



# Richard Blaze

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## SUMMARY

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Accomplished testing professional with a strong background in software development methodologies and best-of-class process, testing, and development tools. Continually brings proactive contributions in programming, testing, database, web, mobile, and training for customers in the healthcare, litigation, retail, shipping, hospitality and financial industries.

- Standard SDLC and Agile testing methods
- Java, JavaScript, Unix shell, COBOL
- Windows, iOS, Linux, Unix, mainframe
- .NET, Dot Net Nuke, IIS, XML
- Web, mobile and kiosk testing
- AWS, PaaS, Google Analytics, Salesforce
- SQL, TSQL, data-mining, data transformations
- MySQL, SQL Server, DB2
- Providing ISO and CMMi training
- Testing and training documentation

## PROFESSIONAL EXPERIENCE

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**meltmedia** – Tempe, Arizona

2011-Present

*meltmedia, a leading interactive agency, 60+ associates strong, and manages brands in excess of \$10 Billion, and is further recognized by Inc. Magazine as one of the fastest growing companies for 2009, 2010 and 2011. meltmedia does interactive design and software development that creates brand-intelligent long-term sustainable brand strategies and customized high-impact interactive solutions for Fortune 500 and mid-size companies such as Genentech, Blue Cross Blue Shield of Arizona, Right This Minute, Aetna, Johnson & Johnson, and Virgin Records).*

### Quality Assurance Test Lead

Conducted extensive testing for web application HTML5 and CSS3 solutions based on the AWS platform; Wrote test cases and test plans, provided testing metrics using JIRA and Greenhopper; Promoted Scrum, Agile, Test-Driven Design, unit testing, quality process methodologies and insisted on company-wide Scrum and Product Owner training; Revamped quality in requirements resulting in clear user stories, introduced the concept of strong acceptance criteria, and promoted the reduction of technical debt; Designed and implemented automated testing environments using Selenium, WebDriver, Eclipse, and Maven to promote automated continuous integration and deployments; Used VMware Fusion and VirtualBox to test in virtual environments with multiple Windows operation system platforms; Retrieved source code for compilation and testing from GitHub; Conducted tracking validation in Google Analytics and promoted expansion into analytics for additional revenue streams; Created product training documents for clients; Manually tested developed mobile apps on a variety of iOS and Android phones and tablets.

- Created automated test setup and validation scripts using Selenium 2 server that shortened testing time and improved project quality delivery and wrote WebDriver scripts in Java under Maven to test HTML5 websites continuously.
- Inventoried and tracked all company mobile test devices (iOS, Android, Blackberry and Windows mobile) by provisioning with company labels, screen backgrounds, device map tracking, OS upgrades, troubleshooting, and installing apps for testing.
- Promoted a centralized repository for company and industry standards, guidelines, code examples and lessons learned that expedited development, thorough validation for product releases, and usage of static code analyzers for governance of code quality and testability.
- Worked closely with Scrum Masters and Product Owners to revamp requirements gathering and documentation through improved user stories thereby implementing a strong approach to acceptance criteria that resulted in a general 35% reduction in product rework and project delivery timeframes.
- Tested and validated developed products such as large pharmaceutical websites, CMS applications, statistics to graphical chart displays, video sharing (upload, translation, storage and display), newly developed mobile apps and kiosk web apps for Blue Cross Blue Shield of Arizona, and metrics in Google Analytics and Salesforce.

**Sanction Solutions** – Tempe, Arizona

2009-2011

*Litigation support software company and Microsoft partner whose document management and digital presentation system facilitates civil litigation involving billions of dollars, used by the U.S. Department of Justice, federal and local agencies, and thousands of law firms nationwide. Sanction Solutions is owned by Esquire Solutions, an Alexander Gallo Holdings Company, the leading privately-owned court reporting, litigation support services and staffing company in the United States.*



### **Senior Quality Assurance Testing Engineer** (*Tempe office*)

Wrote test cases and product test plans providing testing statistics and test/fail ratios and provided test metrics using Team Foundation Server and Sharepoint; Conducted extensive testing for a leading litigation support solution based on a C#, WPF, and .NET platform that includes database synchronization; Promoted Scrum, Test-Driven Design, and quality process methodologies; Wrote all product release notes; Used VMware Datacenter to design and test in virtual environments with multiple operation system platforms.

- Created automated case movement validation scripts for product database synchronization technology that shortened testing verification time from fourteen minutes per case down to 30 seconds per test case.
- Implemented a centralized library for examples of all possible media import materials to promote expedited development, thorough validation for product releases, and shortened support recreations.
- Promoted usage of virtual testing environments to enhance development thoroughness and cut equipment expenses while ensuring that all possible Microsoft operating systems are tested for every release and allow creation of virtual environment "snapshots" of previous testing installations to provide quick access to issue recreations.
- Drove a Test-Driven Design (TDD) approach through presentations, gathering and centralizing material, and recruiting a TDD expert to provide on onsite lecture to the development team and promoted test-driven unit-testing that saved hundreds of hours in defect corrections.

### **March Networks** – Ottawa, Canada

2007-2008

*ISO 9001 certified company serving the video and retail data-mining needs of leading financial, retail, transportation, and government/homeland security agencies in approximately 50 countries.*

### **Quality Assurance Tester** (*Scottsdale office*)

Wrote test cases and provided test metrics, maintained the testing server/database environment while conducting extensive testing for a leading retail loss-prevention data-mining web portal solution based on .NET serving the largest supermarket chains, such as: Albertsons, SuperValu, United, Pick'n Save, Scholaris, Buschs, Giant, A&P and many others.

- Designed and implemented an extensive test bed database 4GB in size with over 400,000 customer retail transactions that improved testing and support productivity by 40%.
- Designed all testing processes, wrote test cases, and created test metrics reports in Seapine's TestTrack and created/delivered training to the entire test team which enhanced development cycle performance.
- Implemented open-source automated test tools such as WET, WatiN, Ruby, and researched Agile and SCRUM development methodologies to increase productivity of development and testing cycles.
- Validated XML data transformations, used advanced SQL scripting to validate data-mining analytical reporting created in MS SQL Server Reporting Services, and conducted detailed data translation validation via customized Windows applications interacting with SQL Server at four translation stages

### **DHL Express** – Scottsdale Data Center, Arizona

2004-2007

*Worldwide shipping and logistics solutions serving 120,000 locations in more than 225 countries and territories.*

### **Senior Testing Engineer** (2006–2007)

### **Senior Instructional Designer** (2004–2006)

Supervised three contract testing engineers, wrote test cases and providing test metrics, conducted testing assurance for DHL's two accounting MVS mainframe systems. Earlier designed and delivered internal training for all available project management, configuration management, productivity tools, and also technical standards to an IT staff of 350.

- Performed lead Quality Assurance testing with mainframe technical expertise in JCL, PROCs, TSO/ISPF, COBOL, SDSF, FileAid, Abend-aid, PanValet, CICS and batch applications to consistently meet demanding project deadlines.
- Designed and delivered training in fundamental Mainframe technology concepts, off-shore staffing research and industry standard testing methodologies to the entire 26-member testing team.
- Responded to a critical knowledge gap by becoming the sole Subject Matter Expert and classroom instructor using a Citrix environment for 90% of the available productivity tools, including HP Service Desk, TeamTrack, ClearCase, FileNet and PlanView.

2004-2004



**TEK Systems** – Phoenix, Arizona

*Leading IT staffing and services company specializing in applications, infrastructure, and communication technologies.*

**Contract: Pegasus Solutions, Inc.** – Scottsdale, Arizona

**Quality Assurance Tester**

02/2004-09/2004

Documented and performed software product test cases and test summaries with Mercury's TestDirector for one of the hospitality industry's leading global online systems, also used Remedy Action Request System and MS Visual Source Safe.

- Designed and implemented new testing documentation standards to improve communication and validity which reduced defect resolution time by 35%.

**Contract: DHL Express** – Scottsdale Data Center, Arizona

**Quality Assurance Tester**

10/2004-11/2004

Wrote all software product test plan, design, case, and summary documents for DHL's complex sales-pricing application based on Excel with Visual Basic, processed all test cases into Mercury TestDirector, tracked defects with Serena TeamTrack and TechExcel DevTrack, and provided document version control with Rational ClearCase.

- Proactively reviewed and rewrote all existing 240 regression test cases to correct and validate for accuracy and readability thereby validating all regression testing.
- Analyzed and improved scripts for Mercury WinRunner's automated testing tool that increased performance for all project regression testing by 30%.

**Sybase, Inc.** – Dublin, California

2000-2003

*Sybase, an ISO 9001 certified company and the inventor of MS SQL Server, is the industry leader in business intelligence (BI) software including expert systems for database management, data warehousing and data mining.*

**Staff Course Developer**

Redesigned the curriculum for Sybase's Educational customer training courses, created new advanced technical courses, installed internal web-conferencing servers, established Sybase's first web-conferencing technical recordings, and created Sybase's first internal websites to distribute technical training materials.

- Redesigned the curriculum and updated the courseware for Sybase Education's second-best selling customer course series resulting in a 20% increase to \$1.2MM total annually in classroom revenue.
- Researched and developed websites using HTML, JavaScript, and Perl/CIG scripting to make web-accessible electronic media for asynchronous internal technical training resulting in company-wide Intranet access saving in travel-costs and classroom resources.

**Viaserv, Inc. & Polarsoft, Ltd.** – Boulder, Colorado

1997-2000

*Viaserv and Polarsoft are middleware solutions and consulting service providers.*

**Senior Systems Consultant**

Performing on-site customer system analysis, installations, configurations, and performance tunings on a variety of Sybase middleware products for the MVS, VSE, AIX, and NT platforms against a variety of databases such as MS SQL Server, DB2, SQL/DS, Ideal, DataCom, and Adabase.

**Sybase, Inc.** – Boulder, Colorado

1992-1997

**Quality Assurance Engineer** (1995–1997) – Boulder, Colorado

Wrote test plan, design, case, and test summary documents, assessed and documented project risk management, performed installations and maintenance for a complex network, server, and mainframe testing environment.

- Designed and maintained specialized CICS and batch COBOL II programs while using database and mainframe skills to conduct installation, performance, capacity, stress, data translation, and negative testing for intensive data transfers from large mainframe databases (DB2 and IMS) to LAN servers.
- Designed and delivered Sybase Replication Server and mainframe Replication Agent training to Sybase technical support engineers, Sybase systems consultants, and software engineering teams at Platinum and BMC (Sybase partners).
- Created Unix shell scripts and MVS CLIST scripts to produce automated testing and shorten testing cycles.



## Technical Support Engineer (1992–1995) – Boulder, Colorado

Resolved customer technical problems by phone, designing customized mainframe programs to resolve specific customer problems, served as DBA for the DB2 database test environment, edited all mainframe user manuals, contributed whitepapers, created and conducted technical training to internal employees, customers, and Sybase partners.

- Coding specialized CICS COBOL II programs, creating MVS CLIST scripts, managing CICS system tables, maintaining SQL scripts in DB2 (SPUFI) and SQL Server, creating VSAM files (KSDS, RRDS, and ESDS) to conduct performance testing for all mainframe-source Gateway solutions.
- Resolved by phone: mainframe installation of product software, mainframe configuration, CICS abends, DB2 setup, CICS system table configurations, and other issues plus held the highest recorded number of successfully closed customer issues in Tech Support (1600+).

## EDUCATIONAL BACKGROUND

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### FORMAL EDUCATION

#### **Bachelor of Science, Computer Information Systems**

[DeVry Institute of Technology](#) - Phoenix, Arizona

GPA 3.89 -- Presidential & Epsilon Delta Pi Honor Societies

### PROFESSIONAL DEVELOPMENT TRAINING

- Udemy Series:** Java Essentials for Android, Selenium 2 WebDriver Basics With Java, Java Servlets with JSP
- IBM Series:** MQ Series Technical Introduction, MQ Series Technical Lab, and IMS Physical Organization
- Sybase Series:** Logical Database Design, Database Data Modeling / Object-Oriented Modeling / Business Process Modeling With PowerDesigner, Repetitive Stress and VDT Testing, Advanced C++
- AT&T Series:** Sun Solaris v2.5 Administration

CERTIFICATIONS: • Sybase Certified Replication Server Administrator version 12.5 - March 24, 2003

PRESENTATIONS: • Conducted four technical seminars at Sybase's Middleware User's Conference.

PUBLICATIONS: • Created CICS COBOL sample programs and whitepapers still currently published at Sybase and Viaserv. See published samples at: <http://www.blazerweb.com/resume/cobol/>