

Performance Assurance Engineer

Main interests and experience summary
(Full Resume Attached)

Performance Assurance

- Performance testing alone is no longer sufficient to ensure smooth production performance. Augmenting tests with ongoing monitoring has become a necessity. I have become very interested in developing strategies which extend performance testing with performance monitoring to accomplish performance assurance
- Presenter at Star Canada International QA conference, April 2014 & October 2017
Session track: "Continuous Performance Testing: The New Standard" & "Automated Performance Testing at Every Step"
- Developed a DevOps centric approach to Performance Assurance.

Performance Monitoring and Management

- Test and Monitoring Tool Lead at Wellpoint Health Insurance Company
- Develop and implement a blueprint to extend performance testing with performance monitoring for PreProduction and Production systems
- Monitoring experience with [DynaTrace](#) and [Sitescope](#).
- Monitoring design for Big Data ingestion

Performance Testing

- Lead performance tester at [Tickets.com](#) and [LiveNation.com](#) for 10 years.
- SOA performance tester at Ticketmaster.
- [LoadRunner](#) Certified: [Mercury](#) Certified Product Specialist (CPS), Mercury Certified Product Consultant (CPC), and [HP](#) certified in Performance Center.
- LoadUI Pro, JMeter, and Gatling (Open source performance test tools)

Previous accomplishments

Automated Software Release Testing

- Chief architect of a highly automated regression test suite which efficiently guaranteed stable software releases. Tools were created using SQA Robot, Excel, Smalltalk, SQReport, SQL Windows, and Oracle scripting language.
- Pioneered techniques in testing internet applications with complicated data setups.
- Co-developed an automated regression test engine built on [Mercury WinRunner](#).
- Designed a Database Regression test tool

QA Process (create and execute)

- Created the QA Blueprint concept, a methodology for establishing a QA department's core processes and a roadmap on how to get there.
- Defect tracking specification and tool design.
- QA signoff responsibility for the production release cycle.
- Functional regression test suite for an insurance policy writing application.

QA Leadership (formulate QA strategy, convince others of its value, mentor junior QA personnel)

- Demonstrated ability to present technical problems in business terms to non-technical customers.
- Managed and mentored QA teams made up of junior QA and technical developers.

Resume

WORK EXPERIENCE

United HealthGroup / Optum (2/2015 – 8/2017)

Hartford, CT

Sr Performance Test Engineer

United Health/Optum is developing a next generation insurance claims process application targeted for both internal and commercial use.

- Adapt testing strategy for DevOps process adoption
- Plan, coordinate, and execute performance tests.
- Designed a performance monitoring system for both TEST and PROD environments
- Developed monitoring systems for Big Data ingestion (Maxwell, Kafka, Nifi)
- Collect NFR's (Non Functional Requirements) from the biz community

TrueCar.com (1/2015, 3 week consulting engagement)

Santa Monica, CA

Performance Consultant

Truecar is a fast growing internet site whose traffic growth is pushing against capacity.

- Evaluate tools including LoadRunner, Radview Webload, and Smartbear LoadComplete
- Design and implement a performance benchmarking prototype.
- Provide a DevOps performance strategy customized for Truecar.

TicketMaster/LiveNation (2012 – 5/2014)

Los Angeles (I work remotely out of Glastonbury, CT)

Senior Performance Engineer/Consultant

Ticketmaster is building their next generation ticketing platform. I worked on performance testing and performance monitoring of this system.

- Performance testing via JMeter and LoadUI Pro.
- Develop and evangelize a performance management blueprint.
- Administer Lisa/ITKO service virtualization for performance testing.
- Administer an open source performance tool to be used in continuous integration. Technologies employed were Jenkins (build tool) and Gatling (performance test tool)
- Administer a performance test environment.

Wellpoint/Anthem/BlueCross (2010 - 2012)

Wallingford, CT (I work remotely out of Glastonbury, CT)

Performance Testing and Monitoring Tools Lead – Claim Systems Performance Group

Performance Monitoring

- Develop performance monitoring strategy
- Implement performance management strategy
- Evaluate performance monitoring tools

EDI Performance Test Lead

- Develop processes and tools to performance test X12 data transformations.
- EDI system pre-release performance testing (sign off responsibility)

Facets claims processing system upgrade

- Refine and adapt performance test strategy in an ever changing climate.
- Standup a production sized deterministic performance test environment. \$3M+ investment
- Manage activities of a 5 person team.

LiveNation.com (2007- 2010)

Los Angeles (I work remotely out of Glastonbury, CT)

Senior QA Engineer/Consultant

LiveNation was a billion dollar startup company that spun off from ClearChannel. I have supported them in test tool infrastructure development and have been their primary load test resource. My responsibilities have included:

- Developing a strategic approach to performance management.
- Develop and maintain load test infrastructure. (80% of load testing is the environment)
- Extensive load testing and performance tuning.
- Planting Mercury hardware into the company's data center.
- Standing up an instance of HP's Business Availability Center and evangelizing its benefits.
- Implementing a Sitescope field server monitoring system.

Tickets.com (2000 - 2007)

Wallingford, CT

Senior QA Engineer/Consultant

I have been QA lead for a website re-architecture project and Major League Baseball's on-line ticketing system project. Tickets.com is one of the 20 busiest web sites in the world. My responsibilities have included the following areas of stress testing and functional testing:

- Load testing and performance tuning.
- Extensive experience pinpointing functional breakdown under stress.
- Load test environment setup (working closely with Networks and System Administration infrastructure groups).
- J2EE system tuning. The target system includes Bea's WebLogic Application servers, Tomcat servlet engines, Apache web servers, an Oracle Database, and F5 BigIP load balancers.
- Developed/executed functional test strategy for Major League Baseball ticket sales.
- Setup a reliable and reusable test data environment, the key to successful testing!! System could be automatically restored to a known state, an important feature for regression testing.
- Developed a systematic way of organizing test cases for internet applications. Process involves decomposing GUI display elements into testable objects.
- Pioneered techniques in testing applications with complicated data setups.
- Developed the test data factory, an efficient method of generating test data specs and test cases that ensure B2B clients are correctly integrated into the Tickets.com sales channel.

Evolution Benefits (2004)

Avon, CT

QA Consultant (2.5 days per week)

15 contractors were integrated with existing staff to build a 3 million dollar financial system. I was retained to address QA. I developed a blueprint for QA process and infrastructure and then implemented various pieces. Specifically I:

- Designed an iterative process which integrated QA into the daily build release. This provided two major benefits:
 - defects took less time to fix as code was still fresh in the developer's mind.
 - QA didn't get cut out when the schedule slipped
- Implemented a "poor mans" defect tracking system from Microsoft's Sharepoint.
- Developed a "poor mans" load test using Microsoft Application Center Test(ACT), a "free" tool which ships with Microsoft Visual Studio.
- Mentored staff in the ways of QA.

Mellon Financial Corporation (2003)

E Hartford, CT

QA Consultant (three days per week)

I performed stress testing, performance tuning, and automated functional regression testing for an internet based financial planning application. A notable accomplishment was an automated test engine. The test engine runs 230 cases overnight (in 12 hours) and has been a cornerstone in the production release process.

Radia Technologies Corporation (2001)

New Haven, CT

QA Consultant (one day per week)

Radia is a security monitoring company which uses the internet as a medium to pass real-time security information amongst emergency responders. I developed a test plan which verified the correct hardware /software integration of cameras, PLCs, switches and software applications. This project gave me an opportunity to leverage both my IT and manufacturing systems experience.

Open Solutions Incorporated(OSI) (2000)

Glastonbury, CT

QA Consultant (one day per week)

OSI is involved in the client/server banking business. My project was part of OSI's effort to develop an automated regression test suite for their client/server banking applications. My responsibilities included:

- Evaluating and recommending an automated testing tool: [Rational Robot](#) vs. [Mercury WinRunner](#). My recommendations were adopted.
- Mentoring QA personnel in automated testing techniques.

Programming Resources Company (1998 - 99)

Hartford, CT

Software QA Manager

PRC is a software company that produces policy rating and writing software for the insurance industry. My responsibilities included:

- Production release QA.
- Regression test infrastructure design.
- Regression test plan development and execution.
- Application of Rational's Robot in automating test plans.
- Designed an automated regression tool for relational databases.

LFR Asia (1996 - 97)

Hong Kong

Consultant (part time)

Developed web site and internet access for LFR Asia, an international executive recruiting firm.

BehavHeuristics Inc. (1992 - 94)

Maryland

Project Manager/Software QA Manager

BehavHeuristics is a small neural network software company whose main product is a neural network based forecasting engine. Applications are built upon the object-oriented software paradigm and implemented using the client-server computer architecture model. I was a principal participant in a major client/server application for USAir. This multi-million dollar application involved 200 client PC workstations and a large relational database server. My responsibilities included:

- Project Management: Manage technical and business aspects of a complex software development effort.
- Design, develop, and manage the Quality Assurance program for an object oriented software application. Development involved man years of effort to create a regression test suite capable of assuring a quality software release within 3 days. This was done by creation of several highly automated testing tools.
- Managing several software engineers.
- Educating the client on the cost (in time, quality, and schedule) of implementing requirements and developing alternatives which can fit within the client's resources.
- Managing customer relations and technical direction of an airline reservation database application.
- Performing feasibility study for a charter airline reservation system.
- Redesigning SQL transactions for an airline reservation database.
- Developed a dynamic testing process which efficiently leads testers to the weakest part of a system.
- Developed spreadsheet suite used to automatically regression test a client/server application, verifying thousands of data points within 15 minutes.

CRS Sirrinc (1988 – 89)

Greenville, SC

Senior Automation Systems Engineer

CRS Sirrinc is an A&E firm which provides engineering services to a wide variety of clients. My work at the company primarily involved the automation of Eastman-Kodak's professional quality film production plant. My responsibilities included:

- Facilitating computer integration and providing technical liaison between Kodak (New York) and CRSS (South Carolina) design communities. In this capacity, I shuttled between sites weekly.
- Project leadership - responsible for technical and personnel management for software of an automated testing support cell. (Cell controller and 3 machine controllers)
- Extracting user requirements from the diverse Kodak design community and developing Yourdon software design models. (Yourdon is a structured software design methodology that is very popular for large scale software projects.)

Pratt & Whitney Aircraft, Div of United Technologies Corp. (1982 – 87)

East Hartford, CT/Columbus, GA

Senior Manufacturing Systems Engineer

My experience included 2 years development in CT and 3 1/2 years startup of Pratt & Whitney's "factory of the future" located in Columbus, GA. My responsibilities included:

- Implementing automation of an in-production forging system (8000 ton slow forge under vacuum and heat, 6 PLC's). Resultant automation yielded an additional US\$1million/year in production time due to increased reliability and reduced cycle times.
- Monitoring and coordinating vendor activity.
- Analysis and project coordination for a precision gauging system to support inline Statistical Process Control (SPC).
- Developing communications between cell level and factory level computer systems to facilitate automated real time data collection.
- Developing a microprocessor based real time operating system.

EDUCATION

Masters of Business Administration (MBA)

1991

San Francisco State University GPA 3.83/4.00

Bachelor of Science Electrical Engineering

1981

University of Hartford, Hartford, CT

JOB TRAINING

- DynaTrace
- Jenkins
- Gatling (open source performance test tool)
- LoadUI Pro (SOA performance test tool)
- Lisa / ITKO service virtualization tool
- Mercury/HP LoadRunner
- HP Business Availability Center
- SQL relational database query language/Oracle database
- Smalltalk programming language

LANGUAGE

- Studied Mandarin Chinese for three years

WRITING

- Presentation: "Automated Performance Testing At Every Step", presented at StarCanada held in Toronto, Canada (2017)
- Presentation: "Continuous Performance Testing: The New Standard", presented at StarCanada held in Toronto, Canada (2014)
- MBA Thesis: "Restoring American Manufacturing Competitiveness: The Transition from Mass Production to Lean Production" (1991)
- Paper: "Real Time Interface Design Considerations", published and presented at Control Expo 87 trade show held in Rosemont, IL (1987)