

Kelly R Smith

Professional Summary

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Professional Summary

I am an experienced versatile Information Technology professional specializing in Business Analysis, Project Management and Software Testing working within complex enterprise web based, mobile and desktop platforms along with related SOA based web services. I have significant expertise within multiple technology disciplines including software testing, quality assurance, requirements gathering, technical documentation, data analysis, release management and project management. My specialization focuses on software testing, coordination of test efforts, technical documentation, SDLC management, sprint planning and working with developers to ensure delivery of quality software products to business partners based on business needs.

What I bring to the table:

I am an experienced software professional with a significant background in software testing and requirements documentation on modern web-based platforms, tracking bugs, writing detailed test cases, creating user stories, interfacing with business units, documenting defects and working with developers to ensure quality software products are delivered to business partners. I also have expertise in business analysis writing requirements, executing JAD sessions, creating detailed user stories, project epics, software development, project coordination, CICD, SDLC and aligning software design specifications with real action in the software development lifecycle. I also have experience in working with UX designers, project managers and often serve as a key stakeholder in the PMO for software delivery. I have excellent communication skills, an eye for detail and often create business presentations for stakeholders across multiple levels including management and executives related to IT processes and project statuses. I have operated as a Business Test Analyst and serve as technical SME and primary client contact for multiple large enterprise development and testing efforts across multiple client accounts for the organization. I have worked with a diverse set of development, business, project management and QA testing resources to ensure that the software effectively meets the operational needs of the organization. I have worked closely with other testers across multiple teams to ensure that our development organization delivers a quality and effective software set that exceeds the functional and usability expectations of the business community. I utilize tools to thoroughly document user requirements and issues discovered within the software space. I work with business stakeholders and project managers to ensure business requirements are documented, fixes are planned and I typically serve as primary contact, coordinator, planner and functional subject matter expert for the development teams both onshore and offshore. I work with project managers, developers and release management to coordinate and integrate bug fixes into releases. I have also been responsible for the design, development and validation of use cases, user stories, software test planning, test design, QA department level test coordination and requirements documentation in the web applications and the mobile platforms for the web-based platforms. I have successfully served as primary coordinator and sprint planner in the agile based scrum sessions and plan the website releases, requirements gathering, documentation, QA test and development teams. My responsibilities in the past have also encompassed delivering system demos and assisting in RFP responses for new customers and business contracts, interacting with customers and serving as functional expert as it relates to our platforms and software capabilities.

What I do today:

Today I am furthering my expertise and expanding my skillsets within the information technology space (due to the global Covid-19 impact), I am executing on a plan to enhance my current skills in the Software Development vertical. I have found significant interest in software development, specifically in the web development specialization. After some careful planning and research, I applied for and was accepted into a specialized program at the University of Central Florida here in Orlando. I am currently enrolled as a fulltime student and actively taking a specialized set of courses where I will graduate in March 2021 as a Certified Web Development Specialist. My study focus is currently in the full stack web development vertical and will enhance my software development and automation skills with modern web technologies such as:

- JavaScript on the Node JS platform using frameworks such as React, Express, Heroku, jQuery, AJAX and Angular
- UI and UX development, design and implementation with HTML5, CSS3, JavaScript, C#, Bootstrap and PHP
- Database technologies and SQL development including MySQL, MongoDB and Microsoft SQL Server
- Development platforms and tools including GitHub, Jenkins, Visual Studio Code, JMeter and SonarCube
- Scripting techniques, configuration management and automation with Python and Bash
- Development of progressive web apps, API utilization, responsive design, systems analysis and unit testing
- Enterprise infrastructure with platforms such as Docker, the MERN stack, LAMP stack and the AWS Public Cloud
- SDLC planning, management of CICD based scenarios and modern data formats such as JSON, YML and Rest APIs

I am looking to the future as I thoroughly enjoy the challenges that the specialization brings, I am constantly looking to enhance my expertise and expand my skillset which obviously serves to add value to me as a technology professional, plus the technical landscape is constantly evolving forward and new skills are essential to remain relevant.

Development skills will serve to enhance my abilities to be more effective in working with developers, make me more versatile and allow me to move into software test automation and simply gain additional skills that are in depth and in market demand.

I am also an experienced remote IT professional, I started working remotely fulltime in 2016 and have been doing so ever since. I am able to quickly integrate with a remote team (including offshore teams), come up to speed very rapidly, formulate the proper questions, I communicate effectively and I adapt quickly to any environment without issue.

Significant Technical and Analysis Expertise:

- Good understanding of Agile, Waterfall, SCRUM, Kanban, Lean and DevOps practices across the technology spectrum
- Expertise within SDLC processes and CICD pipeline management in enterprise software development shops
- Significant technical experience designing, developing and documenting test cases, user stories, project epics, process flows, systems requirements, business specific use cases and testing procedures
- Execute manual test cases across web based and mobile platforms to ensure desired systems outcome and performance benchmarks are meeting expectations and ensure conformity to development designs
- Lead, coordinate and direct the Scrum based sprint planning efforts across the testing teams made up of both onshore and offshore resources, coordinate scheduling and communicate test results across multiple IT and business teams
- Perform software demonstrations and serve as functional expert as it relates to RFP responses and software capabilities
- Work with users and business stakeholders to determine new technology solutions as appropriate to meet their business needs or solve their problems, document user requirements and transform them into experience stories, translate requirements into test cases and the software deliverables
- Oversee direction and communication of documented defects to ensure that developers understand bugs and the required fixes, work with developers and build engineers to ensure fixes are delivered and integrated into releases, identify process improvements across development and QA teams
- Manage and document system defects, bugs, glitches, unexpected outcomes, data problems and issues
- Work with business, technology owners and vendors to capture and ensure business objectives are documented so that software works as designed and meets design requirements, update requirements and test cases as demand changes
- Work closely with the test automation team to provide direction, determine where test automation can be implemented and consult as it relates to designing and developing test case automation where necessary and possible
- Document and communicate requirements in Atlassian JIRA, Excel and Confluence, work closely and meet with developers to ensure that they have a total understanding of the bugs and the expected system behaviors
- Design use cases and user stories in the Zephyr Test Automation Suite and the QTest Testing Management Suite
- Execute test cases and user experience checks utilizing the BrowserStack mobile test platform, execute browser compatibility testing and work with developers to determine best practices for browser settings
- Design and execute tests against the web services-based REST API set with tools such as SoapUI and Postman
- Develop and implement test plans, test scripts, validate test results, compare data sets and test reports
- Conduct audits and reviews of test results, analyze data sets and validate that software functions as per design specifications and user requirements, validate test outcomes and work with business partners to ensure test cases exceed expectations and cover all required expected system functionality
- Assess software quality through automated and manual testing; responsible for finding, documenting, validating use cases, reporting bugs, ensure developers are properly informed about defects and document problems
- Design, administer and execute functional, regression, integration and performance testing for web applications and web services, ensure acceptance criteria are documented and test results exceed the test demands
- Develop and design moderately complex SQL queries in SQL Server and for data verification and test data creation
- Track QA project milestones and report those milestones to management, including any possible changes in schedule or delivery timelines, report status and provide updates to IT management and business stakeholders
- Serve as project lead and assist teams of developers, analysts, and testers to complete development projects on time and deliver bug fixes according to schedules and release expectations
- Experience with HP test automation and defect management software suites including HP Quick Test Pro, HP Quality Center, HP Application Lifecycle Management (ALM), Selenium Test Suite and Mercury LoadRunner

- Experience with Zephyr Test Management Suite, QTest Suite, JIRA, Confluence, SQL, SoapUI, Ready API, Postman, the Google Docs platform, Microsoft Office applications such as Word, Excel and PowerPoint, familiar with SOA principles such as Rest and SOAP based web services, familiar with platforms such as the AWS based Public Cloud
- Understanding of test automation in platforms such as Selenium with Cucumber, experience with mobile test platforms such as BrowserStack and manual testing with modern browsers such as Chrome, utilize developer tools within Chrome to debug problems and provide developers with details on bugs
- Experience with CICD and release management mechanisms and related tool sets including Jenkins and Bitbucket

Professional Work Experience:

Universal Parks and Resorts Orlando

Software Test Coordinator

February 2020 - May 2020

Lead and Coordinate the design, integration and overall execution of test cases across both the web based and mobile portfolio of applications verticals for Universal Parks and Resorts. Coordinate the implementation of test cases and test strategies for back end web-based API sets, mobile apps in the guest facing space and web-based application utilized by Universal team members in the theme park, hotel and food operations spaces. Ensure that quality functioning software products are delivered to business units on time based on the documented requirements from the Business Analysis teams.

Work closely with both Universal business units, software developers and other IT teams such as the Business Analysts, Project Managers and Operations to design and document complicated test and use cases that the UAT team executes within the business and guest application suites. Provide software development teams feedback and results of test cases post execution and assist in planning the integration of bug fixes, enhancements plus the required regression test implementations.

Create documentation for technical resources, UX designers, Test Automation Team, Business users and Software Engineers from requirements documents. Deliver and create reports related to system defects, test results and proactively recommend fixes, updates and user experience suggestions actively participating in the SDLC.

Manage the planning, scheduling and integration of automated and manual testing across all of the web-based applications. Work with Project Managers and other Business stakeholders to ensure that all required test cases are executed and coordinated to ensure delivery of quality software products to guests and business units alike.

Attend daily project meetings and participate in the scrum, sprint planning and other software related verticals. Ensure that the QA teams are adequately represented across the testing spectrum. Execute planning and coordination activities in the SDLC processes as it relates to software testing. Ensure that testing is implemented as a common strategy across different development teams. Work closely with development teams and UAT teams to integrate manual and automated testing.

Validate and ensure that all required testing has been successfully executed and integrated when software changes are implemented both post and pre-delivery of software. Assist in the documentation of defects and schedule regression testing of reported defects and bugs. Plan and coordinate all of the testing efforts including functional, regression, UAT and automated tests.

Work heavily with multiple documentation related applications such as Google docs, JIRA, ServiceNow, Microsoft Office and other common platforms such as GitHub and Confluence to manage technical and business documents, communication, testing and planning. Ensure defects and bugs are well documented and schedule planned fixes within releases.

The Design LLC

Senior Business Test Analyst

November 2018 - January 2020

Gather user and systems requirements across JAD sessions, create technical documentation, create detailed requirements documents, flow charts, analyze documents, create test cases and related documentation for application developers. Translate business requirements into technical documentation and UX related use cases.

Create, develop and document detailed user stories, test cases, epics and technical documents for both business units and technical staff, ensure developers understand and implement the desired results within the application and User Interface verticals.

Coordinate work efforts across multiple technology disciplines including the application developers, Software QA staff and system admins. Coordinate multiple dimensions and aspects of the enterprise project portfolio for multiple clients.

Assist in research efforts, software testing and documentation of software bugs found during the testing and QA phases of projects. Ensure system test cases align with the documented operational and functional requirements, prioritize work efforts and ensure project work is completed within SLAs. Assist in executing manual and automated testing across the web-based applications, mobile applications, portals and corporate websites to ensure proper functionality. Document and write QA related defects, review code changes and functionality changes with software developers, validate software meets user requirements.

Utilize my knowledge and expertise within Agile, Kanban and Scrum methodologies for project management. Assist in the writing of user stories, acceptance criteria, elicitation, documentation and managing requirements over the software development life cycle. Execute and document project plans, sprint planning, execute software demos, enhancements and updates to clients. Manage defects and requirements within JIRA, WordPress and Confluence. Manage schedules in Microsoft Project and document updates, status and defect tracking in Google Docs for multiple concurrent projects.

Champion the collaboration and ensure efficient, effective solutions are implemented to meet project and business needs. Design, update, test and deploy web site components within the enterprise Magento based portals for multiple customers facing sites.

Serve as a key member of the Project Management Office maintaining relationships across multiple clients, ensure communication is executed across the project spectrum, provide feedback to management, clients, business units and developers across enterprise projects. Facilitate and coordinate meetings and requirements sessions across all project stakeholders.

Coordinate multiple aspects of the software development lifecycles including requirements gathering, documentation, creation of user stories, create software test scenarios, ensure quality products are delivered to business users, maintain key relationships across clients, triage requests from both developers and business users to ensure proper prioritization, documentation and planning.

LogistiCare

Lead Software Quality Assurance Specialist

April 2011 - November 2018

Plan, design, document and deploy detailed end to end manual test cases across, user stories and specifications on a multitude of web- based applications, web services-based components and mobile applications using testing tools. Design and develop detailed test case scenarios, user stories and ensure functionality across all web-based applications, execute and implement those test cases in carefully planned scenarios, create detailed defect reports for those test cases and report post test results to multiple teams. Assist in the troubleshooting of bugs and software related issues during the software development processes, help developers understand the details of defects and the expected software behavior based on requirements.

Write detailed documentation and specifications for defects, bugs and malfunctioning business applications, work with software developers and database engineers to ensure that defects are well understood, fixed and communicated. Ensure that bugs are fully documented and review bug reports for details, work closely with software developers to ensure they understand the implications and outcomes of bug reports so that defects are correctly addressed and planned within releases.

Serve as the single point of contact for testing, requirements and main software functionality SME across the web-based applications and mobile application sets within the enterprise. Ensure that quality functioning software is delivered on time to the business units.

Lead and coordinate the testing efforts, sprint planning across several project teams working on multiple parallel scrums, agile and Kanban based enterprise projects. Execute manual and automated testing of new features and releases representing the user community to the development teams. Execute functional, regression, smoke and UAT level test scenarios across the software.

Communicate project status and ensure business stakeholders are well informed about software version status.

Utilize test and collaboration tools such as Zephyr Test Suite, QTest Suite, BrowserStack mobile browser tester, JIRA, Confluence, SQL Server Management Studio, SoapUI, Ready API, Jenkins, Selenium, browsers and Github.

Provide administrative support and coordination in the areas related to change management, project management, technical standards, procedures and product evaluations, generate documentation and validate accuracy to automated and manual test cases. Proactively seek out, recommend and implement solutions in test automation.

Interface and communicate test results across multiple IT and business teams to ensure quality software is delivered to the enterprise within SLAs, ensure applications are functioning to desired specifications.

Ensure software is functioning based on user requirement documents, UX designs and user stories across both user interfaces and back end web services, APIs and related components. Modify and review technical documents, interface with business users and vendors to ensure software is well documented and systems are functioning. Create detailed bug reports, project status documents and coordinate the documentation and testing aspects of the software development lifecycle.

Cincinnati Insurance Group

Software Test Analyst II
August 2009 - April 2011

Design, deployment, documentation and execute automated, scripted and manual test cases across the internal web-based business software spectrum for all enterprise systems and databases.

Execute bug tracking, reporting, documentation, black box testing, security testing and secondary UAT level functional testing for both UI and web services API-based application sets. Create test data sets and SQL queries to validate databases within DB2 and MS SQL Server based backends. Analyze data sets to ensure that the SQL within the applications are producing expected results.

Work with developers to ensure defects are corrected executing post fix validation, version certification and ensuring software aligns with business and functional requirements.

Utilize testing and defect tracking tools including HP Quality Center, Mercury LoadRunner, QuickTestPro, Rational Robot, DB2 Data Studio and Microsoft Excel. Execute and implement test cases that are both automated and manual to ensure that defect free software is delivered to end users across the enterprise.

Document, report, analyze software bugs and software defects across the enterprise web-based claims, accounting and policy management applications critical to business operations, schedule, coordinate and execute detailed user test cases across the integrated platforms. Execute manual testing scenarios against web services API sets with tools such as Soap UI. Work closely with software developers and database team members to ensure defects are well understood.

Work closely with release management and other technology verticals to ensure smooth deployments, provide documentation and review bugs identified by other QA staff to recreate and ensure proper documentation is generated for proper fixes to be developed. Ensure documentation and analysis is complete and provide sign off on releases prior to deployment.

Carolina Casualty Insurance

Business Systems Analyst
February 2000 - June 2008

Partner with business teams and software users to lead JAD sessions delivering and documenting design, functional and business design specifications for software, analyze requirements and documents to ensure detailed realistic application designs are produced, update document and process libraries as requirements change over time, make recommendations to end users.

Serve as liaison between IT and business units that use enterprise software ensuring that effective communication executes between parties and information flows as expected, plan and organize meetings with stakeholders ensuring impacted parties are informed and involved in the software development lifecycle, provide feedback to all IT teams across the SDLC spectrum.

Drive and lead the enterprise change management and change control process across the organization, ensure that established procedures are followed and update flows to ensure effectiveness, efficiency and ownership.

Coordinate testing efforts and provide insight to developers and QA Analysts to ensure software products are meeting business expectations and performance benchmarks are met, identify and manage issues that impact project timelines and quality.

Ensure that project deadlines are met, coordinate cross functional IT teams during development and operational support project phases, provide status reports and effective communication to management across IT and business parties.

Create detailed reports on project efforts and generate dashboards for management at all levels for project status, sprint velocities and related project statuses. Track and document application defects for fixes, enhancements and related software projects.

Execute manual and automated testing across the enterprise insurance application portfolio. Document software defects, work with software developers to understand and deliver bug fixes across the software spectrum. Ensure business functionality is reflected in the enterprise software verticals for both web-based and desktop-based application sets.