborated with suppliers to implement corrective and preventative actions..

Education

BS in Computer Information systems - (Ottawa University - Overland Park, KS)