

# JOHN D. MANAGER

38 Royal Crest Drive, # 9 • Some City, NY 11223 • (555) 555-1212 • name@attbi.com

---

## **SUMMARY:**

Talented and accomplished Quality Assurance management professional with an extensive background in quality assurance, design verification, and systems design in the software industry. Hands-on manager with proven ability to direct and improve quality programs, reducing defects and improving overall efficiency and productivity. Highly adept at developing and implementing test strategies, operational procedures and quality methodologies to support development and release of business applications. Expertise in testing of design tools, with familiarity in multiple programming languages. Able to train, lead, and motivate effective cross-functional teams. Experience in the integration and testing of third-party software. Excellent presentation and communication skills.

---

## **PROFESSIONAL EXPERIENCE:**

**Software Corporation**, Bedford, NY

1996 – 2003

*Senior Quality Assurance Manager (2002 – 2003)*

- Hired, trained, and supervised team of 10 software engineers and quality assurance professionals. Supported qualification and delivery of development tools critical to design, deployment, and maintenance of web-based, client/server, distributed, and host-based enterprise applications.
- Compiled and maintained comprehensive set of business application design tools.
- Increased product performance and stability by implementing new test strategies during development and testing stages of new product launches.
- Streamlined development and QA processes. Established and managed test automation infrastructure that allowed Development and QA to more efficiently work together. Oversaw design and development.
- Decreased customer-reported defects by almost 50% and reduced development cycle for new products from nine months to three months.
- Coordinated Development and QA efforts that resulted in consistent on-time delivery of regularly scheduled maintenance releases. Managed establishment of new development process.
- Introduced cross-training of QA and development engineers. Program increased identification of defects and decreased overall number of defects.
- Enhanced communications between Development, QA, and Training groups. Increased training of engineers, resulting in improved quality levels. Improved delivery of training materials to field consultants and customers.
- Key member of team designed to guide new customers through initial product launch by providing early adapter training. Program increased customer sales of version 2 product by 50%.

*Quality Assurance Manager (1996 – 2002)*

- Supervised senior software engineer and junior engineers in direct testing of applications, development of test methodologies, and preparation of test-related documentation.
- Developed streamlined and more productive test tool used across multiple groups, including product marketing, technical support, and documentation. Improved defect testing capabilities.
- Managed major program re-organization, merging multiple QA groups into one cross-functional team. Reduced operating costs and achieved more efficient quality organization.
- Formulated quality assurance plans and measured and monitored actual results against plans.
- Played major role in reducing defect rates across development tool products and versions, assisting in development and implementation of design and product marketing strategies.
- Supported transitioning of QA to web-based defect identification and source code control systems, allowing use of global, Open Source software environment for development and QA activities.

**Lotus Development Corporation, Cambridge, MA** 1987 – 1996

***Principal Design Verification Engineer and Team Leader (1992 – 1996)***

- Supervised team of six engineers responsible for design, development, and implementation of test tools and strategies. Produced full suite of test tools for Lotus 1-2-3 for Windows application.
- Developed product-wide test plans based on functional specifications. Qualified applications.
- Designed and developed full suite of automated test methodologies using MSTest and LotusScript. Streamlined test process and increased range of test coverage.
- Trained and mentored junior engineers, utilizing cross-training to improve overall team skill sets.
- Managed schedules and tracked projects. Increased efficiency and productivity.

***Senior Design Verification Engineer and Team Leader (1989 – 1992)***

- Managed team of engineers in development and maintenance of test tools and strategies.
- Formulated and implemented component-based test plans, based on functional specifications, for qualification of Lotus 1-2-3 for DOS.
- Assisted with design and development of Lotus Notes-based software problem reporting database.

***Design Verification Engineer (1987 – 1989)***

- Conducted hardware and software compatibility testing to qualify Lotus 1-2-3 for DOS application.
- Developed and utilized feature-specific test plans.

**Project Software & Development Corp., Cambridge, MA** 1985 – 1987

***Quality Assurance Engineer***

- Led development and implementation of test strategies to qualify project management application Project/2 on VAX-11 785 mainframe.
- Recipient of three awards for Outstanding Performance.

**EDUCATION:**

***BS in Management Information Systems***, University of Massachusetts, Lowell, MA (1985)

**TECHNICAL SKILLS:**

**Operating Systems:** Windows 98/NT/2000/XP, Solaris, IBM AIX

**Languages:** Java, VBScript, JavaScript, HTML, XML, C++, Progress 4GL

**Applications:** MS Office, Access, Project, Visio, Lotus Suite, Lotus Notes, MS Test

**PROFESSIONAL ORGANIZATIONS:**

Lotus Alumni Association