

# *Jay Philips*

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## **PROFILE**

An experienced Information Technology and Services Consultant, specializing in software testing, web design & development, search engine optimization & promotion, dashboard development, database development and business analysis.

Test Management for multiple projects between various groups. Leadership roles in creation, maintenance and execution of development & testing activities, documentation and processes. An experienced technical trainer, writer and mentor on best practices, procedures and tools.

Solid understanding of software development processes, software life cycle, and quality processes and controls. Familiar with testing tools, which support a full software and system life cycle, including requirements tracking, configuration management, defect tracking, test team management, and automated regression test tools.

I am confident that my combination of practical work experience and solid educational experience has prepared me for making an immediate contribution to your company. Having worked with professional companies, I understand the level of professionalism and communication required for long-term success in the field.

## **TECHNICAL SUMMARY**

### Software:

- Adobe Macromedia Dreamweaver, Fireworks, Authorware, HomeSite and Director, Flash, Generator and Swish, Acrobat
- Microsoft FrontPage, Project and Visio, Visual Studio, Visual SourceSafe
- MS Office 95/97/2000/2003/2007
- Corel Paradox
- Novell GroupWise
- Business Objects Xcelsius 2008

### Tools:

- HP Mercury Interactive WinRunner, LoadRunner, TestDirector. QualityCenter
- IBM Rational ClearCase, ClearQuest, ProjectConsole, RequisitePro, Functional Tester, Performance Tester, Manual Tester
- Empirix e-Test Suite
- FileMaker
- PVCS

### Systems:

- MS Windows (3.1/95/98/ME/NT 4.0/2000/XP/Vista)
- Novell 5
- Open Caldera Linux/Red Hat Linux/Debian Linux

## **PROFESSIONAL EXPERIENCE**

*Project Realms, Inc.*

Project Realms, Inc. 1/2009-Present (Information Technology and Services Consultant)

Retained by diverse industry clients for web design, quality assurance and business analysis.

*Page, Inc.*

Wolters Kluwer Financial Services 9/2008-1/2009 (QA Lead/Business Analyst)

Responsible for leading requirements development, including use case scenario development, functional and nonfunctional specifications. Responsible for gathering and maintaining business and systems requirements

Responsible for leading the testing process including test planning and preparation, generating test cases and scripts, reporting upon and coordinating test activities, execution of test scripts, recording results in a defect tracking tool, providing general mentoring on sound testing practices.

ActivStyle 6/2008-1/2009 (QA Lead/Business Analyst)

Responsible for leading requirements development, including use case scenario development, UI development, database modeling and migration, functional and nonfunctional specifications. Responsible for gathering and maintaining business and systems requirements.

Responsible for leading the testing process including test planning and preparation, generating test cases and scripts, reporting upon and coordinating test activities, execution of test scripts, recording results in a defect tracking tool, providing general mentoring on sound testing practices.

PlumChoice 11/2007-12/2009 (QA Lead)

Responsible for leading the testing process including test planning and preparation, generating test cases and scripts, reporting upon and coordinating test activities, execution of test scripts, recording results in a defect tracking tool, providing general mentoring on sound testing practices.

JetChoice 10/2007-11/2009 (QA Lead)

Responsible for leading the testing process including test planning and preparation, generating test cases and scripts, reporting upon and coordinating test activities, execution of test scripts, recording results in a defect tracking tool, providing general mentoring on sound testing practices.

Hennepin County 8/2007-7/2008 (QA Specialist)

Responsible for creating a standard Quality Assurance process in to be used in multiple departments, including testing methodology, test strategy, test plans.

Create training materials, technical documentation and user guides. Train & mentor various test teams on testing best practices for all testing types & stages. Train & mentor various test teams on how to use IBM Rational ClearQuest, CQTM, Manual Tester, Functional Tester and Performance Tester.

Compellent Technologies 9/2007-5/2008 (SCM Specialist)

Responsible for creating & implementing a standard software change management system & process for use by all project teams.

Wolters Kluwer Financial Services 5/2007-1/2008 (QA Lead)

Responsible for leading the testing process including test planning and preparation, generating test cases and scripts, reporting upon and coordinating test activities, execution of test scripts, recording results in a defect tracking tool, providing general mentoring on sound testing practices.

Created training materials and user guides. Trained various project members on the CMS systems.

Securian Financial Services 4/2007-7/2007 (QA Specialist)

Created a standard testing process & templates for organizational-wide use, including testing methodology, test strategy, test plans.

Created training materials and technical documentation. Trained & mentored various project team members on testing best practices for all testing types & stages.

Wolters Kluwer Financial Services 3/2007-7/2007 (SCM Specialist)

Helped create & implement a standard software change management system & process that could be used by the project teams. Trained various project team members on the new system & improved processes.

*U.S. Bank*

U.S. Bank 5/2005-3/2007 (Performance Engineering Test Manager)

Test Manager for the Performance Engineering team, which consists of planning and coordinating 100+ projects simultaneously. Create, maintain & execute automated load scripts when needed.

Provide leadership, direction and management to project teams by understanding business processes, gathering requirements, identifying potential usability issues, managing scope, and ensuring that an appropriate level of application quality is maintained at all times.

U.S. Bank 4/2004-8/2005 (Enterprise Test Manager/Project Manager)

Responsible for training various test teams on methodology and standards. Trained users how to use TestDirector, ClearQuest and other tracking tools specific to the company.

Created and implemented Rational ProjectConsole to be used for management reporting for all projects.

Created, implemented and maintained tracking databases which are used for tracking project progress.

U.S. Bank 9/2002-4/2004 (Enterprise Test Manager/Test Lead)

Responsible for leading the Enterprise Testing process including test planning and preparation, generating test cases and scripts, reporting upon and coordinating test activities, execution of test scripts, recording results in a defect tracking tool, providing general mentoring on sound testing practices.

Reviewed/revised/created use cases and project documentation (Statement of Work, Supplementary Specifications, etc.) based on the Rational Unified Process. Managed/maintained project plans.

*SWAT Solutions, Inc.*

U.S. Bank 1/2002-9/2002 (IT Test Manager/QA Specialist)

Create test plans, test specifications, test cases and test reports. Execute test plan to verify sites functionality, usability and compatibility matches specifications.

SWAT Solutions 9/2000-9/2002 (Network Administrator/Web Developer)

Maintain the LAN/WAN network, which deals with computer support for hardware and software. Created technical documentation for processes and procedures. Creation of new company web site using tools such as Macromedia Dreamweaver, Flash and Fireworks. The site uses HTML, CGI and JAVA coding. Maintain company website including the intranet and extranet.

DigitalMed 7/2001-2/2002 (Team Lead/QA Specialist)

Team Lead for the design and implementation of test plans, test specifications and test reports. Created test procedures for training of new testers. Created and executed test plan for functionality, usability and compatibility testing of the website.

University of Minnesota 10/2001-10/2001 (QA Specialist)

Manually tested an interactive online education application for the University of Minnesota. Testing included functionality testing, compatibility testing, usability testing and defect reporting.

Sufficient Systems 9/2001-10/2001 (QA Specialist)

Created test plans, test specifications and test reports. Created and executed test plans for functionality, usability and automated testing of the application.

Sybex 1/2001-6/2001 (Project Lead/Automation Specialist)

Created and executed automation load test suite for the Edugen project, using Empirix e-Test Suite. This involved creating an automated regression test suite that was then utilized to stress the limits of their site. Created monitoring scripts utilizing the automated regression test scripts.

CATIS 10/2000-3/2001 (Automation Specialist)

Created test plan and performed functionality testing, compatibility testing and defect reporting for the CATIS client/server automation test tool using Mercury Interactive WinRunner. Created and maintained user manuals.

Bluewater 10/2000-2/2001 (Automation Specialist)

Created and executed automation load test suite for the GroupLotto project, using Empirix e-Test Suite. This involved creating an automated regression test suite that was then utilized to stress the limits of their site. Created monitoring scripts utilizing the automated regression test scripts.

iEnhance 11/2000-12/2000 (QA Specialist)

Manually tested the iEnhance website. Created and executed test plan for functionality, usability and compatibility testing of the website.

Sybex 10/2000-11/2000 (QA Specialist)

Manually tested an interactive online education application for Sybex. Testing included functionality testing, compatibility testing, usability testing and defect reporting.

*Web Designs & More*

Web Designs & More 8/00-3/03 (Web Developer/Internet Consultant)

Retained by diverse industry clients to create original web sites and graphic layout of content, banners and logos. Incorporate interactive elements and e-commerce initiatives; perform technical coding, review and testing.

*Pine Technical College*

Customized Training 6/2003 – 01/2004 (Technical Consultant)

Created an e-Learning cd-rom for First Responders.

Nexen 2/2001-3/2002 (Technical Consultant)

Created technical documentation and user guides for Windows 2000 and Microsoft Office 2000. Conversion of Paradox database to Access 2000.

Employment & Training 4/2001-4/2001 (Technical Consultant)

Created technical documentation and user guides for Windows 98 and Microsoft Office 2000. Trained students how to use a personal computer and laptop; as well as how to navigate in Windows 98. Trained students how to utilize Microsoft Office 2000.

Kanabec Hospital 1/2001-3/2001 (Technical Consultant)

Created technical documentation and user guides for Microsoft Outlook 2000. Trained employees how to use Microsoft Outlook 2000.

*Northwest Technical College*

Northwest Technical College 3/1998-5/2000 (Help Desk Technician)

Troubleshooting, configure PC's and laptops for LAN/WAN networks. Created technical documentation for software programs and computer usability.

**EDUCATION**

2007 Mastering Rational ClearCase MultiSite Administration v7.0  
2007 Essentials of Configuration Management with Rational ClearCase UCM  
2007 Essentials of Rational ClearCase UCM for Windows  
2007 Usability Overview  
2006 Function 5 Leadership Training  
2002-2004 Mercury Interactive/Rational/Tech Web Seminars and Webinars  
2000 A.A.S, Microcomputer Support/Network Administration

**Certifications:**

2001 Mercury Interactive Advanced WinRunner 6.0 Certificate  
2001 Mercury Interactive TestDirector 6.0 Certificate  
2001 Internet Industry Knowledge Certification  
2000 Computer Industry Knowledge Certification  
2000 MS Internet Explorer 4.0 Administration Certification  
2000 MS Internet Explorer 4.0 Fundamentals Certification  
2000 MS Outlook 2000 Fundamentals Certification  
2000 MS PowerPoint 2000 Fundamentals Certification  
2000 MS Windows 98 Navigation Certification  
2000 MS Word 2000 Fundamentals Certification  
2000 Windows 98 Administrator Certification  
2000 Windows 95/98 Computer Fundamentals Certification

**MEMBERSHIPS**

Member of the Association for Software Testing (AST)  
Member of the Quality Professionals Network (QualityNet)  
Member of the American Management Association (AMA)  
Member of the International Association of Web Masters & Designers (IAWMD)  
Member of the International Webmasters Association (IWA)  
Member of the Minnesota Webmasters Association  
Member of the Small Biz Community

**REFERENCES**

Available upon request.