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Rob Frye

Career Objectives:

My objective is to obtain a Senior QA Automation Engineer and Tools Lead position with the opportunity for personal and technical growth with possible advancement. I expect to hit the ground running utilizing existing automated tools and seek the responsibility for assisting the company understand, proof, and utilize any newly purchased tool sets or self-developed tools. I have a strong and responsible work ethic and am very passionate about my work.

Summary of Qualifications and Skills

- 15 years of quality assurance and development experience which include all aspects of full product development life cycles and operations from requirements through post-release.
- 14 years of regression test automation experience with commercial test tool packages including QTP, WinRunner, Rational Robot, Rational Test and SilkTest in Windows and UNIX client/server environments.
- 11 years of load test automation experience with commercial test tools including JMeter, Loadrunner, WebLoad and QALoad.
- 8 years of numerous in-house self-developed automation tools for both UI regression and Load testing.
- Proficient in Data driven automation using database, text, excel and XML documents.
- Significant understanding of Windows server and desktop operating systems: W2K8, W2K, XP, W2K3, & Vista.
- Skilled in network testing and troubleshooting with network diagnostic and traffic simulation tools in stand-alone, production, and virtual machine environments.
- Strong ability to write C/C++/C#, VBA/VB.NET, as well as specific based languages used by 3rd party tools.
- Limited experience in scripting languages including Java, Perl, TCL, Python, and VB scripting.
- Ability to write test harnesses, command prompt and shell scripting.
- Ability to perform functional and load tests against web applications, both front-end UI, as well as back-end databases, and web services.
- Ability to read & write SQL queries and analyze databases (MSSQL).
- Fully understands white box, acceptance, black box, interop & integration, and all aspects of system testing.
- Create customer level acceptance tests and White Paper analysis.
- Requirement elicitation, functional test design, analysis & reporting knowledge, and development & implementation of efficient automation environments are all strong points of my qualifications and skills.

Areas of Effectiveness and Responsibilities

- Developed and maintained Automated Test frameworks and systems from the ground up.
- Deployed large overnight automation environments with reporting and notification systems.
- Execution of both manual & automated test scripts and identified variations from expected results.
- Knowledge and creation of Test cases and Test plans (such as Functional and End-to-End workflow tests).
- Review and Analysis of Functional Specifications and/or related documentation.
- Works closely with developers to discuss defects, enhancements, and resolutions.
- Troubleshoot problems identified, and communicate results through issue tracking systems.
- Track testing efforts and results, and communicate to managers.
- Good written and oral communication skills.
- Identify process improvements and support department and company goals.
- Ability to lead, delegate and manage projects and human resources.
- Ability to proctor, develops, mentors and lead internal teams.
- Good problem solving skills and very resourceful.
- Independent, self sufficient and self motivating.
- Understands software QA processes and methodologies.
- Understands programming techniques and software module development.
- Ability to communicate and orientate with 3rd Party users as well as customers and prospects.
- Strong at multi-tasking and flexible to work on multiple project streams simultaneously.
- Pride myself in completing tasks ahead of schedule with my prioritization and planning skills.

Work History and Accomplishments:

Exit41, Inc. Three Dundee Park, Andover, MA.   **11/08-02/11**
Senior QA Automation and Performance Engineer for Exit41 Restaurant and POS solutions.
- Team lead reporting to QA and Development to create regression automation and performance solutions and other in-house tools for a Client/Server Web and Java application.
- SUT: Restaurant ordering solutions offering increase of sales via Online, Socal Media, Mobile, IPhone/IPad and Call Center solutions.
- Design, develop, and execute automated regression tests to validate system functionality using Quick Test Pro and self-design VB.NET front-end tool.
- Design, develop, and execute automated stress/load tests to validate operation of software over time using JMeter and LoadRunner.
- Design, develop, and execute manual and automated performance tests to benchmark and monitor system transactions, network, and environment status using VMs, WANem, WireShark, JConsole, JVisualVM, Citrix, Apache and other in-house Java tools,
- Design and developed Account Management scheduled automated processes to verify all customer systems up-time.
- Design, write and execute manual test plans as needed. This includes smoke tests, white-box, black-box, integration and systems testing.
- Company IT backup support for various corporate administrative tasks.
- Log all defects and perform bug tracking for all issues found from discovery to final verification.
- Prepare and deliver automated test run results for QA, Development, Product Management and Support teams.
- Adhere to the established QA methodology and suggest improvements to the existing processes.
- A 'utility infielder' and contribute to the QA, Development, and other company roles as needed

ISO-ITS. (formerly **AscendantOne**.) 22F Cotton Rd., Nashua, NH.   **01/03-11/08**
Senior QA Automation Engineer II and Tools Lead for AscendantOne Policy Administration Suite
- Team lead working under development to create QA Automation and in-house tools for a Client/Server Web Application.
- SUT: Insurance office solution for quote and policy administration.
- Performance and Load Testing using HP LoadRunner 9.1 and CompuWare QALoad 6.5
- Functional Automation test scripts driven by xml files using Compuware Testpartner and Mercury Quick Test Pro.
- Developed in-house UI automation tools developed in VB.NET used for testing web application that populated web pages that were data driven from parsing XML documents or excel spreadsheets.
- Developed in-house load test automation tools developed in VB.NET with full reporting systems.
- Developed in-house tools for Development and QA departments to create a more efficient work environment.
- Deployed large overnight automation environments with reporting and notification systems.
- Marketed in-house test applications to our company's customers for additional company revenue.
- Setup and trouble shoot installs, uninstalls, and upgrades of Web Application on W2K and W2K3 Servers.
- Setup and Configured Fault Tolerant Environments with MS Network Load Balancing, SQL 2000/2005 databases and Web Application Servers on MS Window 2000/2003 environments.
- Monitoring and reporting of transaction response times, Web resources and Windows resources during performance testing.
- Analyze bottlenecks and poor system performance.
- Analyze and reported issues with customer integrations both in office and at customer sites.
- Compiled numerous White Papers from test analysis for internal and external users.
- Consistent use of PerfMon, IIS, Web Gardens, WebEx, VMWare, Remote Desktop, VNC, and SQL.

Amicore, Inc. (formerly **PenChart Corp**.) 200 Minuteman Rd, Andover, MA.   **07/01-01/03**
Senior QA Engineer and Tools Lead for Amicore's Medical Practice Suite
- Team Lead for UI Office Automation work streams
- Created a DB system to house company's Customer Information DB and Implementation process
- Involved with the QA Team in the process and best practices for Mercury Interactive's Test Director
- Created Requirements, Test plans, Test Labs and Reports using Mercury Interactive's Test Director
- Attended training and created functional automation scripts using MI's QuickTest Pro 6.0
- Administrator for Test Director 8.0, QuickTest Pro 6.0, Load Runner 7.8, TeamTrack 5.8 and API's.
- Attended training from Mercury Interactive for Test Director.
- Attended training for Custom C# Boot Camp and .NET classes.
- Automated load testing for database replication using Rational Robot and Mercury LoadRunner
- Automated performance and protocol testing using Rational Robot and Mercury WinRunner
- Automated functional testing using Rational Robot and Rational Virtual Testers
- Organized automated test tools using Rational TeamTest and Administrator
- Utilized Microsoft SQL Server 2000 tools for daily testing, backups and usage.
- Assisted in identifying and implementing the need for testing processes and QA methodologies.
- Administered Issue tracking process web-based software using TeamShare's TeamTrack
- Administered Customer Support tracking and process using TeamShare's TeamSupport
- Evaluated and chose a web-based bug tracking tools that collaborated customer support software.
- Utilized Microsoft Visual SourceSafe for source control.
- Attended a course for Microsoft's Solutions Framework for Principles of Application Development

Consulted through <u>Eland Solutions</u> from Salem, NH. at
<u>Priority Call/LHS.</u> 112 Industrial Way, Wilmington, MA.   **01/01–06/01**
Senior SQA Tools Lead for Priority Call's Oryx Communication Solutions
- Automated Stress tests for communication databases using Hammer IT 2.5,
- Automated Load tests using Hammer IT 2.5,
- Created a Visual Basic 6.0 application to allow easier analysis of 140 page DBdump files,
- Automated Test plans for using Rational Visual Test 6.5,
- Functional testing of UNIX based administrative configuration software,
- Accessed UNIX software via ProComm Plus telnet software,
- Provided assistance to Sustaining and Dev-Test departments by creating Hammer scripts,
- Organized the QA automation process used by the QA team.
- Participated in reorganizing the groups QA process and methodology.

Consulted through <u>Eland Solutions</u> from Salem, NH. at
<u>Lucent Technologies</u>, Switching Solutions group. 5 Industrial Way, Salem, NH.   **08/00–01/01**
Senior SQA Automation Engineer for Lucent's SoftSwitch UI 3.0 and 3.1.
- Created and deployed a "TestBuild" suite that was used to smoke test all builds of the UI,
- Automated 50+ Test plans for NT and Win2K product using Rational Visual Test 6.5,
- Updated previously installed scripts that were in WinRunner 6.02,
- Updated previously installed scripts for the Unix and Solaris product using Xrunner,
- Trained the QA team of 9 members how use and update the automation scripts,
- Organized the automation process and unification used by the QA team.

Consulted through <u>RE:Search Networks</u> from Portsmouth, NH. at
<u>3Com Corp</u>, (formerly NBX Corp) Brickstone Sq., Andover, MA.   **01/99–09/00**
Sr SQA Engineer for IP/LAN Telephony product. NBX100 ver. 1.1, 2.0 and 2.5. NBX25 ver. 1.0
- Functional automation on a web browser based application using Rational Visual Test 6.0,
- Stress and threshold automation for HTTP using Radview Webload 3.52,
- Stress and threshold automation for H.323 using Hammer H.323 call generator,
- Stress and threshold automation for Callp using Hammer IT and CallMaster, which included onsite classes and certification,
- Automated the TAPI capabilities of the NBX100 on MS Outlook 98 using VT6.0
- Set up and tested telephony devices using IP over WAN and LANs,
- Traveled to L.A. to train techs for 3rd party interoperability testing,
- Traveled to N.J. to install a system and observe a Beta customer's site.
- Created and updated test plans and cases for numerous programs and functionality which include,
  - IMAP4 – capability to download voicemail onto email programs such as Eudora Pro, Outlook, and Outlook Express.
  - PcXset – pc version of the NBXset business telephone set, which included automation.
  - ConneXtions H.323 Gateway – NT Service that allows H.323 standard calls.
  - Call Process and Delayed Ringing. – Basic and advanced features of the business sets and callp.
  - Call Detail Recording – call reference and log program.
  - Voice Mail and Auto Attendant - VM, AA, Call Forwarding, Off-site notification, dial plan.
  - NetSet – Web based application for system and user configurations.
  - COS and Paging – Class of Service for outgoing calls and internal & external paging.
  - Win2K – verified that the pc applications worked on Windows 2000 O.S.
- Entered issues using Microsoft Anomaly Tracking System (MATS) and TeamShare TeamTrack
- Other tools used regularly, Source Safe, Hyperterm, Network Monitor, DSP Tools, and Systems Management Server (SMS) Network Monitor.

Consulted through <u>Stafflex/VOLT</u> Services from Andover, MA. at
<u>PictureTel Corp</u>., Brickstone Sq., Andover, MA.   **09/98–01/99**
Senior SQA Engineer for Beetle 1.0 projects which was PictureTel's latest video conferencing room system.
- Assured daily tests of system connections over ISDN Networks and dialects,
- Wrote test plans for the functional testing of H.323 protocol,
- Enter defects and enhancements on Rational XDTS bug tracking software,
- Used Network Sniffer software to locate and track network usage,
- Quality assured browser based application to make remote calls via Netscape and I.E.,
- Checked for the validity of upgrades over PC Cards, Networks and Dial-ups.

Consulted through <u>Renaissance Worldwide Co.</u> from Exeter, NH. at
<u>DALiM Imaging Software</u>, Bedford, NH.   **04/98–09/98**
Senior Software QA Engineer for GALERiE – Media Asset Management team.
- QA work on JAVA based software used for digital asset management systems for companies
- Applied application over Internet connections for PC, UNIX, and MAC platforms.
- Was trained to collect and compile the builds of the GALERiE software,
- Manual and functional testing of builds and feature requests and enhancements,
- Used automation and Java test tools such as MS. Visual Test and Sun JavaSpec, JavaStar, and JavaScope,
- Checked in updated automated scripts into MS. Source Safe,
- Update test plans with new features and enhancements,

- Tested the validity of the catalog and index features while using standard internet browser technology with MSIE 4.0 and Netscape Communicator 4.05,
- Entering feature defects into Seappine TestTrack Database and collaborated with developers to resolve defects,
- Trained new QA engineers for the project.

Consulted through New Boston Systems from Woburn, MA. at
Digital Equipment Corp. Marlboro, MA.   **11/97–04/98**
Software and Hardware QA Engineer I for Mobile Laptop division.
- QA work on Digital's high-end "Hi-Note Ultra 2000" and "Hi-Note VP 700" laptops
- Was a team member for hardware assurance and individual work on automation testing.
- Responsible for functional and integration testing of BIOS, Firmware, PCMCIA, USB, networking and peripheral devices on Win95, Win98 and NT operating systems.
- Used Rational Visual Test 4.0 for automating FIS, System, and Recovery CD's.
- Checked in updated scripts into "PowerWay" source control software.
- Entering feature defects in SPR Database and collaborated with developers to resolve defects.
- Manual testing on docking stations and multimedia docks for Ultra2000 for Windows 98 platform.
- Tasks also include localization projects and keyboard testing.

PictureTel Corp., Andover, MA   **11/96 – 11/97**
SQA and Hardware Engineer for the Live200 localization team
- Testing desktop video conferencing products in 8 different languages.
- Setting up systems in the different languages for Windows 95/95 OSR2 and changing network configurations.
- Travelled to Tokyo office in Japan for 3 weeks to troubleshoot and train,
- Write and revise test reports for UI, localization, and functionality,
- Testing network configuration such as ISDN, DDM, ATM, NDIS and CAPI,
- Switch patch panel signals to match country ISDN signals,
- Created and revised automated MS Visual Test scripts to run on localized products.

Previously was on Greyhound Live200 1.5 project. This product was most interesting because it allowed me to come in contact with different forms of networking.
- Set up systems using TCP/IP, IPX, NetBIOS, H.320, H.323 Networking,
- Communicated with co-workers ad contacts globally via video conferencing,
- Installed FVC boards and switches for ATM networking,
- Exposed to T.120 data conferencing networks.

Was also a co-project lead with Whippet Live20 project for Picturetel's low end ISDN video conferencing systems. Responsibilities included;
- Created and revised test plans and test reports,
- Held bug meetings with engineers to go over application defects,
- Proposed several major user interface enhancements,
- Delegating and training contractors to QA project.

Was solely responsible with LivePhone, which was the product that worked on H.324 networking.
- Became experienced in setting up POTS telephony devices with Windows 95.
- Created and revised test plans and test reports,
- Reviewed all new user interface, readme.txt and help documentation,
- Worked with patch panels to connect labs and change alternative network signals.

Originally started SQA with Greyhound Live200p 1.1, 1.0.1, and 1.0 projects.
- My daily tasks included following test plans
- Creating, revising, and implementing automated scripts using MS Visual Test 4.0
- Received a certificate from an intense 2 week ISDN course,
- Deployed video conferencing systems for point-to-point and multi-point using bridges and inverse multi-plexers,
- Coordinated IRQ's, I/O Port addresses and memory management within Windows 95 and NT,
- Installed DDM V.35 network interface boards and switches for 2x56/64 calls and bonded 128 through 384 calls,
- Assisted with customer problems through escalation teams,
- Rebuild and re-configure computer systems with an assortment of peripherals,
- Logged in customer reported problems into Lotus Notes Engineering database,

Consulted through New Boston Systems from Woburn, MA. At
PictureTel Corp., Andover, MA.   **05/96 – 11/96**
Entry-level SQA engineer, test software for videoconference technology
- Used the technology to test over ISDN, LAN, ATM, TCP/IP, and POTS lines.
- Train and assist new consultants.
- Work with Windows 95 & NT 3.x and 4.0., Lotus Notes, Visual Test.
- Setup MS network connections, printers and other peripherals and
- Complete other diverse daily tasks.

Education:

*Matriculated @ University System of New Hampshire at Plymouth State College 1992 to 1996 for a Bachelor of Science in Applied Computer Science and English Writing Minor.

References:

Available upon request.