**RICHARD FOGLE**

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# PROFESSIONAL SUMMARY

Twenty four years of experience in software testing and systems analysis including test planning/design/execution, problem reporting, test automation, application server maintenance and support. I have experience in QA Manager and Team Lead positions as well as special training in leadership and process evaluation and improvement.

**Hardware:** IBM PC Compatible hardware troubleshooting and component level repair or replacement.

**Software:** IBM Tririga, Kronos HRIS, Microsoft Dynamics CRM, Rally, SharePoint, MS Office, MS SQL Server, MS IIS, MS Team Foundation Server, WinRunner, Quality Center ALM, LoadRunner, VMWare, Oracle VirtualBox, Cerner Millenium, Bugzilla, Apache 2, Git,

**Operating Systems:** Windows Server, Windows 7/8/8.1, AIX, Linux Ubuntu Desktop and Server

**Languages:** TSL (WinRunner Scripting), ANSI ‘C, SQL

# PROFESSIONAL EXPERIENCE

STARBUCKS COFFEE COMPANY VIA COMPUCOM INC. February 2015 – August 2015

Job Title: Software QA Engineer Senior

I worked on regression and end-to-end testing for the Facilities Management System and Global Labor Systems teams.

* Organized and executed 120 manual regression and end-to-end test cases for the Compass Facilities Management System in multiple test phases prior to production release.
* Organized and executed 50 manual regression and end-to-end test cases for the Kronos HRIS System prior to production release.
* Assisted with testing the integrations between Compass and several ancillary systems and databases.
* Tested the integrations between Kronos HRIS, SAP and other systems and databases.
* Updated and deployed scheduled tasks and batch jobs to mimic production interfaces into and out of the Kronos HRIS system and SAP.
* Coordinated testing activities with project management, development, functional analysts and business analysts to ensure proper coverage.
* Logged defects found in Starbucks Team Foundation Server (TFS) system and HP Quality Center ALM as required.
* Participated in multi-team defect triage meetings to ensure that defects were properly assigned and prioritized.

TRUEBLUE INC. December 2013 – January 2015

Job Title: Quality Assurance Engineer

I performed manual regression and integration testing on the company’s in-house developed Ellis POS system to manage customer and worker relationships, job dispatch and payments. I also performed website testing on multiple browsers and platforms including iOS and Android against the company’s websites as those were upgraded and re-hosted.

* Lead the QA effort for three web-application projects, conducting testing on Windows, Mac and Linux as well as Android and iOS mobile devices. Tested on multiple browsers including Internet Explorer, Firefox, Chrome and Safari.
* Lead the QA effort for the deployment of the new IVR system to 500 branches including the interfaces into the POS system for worker status.
* Lead the QA effort for year-end processing and tax changes to our legacy Canadian POS system.
* Used Team Foundation Server and Quality Center to track test cases and defects.
* Used DocuSign to track project release documentation for SOX and PCI-DSS compliance.

STARBUCKS COFFEE COMPANY VIA QANALYSTS CONSULTING INC. March 2013 – November 2013

Job Title: Software QA Engineer Senior

I worked on regression testing for the project to move the SIREN construction project management system from its old hardware platform onto a new set of servers. I was also assigned to work on two other projects, one to test fixes made to the SIREN system in response to production issues and the other to test the new Facilities Management System.

* Organized and executed 200 manual test cases against Starbucks Construction Project Management System.
* Created and executed 160 manual test cases against the new Facilities Management System.
* Created and organized 300 manual test cases including TSQL and PL-SQL queries against the project to tightly integrate Oracle EBS with the Construction Project Management System.
* Coordinated testing activities with project management, development, functional analysts and business analysts to ensure proper coverage.
* Logged defects found in Starbucks Quality Center ALM installation.
* Facilitated multi-team defect triage meetings to ensure that defects were properly assigned and prioritized.

GETTY IMAGES VIA AIM CONSULTING July 2012 – February 2013

Job Title: Consulting Software Test Engineer III

I worked on Microsoft Dynamics CRM as a manual tester in a fast-paced Agile environment, creating and executing test cases, logging defects and performing regression testing as needed for four major feature releases in the project to upgrade Getty Images CRM system from version 4.0 to CRM 5.0 (2011).

* Maintained the team Rally-based Kanban Board relating to my assigned stories.
* Collaborated with the QA and Development teams to ensure adequate testing of the application.
* Wrote and executed TSQL queries against the SQL Server database to verify test data and interface functions.
* Created and executed 700 test cases involving 15 feature sets.
* Logged 60 defects, assisted with troubleshooting and validation testing of each defect to resolution.
* Assisted with release of fixes to the current production system in response to user trouble-tickets.

PREMERA BLUE CROSS April 2012 – June 2012

Job Title: Software Test Engineer III

I worked as a cross-team tester, validating that manually entered insurance claims were priced correctly and passed on to subsequent systems. This required entering the claims, waiting for the batch processes to run then checking them in the mainframe program to verify the results. Test progress and results were tracked in HP Quality Center.

* Created and executed 50 test cases involving over 200 test claims on each of 3 test environments.
* Logged 10 defects, assisted with troubleshooting and regression testing of each defect to resolution.
* Assisted with the release of 5 different provider templates to the production systems.
* Authored a system description document intended to be used by new personnel to assist them with becoming acclimated to our systems.

PUGET SOUND ENERGY VIA TEK SYSTEMS INC. November 2011 – January 2012

Job Title: Consulting Software Tester/Test Automation Engineer

As a short-term contractor, my duties included manual and automated regression test creation for a project involving improvements to the public-facing SharePoint-hosted website.

* Created and executed 40 manual UI test cases based on various documentation sources for the Online Outage Map to ensure that new functionality worked and didn’t break previous features.
* Created and executed 40 manual UI test cases based on various documentation sources for the PSE.com and MyPSE.com consolidation work.
* Logged 20 defects and managed them through resolution.
* Participated in and managed the user acceptance testing and release of the new code.

SEATTLE CHILDREN’S HOSPITAL. June 2009 – November 2011

Job Title: Applications Analyst, Senior

My duties included system administration, application analysis and support for twelve Line of Business applications including Security/Access Control, Video Monitoring, Health Information Management, and Point of Sale systems.

* Coded several batch scripts to automate the import of data from various systems into the Health Information Management application and set up Windows Scheduled Tasks to run them.
* Documented procedures for changing service account passwords for the applications that I was responsible for.
* Installed and configured the organizations two Microsoft Office SharePoint Server 2007 farms.
* Maintained the organizations two SharePoint Portal Server farms.
* Performed on-call duties to respond to issues with any of our team’s sixty applications.
* Maintained my trouble-ticket queue to minimize wait-time for our clients.
* Managed the migration of six applications from a thick-client installation to a Citrix-hosted configuration.

SEATTLE CHILDREN’S HOSPITAL October 2002 – June 2009

Job Title: Applications Analyst 3

I started as a contractor in October 2002 and converted to regular employee status in January 2004. My duties included constructing a suite of manual and automated smoke test scripts for a patient safety-critical application called Cerner Millennium using WinRunner and Quality Center from HP/Mercury Interactive. Other duties included test environment maintenance and maintenance/administration of the Quality Center servers and writing custom scripts/applications to automate routine maintenance tasks.

* Coded forty regression test scripts to exercise the system in a Citrix thin-client environment to support a data center move and periodic project upgrades.
* Coded fifty regression test scripts to exercise the system in a Thick-client configuration.
* Defined the automation coding standard used by the QA team for automation efforts.
* Executed both manual and automated tests against the application in six domains in support of ongoing code migrations into the production domain and hardware/firmware upgrades.
* Authored code to automate adding printer queues in AIX to facilitate a major departmental move involving 200 printers, saving roughly a person/week in time and cost.

**EDUCATION**

Utah Valley University Associates of Science – Electronics Technology 1986

**TRAINING AND CERTIFICATIONS**

MS-10174: Configuring and Managing Microsoft SharePoint 2010.

MS-6438A: Implementing and Administering Windows SharePoint Services 3.0 in Windows Server 2008

MS-5060A: Implementing Microsoft Windows SharePoint Services 3.0

MS-5061A: Implementing Microsoft Office SharePoint Server 2007

Segue SilkTest (level 1 certified)