

Kerry Zallar CQA, CSTE

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Management • Leadership • Quality Assurance • Software Testing

Management / Leadership:

- Over 8 years experience effectively managing remote and local development and test teams
- Plan and manage multiple concurrent application releases making key decisions and prioritizing tasks to keep projects on schedule
- Proven ability to quickly adjust to changes in project scope and lead team to focus on revised priorities
- Improve development and testing processes to efficiently deliver products and services that meet customer expectations

Quality Assurance:

- Over 18 years experience implementing effective improvements in process and practices
- Improve software quality and customer experience by implementing processes which are efficient, drive towards consistency, leverage tools, use industry best practices, and are regularly measured, evaluated and improved
- Knowledgeable in CMMI, Six Sigma, ISO 9001 and Rational Unified Process
- Strong aptitude and practical experience in managing and implementing continuous software quality process improvement with small to medium size teams as a development team manager, test team manager or test lead

Software Testing:

- Successfully worked with several teams and companies establishing software testing and reporting processes with appropriate tools and test environments
- Experience leading testing teams and testing efforts for many projects
- Substantial hands on experience with test planning, design, execution, and reporting through a combination of fundamental structured testing techniques and rapid testing practices
- Strong aptitude for functional software testing, reporting and root cause analysis
- Experience includes effective prior practical test automation management

Personal Strengths:

- Strong skills in project release planning, management, execution and reporting
- Effective risk mitigation and issue resolution management skills
- Provide leadership and direction with effective interpersonal and team building skills
- Work successfully with people within and across organizational boundaries to build agreements, guidelines and standards in order to resolve issues and create consistent practices
- Ardent practitioner of clearly written purposeful communication and direction
- Develop innovative solutions with people and processes to deliver quality products to clients

Technical Skills and Tools

Windows (all versions)
Windows Server 2000/2003
SharePoint 2007 Implementation
Microsoft Project, Visio, Office
Linux, UNIX
ProModel Process Model
Crystal Reports 10, BOEXI
Remedy
HTML

Oracle 10g, Toad for Oracle, DBVisualizer
Microsoft SQL Enterprise Manager
Oracle BEA WebLogic 8.x
WinRunner, TestDirector (Quality Center)
Rational ClearQuest, RequisitePro, ClearCase
Rational TestManager, Functional Tester
VMWare
Veterans Health Admin. VistA, Fileman
Reposit Plus*

*Created custom system integrating Requirements, Test Cases, Test Results, Defects, Risks, Issues and Walkthroughs.

Work Experience

Veterans Health Administration (VHA) Contracting Companies Oakland, California

KGS-KForce Government Solutions 2007–Present

CACI 2005–2007

Software Development Manager 2009–Present

- Managed and led a team of ten software developers and testers maintaining and delivering multiple concurrent releases for eleven web applications written in JAVA and Microsoft .Net to provide third tier production support.
- Performed detailed project planning, management and reporting for all application releases including coordination with key applications stakeholders, project team members, production operations and VHA management.
- Responsible for tracking, resolving and reporting on production issues, project issues/risks, and application defects for all supported applications.
- Implemented process improvements in line with ISO 9001 requirements including designing, creating and administering Microsoft SharePoint 2007 to support ISO 9001 practices.
- Provided continuous direction for establishing over twenty dynamic virtual development and test environments in support of maintaining eleven web applications.

SQA Test Manager / Lead / Tester / Process Improvement 2005–2009

- Test Manager of an SQA team providing testing services for JAVA J2EE web applications with Oracle and Microsoft SQL databases and common service infrastructure components.
- Responsible for authoring standards and establishing consistent team practices for change management, configuration management, release management, and testing processes using standard tools across multiple projects while adhering to VHA standard quality processes.
- Test Lead responsible for master test plans, environment configurations, schedules, resourcing, application installations and hands on functional testing of J2EE and ASP.NET applications.
- Led process improvement activities to identify and resolve quality related issues across organizational boundaries. Consultant and reviewer of new VHA processes.
- Planned and managed user acceptance testing and production environment evaluations prior to several production releases per VHA release requirements.
- Hands on testing of JAVA J2EE and .Net applications with some test automation.

Bank of America Concord, California 1998–2004

Process Improvement

- Led an effort to improve change management for the collection, prioritization, authorization and tracking of enhancements and defects for the bank's distributed workstations (130,000 devices). Wrote approved proposal, requirements, design, and led contracted implementation of a web system to support this effort.
- Identified and deployed process improvements and standards for key practices in requirements management, metrics management, software engineering, testing and release management for standard Windows desktop and server platform engineering.
- Six Sigma: Led software defect reduction greenbelt project.

Test Manager / Test Lead

- Managed contractors to provide testing artifacts, standards and support for testers across the bank who performed application compliance testing on the bank's standard Windows 2000/XP platform.
- Test Lead on a bank wide project to establish structured QA and QC processes, tools, and test environments to test transition of various Windows platforms to a common supportable single Windows platform.
- Designed and successfully implemented end to end testing process for desktop application packaging team.

Managing Test Environments

- Managed the use of a production representative Windows 2000 test forest/domain, BankofAmerica2, to support development and testing for development teams across the bank.

Tools

- Evaluated and procured Mercury Interactive (HP) TestDirector test management and defect tracking tool and provided site and server administration and product support for over 50 projects bank wide.
- Provided ongoing test automation consultation to Windows platform support team.

Software Testing

- Test Lead and test participant on many standard desktop platform (OS) releases.
- Provided software testing consulting services to software testing groups within the bank.
- Developed testing processes and procedures for desktop and server software packaging teams.
- Tested platform updates, hot fixes and network operating system application upgrades. Also tested line of business application packages on bank's standard Windows desktop platform.

Pacific Bell (AT&T) San Ramon, California

Business Process Modeling and Simulation 1996-1998

Member of a small internal consulting team performing business process mapping, simulation and analysis. Responsible for business process mapping, simulation modeling, metrics collection, and tools support.

Project Manager, Software Testing Lead 1992-1996

Managed and led application software testing projects. Performed various roles including project manager, project test lead, beta test lead, quality assurance analyst, application tester, test automation consultant and test automation engineer using Mercury Interactive (HP) WinRunner.

Test Automation Consultant and Standards Support 1991-1992

Test automation tool implementation consultant for Pacific Bell. Supported IEEE testing standards and assisted projects to align with the SEI Capability Maturity Model (CMM).

Software Testing and Test Lead 1986-1991

Member of a quality assurance team that incorporated best practices with a high level of process maturity. Initiated and completed software test automation efforts which led to promotion as test automation consultant.

Illinois State University

Bachelor of Science; **G.P.A. 3.9/4.0** with honors

Majors: Operations Management, Economics; German minor

Professional memberships and Contributions

- Author of software testing website www.TestingStuff.com
- Spoke at several Professional Software Testing Conferences on Test Automation
- Certified Quality Analyst (CQA)
- Certified Software Testing Engineer (CSTE)
- Member of the [Association of Software Testing \(AST\)](http://www.ast.org)
- Published [book reviews](#) on several software-quality related books for [Software Quality Engineering](#)
- Published article on test automation in 'Better Software' magazine 2005 [Are You Ready for the Test Automation Game](http://www.stickyminds.com/BetterSoftware/magazine.asp?fn=cifea&ac=188) <http://www.stickyminds.com/BetterSoftware/magazine.asp?fn=cifea&ac=188>

Resume is available online at <http://www.testingstuff.com/resume.html>

References Available on Request