Virginia Collin

443-536-3213 (cell)

QA/System Analyst/Scrum Lead/Automated Test Lead

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**Summary of Experience:**

Over 30 years of professional information technology (IT) experience, primarily around software development and its related work including: business analysis; acting as Scrum Master; team leadership; project coordination; both supporting and performing user acceptance testing; accessibility, performance and load testing; service desk and help desk support; and implementation of projects in diverse technological environments. Led an agile project from beginning to end, served as subject matter expert (SME) in agile development, tracked information systems security, supported identity and access management, and evaluated and administered testing tools. Provided deliverables internally and to the client in a timely fashion, meeting all deadlines. Served as the HP Quality Center administrator. Have outstanding interpersonal and leadership skills, excellent analytical skills, ability to coordinate and resolve issues, and can work independently.

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| **Educational Background** |  |
| Associate Degree in Engineering | Howard Community College, Columbia, MD | 1988 |  |
| **Technical Certifications** |  |
| Microsoft Certified Professional (MCP) | Ameritrain | 2001 |  |
| Microsoft Certified Systems Administrator (MCSA) | Ameritrain | 2002 |  |
| Certified Helpdesk Professional (CHP) | STI Knowledge | 2003 |  |
| Certified Green Belt (LEAN/Six Sigma) | Lockheed Martin | 2009 |  |
| Certified Scrum Master (CSM) | Winnow Management | 2014 |  |
| Certified ASTQB Certified Tester, Foundation Level (CTFL) | QSSI (internal) formal study program | 2015 |  |
| Certified SAFe 4.0 Agilist (CSA) | Scaled Agile, Inc. | 2017 |  |
| **Technical Training** |  |
| Certified Helpdesk Professional (CHP) | STI Knowledge | 2003 |  |
| HP QuickTest Professional | ALP International | 2009 |  |
| HP Quality Center | ALP International | 2010 |  |
| HP LoadRunner | TCT Computing | 2010 |  |
| Project Management for Software Development | LearningTree International | 2011 |  |
| Websphere Administration | Oracle | 2012 |  |
| **Technical Capabilities** |  |
| **Areas of Expertise** |  |
| Requirement writing and analysis, process improvement, team leadership, project coordination and monitoring, Agile processes/ceremonies, software development lifecycle (SDLC) best practices and management. Software testing (Test planning, designing scenarios and test cases, manual and automated testing, defect management, reporting/documentation, and best practices). |  |
| **Standards and Methodologies Supported** |  |
| CMMI Level 4, IEEE standards 829-2008 and 1012-2012, TMMI, Center of Excellence (preliminary criteria), Agile (including Kanban, Scrum and SAFe) |  |
| **Applications Supported** |  |
| MS Office, HP ALM, HP Unified Functional Testing, Selenium,  |  |
| **Database and Operating System Experience** |  |
| Windows 10, Windows 7, Windows 2000, Active Directory/WinXP, Windows NT, Windows 95, some UNIX, SQL/MySQL, and MS Office Products, including Access and Intermediate level Excel automation skills. |  |
| **Tools and Languages Experience** |  |
| VB Script, JavaScript, Python and PowerShell, Unified Functional Testing, ALM, LoadRunner, Selenium, Bugzilla, Remedy, SharePoint, SOAP UI, Jira, Slack, and Confluence. |  |
| **Years of Experience** |  |
| 30 |  |
| **History of Employment Experience** |  |
| Creative Development Group 06/2021 – present |  |
| **State of Nebraska****Senior QA Tester** – This project is building a web-based consolidated application for multiple programs that are available from the State of Nebraska’s Department of Health and Human Services (DHHS). As part of a very high-performing Agile team on a SAFe Release Train, actively participate in all agile ceremonies. Provide feedback and recommendations for story Acceptance Criteria (AC), ensuring that all ACs are testable and clear. Pro-actively engage the Product Owners and Developers to clarify, correct, and/or improve functionality to work towards the best possible product. Offer suggestions and tools designed to increase team velocity in a sustainable way. Provide SME and leadership activities for the cross-team QA group, organizing regular meetings to discuss project needs and knowledge sharing. |  |
| CORMAC 10/2017 – 9/2020 |  |
| **CMS – NCH Archiving Task Order****Scrum Master and Team Lead** – This project entailed moving 25 years of archived NCH claims data from the mainframe tape library to AWS cloud storage, as well as implementing an automated annual process for ongoing archiving. This was the first attempt at this kind of data movement for CMS. Managed all client relationships and communications, including presenting at bi-weekly status meetings, maintenance of Confluence updates, Jira backlog grooming and reporting, and tracking and reporting progress/status on administrative requirements. Organized and ran stand-up and backlog grooming sessions, as well as sprint planning and retrospective ceremonies. Served as liaison between the customer and corporate management, as well as between the assigned Cloud Navigator and all corporate teams (development/cloud engineering/security). Managed resources, including handling employee access requests and other administrative needs. **CMS – Oncology Care Model Repository (OCMR)****Business Analyst** – Agile team representative, working directly with the client and development lead to improve agile capabilities of the team. Presented potential process improvements and followed through to completion for each. Requirements creation and maintenance, including developing a master requirements spreadsheet, designed to assist the team to locate and update (or mark obsolete) requirements. Run design sessions for new change requests, and document decisions made. Write test cases, create test data, and test all deployed changes for finalized requirements. Facilitate UAT efforts. Help track defects identified during testing and report on resolution. Documentation management (annual review and updates to documents including: change control process, communications plan, project plan, and SOPs).**Test Practice Lead****Test Practice Lead –** Lead in the development of a robust testing process flexible enough to be used on any project. Create and maintain SOP documents; formal processes, procedures and best practices. Accumulate and maintain a library of useful documents to be used as templates and guidelines. Identify standard reporting needs across projects. Identify metrics to capture and make sure those metrics are maintained over time. Conduct root cause analysis for testing failures (production defects, etc.) or other issues (inefficiencies, overwork, etc.) and introduce process improvements when needed. Assist with automation planning efforts, ensuring that maintainability is a high priority. Provide oversight and recommendations, encouraging projects to constantly improve delivery, thus ensuring high customer satisfaction. Help testers employed by the company to continually improve their skills by building a library of training materials and encourage self-study towards certifications. Review and make recommendations on testing tools of various sorts (automation, section 508, etc.). Conduct in-house and customer facing presentations on testing topics/solutions when needed. Other duties as assigned by management, primarily proposal responses and assessment of potential new opportunities. This position was ongoing throughout my tenure at CORMAC. |   |
| Quality Software Services, Inc. (QSSI) 03/2012 – 10/2017 |  |
| **CMS - EIDM****Senior Tester** – Joined the EIDM testing team when the SQA Solutions Center was disbanded because of budget cuts. Integral part of process improvements, particularly involving UFT and Selenium test automation, regression, and defect management, among other things. I was the preferred team member for presentations to the customer and the integrated applications’ UAT teams. Utilized for document peer reviews as well as other efforts requiring extensive product and testing knowledge combined with excellent documentation skills. Most of the security changes were assigned to me for testing due to my past security experience. Additionally, was often called on to assist with proposal responses where testing was a significant component.**SQA Solutions/Testing Excellence Center**SQA Solutions Center Manager – Managed the Software Quality Assurance Solutions Center, later rebranded as the Testing Excellence Center. Responsible for selecting the projects that the team of diverse SMEs and testing experts would pursue, and then managing their efforts in completing those projects as well as reporting progress to corporate VPs. Guiding the practice center members in their research on best practices, and using that knowledge to develop or improve processes that will ensure its mission of improving the quality of testing across the company. As part of our efforts, QSSI created an in-house self-study program to encourage testers to become ISTQB certified. A small pilot program resulted in 24 certifications in less than 10 weeks, and the materials continued to be used after I left the company. Instrumental in increasing the overall visibility of the requirements for Section 508 compliance. Lead an effort to create a framework for Selenium that allows simple keyword-based test automation, which decreases the need for trained automation experts without sacrificing automation speed. Using my experiences implementing test automation, created a test automation planning guide designed to get automation efforts off on the right foot and avoid common pitfalls. Wrote technical solutions for proposals that involve a testing or section 508 component, involving other team members as their expertise was needed. |  |
| **CMS – IACS****Senior Tester** –Senior tester in the IACS project. My in-depth knowledge of the application and public speaking abilities uniquely suited me to the responsibility of introducing all new members of the team (in testing, development, and business analyst roles) to the application and its environment. Analyzed requirements and extracted testing scenarios, then wrote and performed test cases, performed peer reviews, and created documentation. For production issues, the preferred person to attempt to analyze and recreate the situation in the development environment, and then test any necessary fixes. Assisted the lead in estimating the level of effort for new requirements, and on assignments. Was one of two testers assigned to perform security scans (at the application level) and analyze the results. |  |
| Lockheed Martin 10/2008 – 03/2012 |  |
| **CMS****Testing Team Lead –** Played a key role in the user acceptance testing in the validation environment for the CMS IACS project. Led a team of seven IACS testers, including four UAT and three performance and load testers. Responsibilities included analyzing requirements in order to create test plans and then design appropriate scenarios; creating test cases; performing manual and automated testing; and creating automation scripts for LoadRunner and QuickTest Professional (advanced scripting based on VBScript in addition to QTP internal methods). Acted as a customer contact point for the user acceptance team and was charged with attending customer facing meetings, maintaining a good relationship with them, and helping to coordinate the team's activities with the client’s needs. |  |
| **Senior Software Quality Assurance Analyst** – Provided HP Quality Center administration (over 400 users and 80 projects in ten domains), including patching and troubleshooting server issues for all accounts administered by Lockheed Martin that used Quality Center. Completed a major QC migration, upgrading and importing over 75 projects through two major versions. Served as testing tools SME and trained new testing personnel in the use of CMS standard tools (LoadRunner, Quality Center, and QuickTest Pro). |  |
| Lockheed Martin 06/2006 – 10/2008 |  |
| **CMS****Change and Configuration Management Analyst** –Responsible for reviewing and tracking changes to ensure they met the requirements of the client before they were presented to the Change Control Board (CCB). My activities included facilitating Lockheed Martin’s daily internal engineering review board meetings, facilitating two CCB meetings per week and presenting changes to the customer (CMS – Center for Medicare and Medicaid Services), presenting all emergency changes at the weekly management meeting and answering questions as needed, ensuring that all changes were related to their affected assets, allowing for easy tracking of changes made to a particular physical asset, and writing and editing procedures for the CM team as well as for the technical staff making changes to the network. Responsible for training new Lockheed Martin employees and CMS personnel in CM standards, policies, and procedures; conducting formal training sessions monthly, as well as on an ad hoc basis when requested. |  |
| History of Other Experience/Accomplishments |  |
| General Research/Laboratory methods; Microbiological methods (Aseptic technique); Chemical Safety and Emergency Response best practices; CPR and First Aid (not currently certified); Six-year Toastmasters club officer and member, with CL and CC certifications. |  |