

EMILY L. EBERLY

Quality Assurance Software Test Engineer
QA Test Manager / Project Coordinator
American Society of Quality, member ASQ
Cincinnati, Ohio 45242

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CAREER GOAL STATEMENT:

Extremely Detail Oriented, well organized, and highly capable **Team Player** seeking to join a high-tech software development group to fill an R & D leadership or test position in a **Quality Assurance** department in any of the following areas: **Software QA Testing**, Team Lead, **Business Analyst**, Project or Requirements Management, Functional and Business Requirements gathering, Automated Testing / Scripting, Bug Database development, Audit Reviews, **Test Methodology Development** and implementation, **Test Plans**, Use Cases, User Documentation, Product Specifications, and promoting Customer Satisfaction. Experienced in testing **Web Applications**, **Client Server Applications**, Host Mainframe environment and 3270 emulation software, modem, fax, telecommunications software, scanners and scanning software, operating systems, prototype CPUs, peripheral devices. Additional Skills: Graphic illustrations, **Documentation**, **Technical Presentations**, training, user - developer liaison.

Over 15 years of computer consulting and contracting work, with at least 13 years of specific technical background in high tech quality assurance of software and hardware, highly involved prior regular employment by two high-tech Silicon Valley start-up firms, Small Business Management, College of Education teaching background, Spanish speaker. Excellent working knowledge of Lotus Notes, File Maker Pro, MS Word, and MS Excel. Trained by *Compuware* in the *Testing Factory Methodology*. Very quick learner and familiar with many other tools and packages, including **Mercury Interactive's** TestDirector and QuickTest Pro, and the **Rational** Suite TestStudio of software development and testing products. Understanding of **RUP**, the *Rational Unified Process*. A Favorite Testing Tool: **VMware** - to test multiple OS and Browser configurations.

Cooperative and works well with others, very friendly and enthusiastic, positive energy, enjoys team spirit, knows what it takes to build and stimulate a cohesive team. Creative and easy to get along with, yet very focused, project oriented, and results driven. "Big" into team responsibility, member empowerment, and promoting enthusiasm. Likes making people feel good about themselves and their contributions towards the project's goals. This valuable experience and aptitude provides the vision, know-how, and skills to successfully contribute and assist any technical project to fruition.

ENGINEERING LIST OF QA SKILLS & TALENTS:

Types of skills & job experience

- * gov't. security clearance (currently non active)
- * seasoned indpnt. consultant
- * software test engineering
- * project management
- * test team leadership
- * test methodology dev't.
- * test plans & use cases dev't.
- * test output tracking
- * test procedures, progress tracking, & sign-offs
- * bug database development
- * product specifications
- * user documentation
- * technical writing / manuals
- * trainer / speaker / facilitator
- * Compuware TestingFactory

Types of test cycle experience

- * alpha & beta testing
- * black box testing
- * white box testing
- * "ad hoc" testing
- * acceptance testing
- * user interface testing
- * functionality testing
- * performance & load testing
- * reliability testing
- * compatibility testing
- * integration testing
- * regression testing
- * automated testing & scripting
- * Y2K/date module testing, certification, & standards adherence
- * test lab set up

Types of software & OS experience

- * insurance
- * medical
- * test automation
- * World Wide Web browsers
- * Internet Web sites
- * telecommunications
- * operating systems
- * debugger tools
- * testing tools
- * client server network
- * stand alone applications
- * host mainframe
- * 3270 emulation screen
- * PC and MAC
- * Rational tools - RUP
- * Mercury Interactive tools – QuickTest Pro, TestDirector

ENGINEERING WORK BACKGROUND SUMMARY:

Cincinnati, Ohio
1996-2004

QA Software Test Engineer, Team Lead, Project Manager, Business Analyst, Y2K Certification Audit Reviewer, Y2K Project Coordinator, NT and OS/2 WARP NetBIOS Client Server Host/Mainframe environments. Performed Audit Reviews and Team Preparation, Project Management / Team Leadership services and Quality Assurance in all of the following areas: Requirements Gathering, Mercury Interactive Test Automation (TestDirector 8.0 and QuickTest Pro 6.5), Y2K Audit Reviewing of test teams and their applications to be Y2K Certified, actual Y2K Certification and documentation of business-critical mainframe insurance software applications, Development of Y2K Test Methodology, Design & Implementation of Y2K Test Plan Template and Test Output Tracking System, Design & Implementation of Lotus Notes Y2K Bug Database, Y2K Insurance Software Testing, ATF Automated Scripting Development for Client and Insurance Policy Entry, sole Writing / Execution of 3270 Summary Screen Test Plans, sole Writing of User Documentation and Testing of DocumentDirect (online viewing, local and mainframe reprinting of insurance DEC pages), and numerous Home / Auto Insurance Policy Endorsement Test Grids.

Have consulted for the following Ohio firms:

The Health Alliance of Cincinnati, SMARTworks, LLC., Digiener, Inc., American Financial Group, Great American Insurance Co. (multiple contracts), and GRE Insurance Co.

Silicon Valley, California
1984-1995

QA Software Test Engineer / R & D. Macintosh systems specialist, with background in DOS and Windows. Provided Quality Assurance in all of the following areas: Medical Imaging for Vascular, Cardiology, pre-Natal, and various other medical imaging needs, Medical Ultrasound Hardware Servicing, Testing, and Integration of Macintosh Database to Image Archival / Retrieval system on an Ethernet network, Hardware Testing of various Internal and Desktop Modems and Testing of Fax Software, Printer Drivers, Scanners and Scanning Software, Application Software Compatibility Testing, VU Virtual User Automated Scripting Development, as well as new Macintosh CPUs and Operating Systems, Peripheral Devices, etc.

Have consulted for the following California firms:

Acuson Corporation, Global Village Communication, Apple Computer, The Learning Company, Space Systems Loral*, Epson Technology Center, ESL*, GTE*, Home Security Center, & various other organizations. Job titles consisted of the following: Software & Hardware Test Engineer, Customer Satisfaction Test Engineer, Quality Assurance Test Engineer, Software QA Compatibility Tester, Software QA Applications Tester, Technical Publications Editor & Graphic Illustrator, Software QA Compatibility Tester for Printer Drivers, Law Department Area Associate, Office Manager. (* = Gov't. Security Clearance)

Participated in the Bank of Boston's pilot Macintosh program for the Banking Services Department, in 1988, and later provided Graphic Illustration services for Shawmut Bank in Boston, as well.

EDUCATIONAL OVERVIEW:

UNIVERSITY OF CINCINNATI
Cincinnati, Ohio
9/79 - 12/83

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|---|---|
| * Honors Student | * Kappa Delta Pi (Junior Honorary) |
| * Dean's List (consistently) | * Sophos (Sophomore Honorary) |
| * Colleges of Secondary & Elementary Education
(Early Childhood Education & Dev't./Learning) | * Alpha Lambda Delta (Freshman Honorary) |
| * Senior Student Teaching (Kindergarten & Fifth Grade) | * Kappa Delta Social Sorority (Officer) |
| | * Spanish (advanced conversation & writing) |

WITHROW HIGH SCHOOL
Cincinnati, Ohio
9/76 - 6/79

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| * Graduated Cum Laude (with highest GPA) | * Honors Student |
| * Winner of Ohio Board of Regents' Scholarship | * Fluent Spanish |

SUMMARY RECAP OF QUALIFICATIONS:

Over 15 years real world – real time experience in the high-tech computer industry and Software Quality Assurance Testing; SW QA Test Team Member, Test Leader, and Project Manager experience; Highly experienced in Test Methodology Development, Test Plan Writing, Use Case Development, all forms of software testing – including User and Final Acceptance Testing; Excellent at creating Technical Documentation, User Manuals, and User Training; Experienced in three different software test automation packages: Virtual User, ATF Scripting, and Mercury Interactive's Quick Test Pro 6.5 & Test Director 8.0; Extremely Detail Oriented, Motivated, and Diligent worker.