

Arnold H. Miller

Westminster, CO

+1 303-868-4807 arnold.miller0@gmail.com

<http://www.linkedin.com/pub/arnold-miller/13/47b/a87>

Summary

10+ years Software Leadership, Quality, QA-Testing, Mentor, SDLC Improvements, Development and Support for UNIX, SQL Database, telecom, Web, SaaS, Cloud, Hosted, ReSTful API, and Client-Server products.

Provided excellent analysis, designs, strategies, reports, assessments and hands-on activities throughout the entire Software Life Cycle model via collaboration team work and product subject matter expert knowledge to meet Customers' explicit, implicit and perceived needs, desires and requirements.

Continuous learning software and quality best practices to champion, improve and implement Software Development Life Cycle models to better meet Company's objectives and Customers' requirements.

Professional Experience

Motorola Solutions, Westminster, CO

Oct 2011 – Oct 2014

Software Product Quality Engineer (employee)

- Championed continuous improvement in, product quality, process efficiency and customer satisfaction for mature Agile/Scrum team (Project Managers, Developers, Product Owners, QA-Testers, and Tech Supporters) via ISO 9000, Agile, Lean and Six Sigma methodologies (i.e., FMEA, risk analysis, root cause analysis, Lessons Learned and Retrospective feedback). The team decreased customer reported Product defects by 66%; quadrupled customer base and had more efficient processes.
- Improved overall Agile SDLC activities including: Architecture, Business case, feature and requirement reviews; Development and testing; DevOps, release; installations and customer support.
- Created and tracked products' pre/post release Software overall Quality activities and metrics.
- Lead 8D problem solution/prevention team for high impacting, cross-functional and hard to solved problems.

CenturyLink, Denver, CO

Nov 2010 - Sep 2011

Senior QA Test contractor (via Apex Systems)

Formally: Qwest Communication

- On mature Agile/Scrum team using SoapUI and SOA-test REST API tools to defined, execute and track automated new function and regression behavior case rules and scenarios tests to verify messages between SaaS Web/Mobile Application and backend SQL storage.

Rolta-TUSC, Lakewood, CO

Aug 2010 - Nov 2010

Senior QA Test contractor (via direct contract)

- On start-up Agile/Scrum team using Java Selenium RC to define execute and track automated new function and regression behavior case rules and scenarios tests for a SaaS Web Application that generates REST (XML, JSON) SQL/database reports.

Openwave Systems, Broomfield, CO

Dec 1995 - Jan 2010

Software QA Test Architect (employee)

Leadership and Cooperative Team member

- Lead and supported team, site and corporate initiatives to increase quality and efficient throughout the complete Agile SDLC (Requirements, Designs, Implementation, System-Test, Production).
- Lead, mentored, trained, coached and supervised QA test teams (in-house, outsourced, remote and off-shore) with hands-on activity to ensure that products meet customer and company expectations.
- Supervisory activities included: performance reviews, progress reports, training plans, hiring and termination, scheduling, overtime and sub-contractor oversight.
- Trained QA testers and others on test and verification methodologies, practices and procedures.
- Created test plans, defined testing strategies, developed and executed test cases with various, report, defects, checklists, logs, acceptance, metrics, and post-launch activities and summaries.
- On start-up to mature Agile/Scrum teams (Engineer Managers, Developers, QA-testers, Product owners, Project managers and Tech supporters) to:

- Analyzed throughout the complete Agile SDLC the product's Requirements, Designs, Implementations, System Validation, Deployment and release User Stories and Customer Scenarios for clarity, risks, conflicts, environment omissions, and duplications with traceability matrixes to development test strategies, plans, procedures with maintaining automated and manual tests.
- Analyze, prevent, find, report, troubleshoot, track and solve concerns, problems, issues and defects early and throughout the complete Software lifecycle.
- Created, execute and track business requirement and feature user acceptance test (UAT) scenarios.
- Integrate, Schedule, track, oversee and review Software-Test plans, backlog, stories and tasks.
- Determine and execute "un-happy-path" tests for boundary, error and exploratory scenarios.
- Created, reviewed and improved QA test process along with interactions to other team members.

Analyzes, implement, report QA-Test tasks

- Used in-house keyword FitNesse like framework to created automated and manual tests for API (WDSL, XML, telecom) message middle-ware products via behavior call flows rules with SQL database interactions
- Developed and supported automated continuous integration tests which included install, regression, smoke, new feature system end-to-end business case rules tests with web posted results.
- Developed UX/UI, UAT, Unit, White, Grey, Black, Ad-hoc, Manual, Automation Component, Functional, Performance, Stress, Load, Smoke, Regression, Integration tests with various tools (Quality Center, Jenkins, Team City, Bugzilla, Rally, JIRA, Sub-Version, Perl, SQL, Eclipse, ANT, JMeter, JUnit, UNIX/Linux).
- Completed defect Root Cause and Risk Analysis to prevention future similar not yet found defects along with improving Software-test team processes and help other team's improve their processes.

Duties: Debug, Defect, Customer and Support interactions

- Help Developers, and Tech Supporters to isolate, replicate and solved defects.
- Recorded, escalated and track problems, defects and issues found via informal and formal methods from discovery to solution to delivery to approval-closure.
- Create and supported behavioral customer-like test data suites with installation and upgrade validation.
- Set up System test lab to simulated Production and Customer environment include Database configurations.
- Reviewed and executed customer Client-User Acceptance Test plans in pre-production environment.
- Supported on-site and remote Customer Beta sites and Interoperable lab acceptance.
- Coordinated interoperability validation with customer's and third-party vendor components.

Software Developer and Maintainer (employee)

Jul 1985 to Dec 1995

- Develop and supported software, firmware and hardware for RS-232 and TCP/IP communications; ISDN telecom protocol analyzers and Geographic Information System products with UNIX, C++. Shell scripts, version control, Beta/Field Trials, Pre-shipment validation; Defect tracking and User documentation.

Professional Development and Training

- Front Range Community College, Westminster, CO (Supervisor, Leadership, Management, Business Law).
- Quality Management courses (e.g. ISO 9000, Reliability, Lean Six Sigma, Quality Costs, and DoE).
- Rally Software Agile/Scrum Master Course, 2007.
- Webinars, Seminars and Talks on Software methods, practices and process: Agile; Scrum; Kanban; DevOps; SaaS; Requirement, Design, Development, and Testing Tools.
- Denver-Boulder CO area Quality, Software QA-Testing, Agile user group meetings.
- SQuAD Software Quality and Testing Conferences, 2009 and 2011.
- Agile Software Mile High Conferences: 2011, 2012 and 2013.
- Reliability and Maintenance Symposium (RAMS): 2014.
- Software Test Professional fall conference: 2014.
- ASQ Boulder Section: Taught Certified Software Quality Engineer Exam Review Course.
- Motorola Solutions courses, ISO 9000. Lean, Six Sigma, Root Cause Analysis, Prevention, ITIL.

Formal Education and Certifications

- Master of Science in Computer Science, University of Maryland, College Park, MD.
- Bachelors of Art in Mathematics, University of Rochester, Rochester, NY.
- American Society for Quality: Certified Software Quality Engineer (CSQE), renewed 2012.