Jay Franklin Smith

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PROFESSIONAL SUMMARY

- Working as a Test and QA professional since 1984
- Master of General Testing skills and methodologies
- Master of General QA principles and procedures
- Practiced at communicating goals and status across disciplines and departments
- Consumer, Military, Business and Internal markets
- Contributor, Lead and Management experience
- Active Secret Clearance

- GUI and command line automation
- User story based testing
- Requirements based testing (Complete, Incomplete and make-up-your-own)
- Adhoc testing
- Embedded Software testing
- Resource testing -- restricted environments, scalability and performance
- Functional, UE, Regression, Acceptance, Failover, High Availability
- White, Black, Gray, Clear, Opaque, Tinted, etc
- Waterfall, RAD, RUP, Agile and Chaos

- Test Harness creation for management, tracking, reporting, regressing and automating tests
- Stubbing input and outputs
- Simulations
- Distributed, Networked and Tiered systems
- Multiple Platforms

- Scripting and tool writing experience in
  - Unix/Linux/Lynx/AIX shell
  - sqlplus
  - C
  - VB
  - HTML
  - Perl

- JIRA, Bugzilla, Clearquest, Quality Center, Clearcase, others
- Sharepoint

My Process: Learn, Codify, Adapt, Improve

The 1st most important Question --- What problem are we trying to fix?
The 2nd most important Question --- How do we know we're done?

WORK EXPERIENCE - last to first

<u>Database Tester - Fulcrum Technologies (Seattle, WA) -- 10/11 - 5/12</u>
AdHoc testing based on client testing feedback and user manuals of an Inventory Management application using desktop and and barcode scanner web interfaces, customized for a large scale telecom company. Work required trouble shooting, bug and requirements analysis, working with developers, architects and customers to define issues and achieve livable solutions. in addition to reactive testing we took the responsibility for identifying functional areas at risk (either from neglect or change) and verifying functionality based on user manual and professional experience. Lots of inline and sql scripting in order to provide meaningful analysis and feedback to customers, developers, trainers and project managers on a complex, heavily customized and ever changing user interface. Creative test data thinking a must.

Environment: SQL Developer, Windows IE and Excel, Custom Inventory Management application including web and handheld scanner components

<u>Senior Integration Tester - Boeing (Kent, WA) -- 10/08 - 05/10 & 02/11 - 08/11</u>

Part of a group of integration testers on a project where the customer was a foreign government. The system under test gathered real-time data from multiple forms of radio, radar and manual input describing the active and inactive elements of a particular geographical area, including airspace. This data was processed into a graphical representation that could be customized according to mission and duty parameters. We analyzed requirements and use cases, wrote and executed tests and worked with developers and analysts to resolve bugs in the code and documentation. In addition I created and maintained an automated start up process for our product by reverse engineering the product start up processes. With some shell scripting and some Perl hacking I was able to gather all of the complicated rules and dependencies into a single environment where they could be managed and worked on. Through this I was tapped to establish and record procedures on group wiki, set up product testing stations for new labs and help users across departments to access and run the system.

Environment: Unix/Linux (user, system, scripting), some Windows apps. Desktop testing as well as real-world lab simulations with custom hardware and labs.

<u>Database Tester - Fulcrum Technologies (Seattle, WA) -- 8/10 - 11/10</u>
Re-ran and re-worked existing Resource Tracking test cases in addition to creating new ones to support an aggressive launch target for major customer. Was responsible for reviewing requirements, test cases, tracking issues, working with development and business analysts to ensure product functionality and test coverage. Heavy use of SQL queries for data verification. Highly collaborative environment.

Environment: SQL Developer, Windows IE and Excel, Custom Inventory Management application including web and handheld scanner components

<u>QA Lead - Boeing (Tukwilla, WA) --12/07 - 05/08</u>
 Evaluated and advised on QA group reorganization for the group responsible for processing and publishing all the technical information for the new aircraft. Worked with department manager to review and overhaul work processes between outsource and in-house staff to maximize value. Advised plan to divide work along functional and data

validation lines and provided tools, templates and processes to accomplish task to FAA requirements. Brought in new contract personnel to round out team. Brought in replacement for long term execution of new processes.

Environment: Unix/Linux, some Windows apps, in-house applications for managing and viewing data

QA Lead - Washington Mutual (Seattle, WA) -- 11/05 - 10/06
Established QA methods and procedures for group handling procurement, emergency, and other "event tracking" processing throughout all bank departments. Led a team of 4 contract QA/Testers with a focus on customer acceptance testing intended to turn around a negative attitude from the multifaceted customer base built on a long stretch of unsatisfactory service and delivery. The project was cancelled for budgetary reasons, but our methods and approach had moved the team to a predictable release schedule and garnering positive feedback from the customer base for expertise and service.

Responsible for establishing pilot program of a Managed Service QA model involving onshore and offshore presences from a single vendor for day-to-day QA and testing duties on a project basis. Led a team of 2 on shore and 4-6 offshore testers for development, rollout and oversight of all processes, deliverables and status reporting. The customer had experienced less than satisfactory performance from their previous QA partners so our focus was not only on reliable, proactive QA and test methodology but also on status reporting, customer involvement and insuring our solution adapted to the customer's needs. The pilot was successful and was flagged as the model for future projects within the bank.

Responsible for heading a project to create proposals for a new Performance and Load test model to address specific internal issues along with advancing new business strategies in place at the bank.

Responsible for creating an exit strategy for projects involving offshore vendors supplying QA/Test services and expertise.

Environment: Windows XP, Excel., Remedy, some Unix, MS Sharepoint

Owner and Consulting Engineer - Miceworks (Seattle, WA) -- 01/04 - 8/05
Print, Inc - Designed and implemented new Test Process and Scripts for customer application used to gather and manage printer information over a network.

PDG - Designed, tested and implemented software tools to aid in the processing and analysis of client data.

Environment: Windows XP, Excel., VBasic, Unix, Shell (ksh), C

Senior Tester - Verizon, Bellevue, WA -- 10/02 - 11/03
Part of a group responsible for testing system configurations, data solutions and new functionality for nationwide servers that tracked supplemental phone call information. Not the phone calls themselves, but all the information about every phone call and later text and messaging data. We would tests bug fixes and new functionality in house and then install the new code or hardware to the nation wide servers during call down times.

Sometimes this was done alone or leading a team spread out over the country, depending on what systems were being affected.

We also served as test focal during new switch rollouts for all Verizon call areas. Lots of Unix scripting, data analysis and coming up to speed on different applications.

Environment: Windows XP, Excel., VBasic, Unix, Shell (bsh), C

Principal Tester and Manager of Engineering Test - Marconi, Bellevue, WA -- 05/96 - 07/02
Started as Tester 1 to an existing product team. Grew the program up to lead a team of 23 Test professionals on all projects for a complex, multi-tiered, multi-platform set of enterprise products responsible for the live delivery and analysis of cellular call data. Since the products were designed to function in a 24/7, HA environment with high transaction rates, the development, release and support scenarios were demanding.

Created test harness capable of the cleaning an environment, installing specific product lines and data, running tests, analyzing results and reporting status. This harness was also used by training team to set/reset class environments, by the configuration management team for build-time testing and by the developer to set up manage there own environments.

Responsible for process, training, customer service, documentation, lab maintenance, reviews, hiring and firing. Participated in design, policy and release decisions with product management, development. Created and maintained tools for installation, configuration, execution, analysis, reporting and archiving test cases and suites, used by Development, Test, Training and Configuration Management.

Environment: Unix, Linux, AIX, Windows, Unix shell, Oracle, sqlplus

Senior/Lead Test Engineer - Microsoft -- 04/95 - 04/96
Contracted to various teams testing SDK upgrades, communication packages and database validations.

Senior/Lead Test Engineer - Boeing, Everett, WA -- 02/88 - 02/95
Participated in highly charged, quality and schedule driven white and black box testing efforts involving 100+ contractors and directs on 747 and 777 flight software Led groups of 5-12 testers for specific test projects. Assigned work, reported status and kept project on schedule.Passed all FAA work audits on time and with flying colors.

Environment: Unix, hardware simulators, Unix shell

Senior/Lead Test Engineer - IBM, Austin, TX -- 08/87 - 11/87
Part of team testing prototype communications protocol.

Test Engineer - General Dynamics, Ft. Worth, TX -- 07/84 - 06/87
Created and released interactive software package for maintenance level diagnosis and troubleshooting of hardware components for the F-16 and F-111 aircraft. Participated in white box and black box testing under FAA and DOD requirements. Code was tested as stubbed modules for basic functionality and path/logic coverage then again using

emulated hardware labs and test stations to more closely simulate conditions on the airplane.

Environment: Unix, VOS, flight stations, Unix shell, C, ADA, CMAC

Gaps between assignments were intentional and spent on vacation and personal projects.

EDUCATION

BS Computer Science/Biology/Psychology, 1984, Purdue University, West Lafayette, IN