Ann Piccirillo
Upgrade Specialist/QA Specialist

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Seek position in database development environment with a focus on Data Analysis, Software Quality Assurance, and Customer Care Management where I can effectively utilize my expertise in data management, quality processes, and customer retention through web applications.

WORK EXPERIENCE

Upgrade Specialist/QA Specialist

NuView Systems Inc   -   Andover, MA   -   October 2010 to August 2014

Andover, MA www.nuviewinc.com Oct 2010 - Aug 2014

Acquired by

IgniteTechnologies - Frisco, TX www.ignitetech.com

Ignite Technologies provides customers to publish, deliver, and manage digital assets from media content for communications and training to software patches and virus updates.

NuView Systems is a global provider of HRMS solutions that provides clients with a comprehensive HR and Payroll Software suite.

Upgrade Specialist/QA Specialist
Effectively lead, coordinated and implemented all upgrades with HRIS software applications for various clients. Oversee and manage the upgrade process, offshore-QA and development teams, and client testing. Easily can multi-task and consistently meet targets and deadlines with high-level accuracy and results.
• Responsible for effectively planning, leading, and managing upgrades by ensuring the upgrade plan is executed effectively and efficiently, while managing the entire process and maintaining client expectations.
• Acts as a liaison between clients and staff ensuring a smooth communication flow.
• Works with the team to generate analysis and cost estimates.
• Oversees and manages QA and client testing by tracking issues and associated status to facilitate resolutions.
• Works with the client to collect information regarding any issues reported.
• Reviews issues and provides resolution by reviewing test scripts and test results, managing test cycles to ensure that deliverables are made in a timely manner.
• Addresses application configuration issues as appropriate.
• Reviews existing and new functionality of the upgraded system with clients.
• Proactive in communicating to management any potential issues with respect to future upgrades.
• Constant contact with clients after the go live production for all issues to allow the customer to open their system up to their users.

Software Quality Engineer/QA Specialist

ProfitKey International   -   Salem, NH   -   June 2007 to January 2010

Salem, NH www.profitkey.com Jun 2007 - Jan 2010

ProfitKey International is a software Development Company that provides Financial Management, Manufacturing Planning, and Manufacturing Operations in using ERP software for Companies.
Software Quality Engineer/QA Specialist
Results-driven professional with notable success providing a broad range of corporate initiatives while participating in planning, analysis, and implementation of solutions. Excel at providing a quality product and full life cycle project management. Hands-on experience with all stages of system development efforts, including requirements definition, design, testing and support.

• Create testing procedures in QA department for problem reports, proficient in testing and regression testing with Rapid Response Manufacturing software (RRM), and WinRunner tool, using SQL and Oracle platforms to meet deadlines for software releases provided for customers.
• Connect to in-house databases as well as to customer databases to provide customer support for companies with Automotive, Aerospace and Defense, Medical, Portal, Manufacturing, Financial, Purchasing, and Payroll applications.
• Test new and existing software in areas of Manufacturing Planning and Operations, Purchasing, Quality, Electronic Commerce, Import/Export, Payroll, and Financial Management software.
• Contributed in solving problems for On Line support, On Line Help Documentation and Lead Generation. Proficient with Customer Relationship Management (CRM) software.

Test Specialist/Data Integrity Analyst
Dynamics Research Corporation - Andover, MA - August 1987 to May 2007

Andover, MA Aug 1987 - May 2007 DRC, a publicly held company, whose primary mission is to deliver solutions and services to federal, state, and local government.

Test Specialist/Data Integrity Analyst
• Participate in software requirements analysis; verify software meets user requirements from specs and a traceability matrix by attending walkthroughs and status and peer review meetings for software development for government applications.
• Write Use Cases; define user and system requirements to enhance database performance. Write specs and queries for INET Soft and Query Reporter for testing software, as well as reporting for customers.
• Interface with software development group as a subject matter expert for new data warehouse. Implemented training and documentation for new and existing software for US and internationally.
• Test database software changes from change requests; prepare test environment, write scripts, and coordinate with testers. Manage Engineering Change requests.
• Compose and execute unit and acceptance test scripts from system requirement statements.
• Developed and monitored requirements for data migration to determine the optimal mapping of the data to the new layout. Data migrations included Vax to Oracle database, to Java Web applications.
• Analyze and report on test files after optimal data mapping has been determined, through a series of file tests until it is determined that the best quality data content and format are possible.
• Monitor and report on the status of performance after data migration.
After data goes live into a production database, analyze and establish documented protocol for monitoring the integrity of data files. Using specific tools, investigating data issues, documenting observed findings and issue status reports. Involved in team meetings to communicate the status and changes in data. Proficient in Configuration Management.
• Performed spreadsheets, and query reports as a data integrity analyst. Use SQL skills to run data queries, analyze data, and to meet deliverables for data acceptances using XML.

Data Processing Manager
First Software - North Andover, MA - 1983 to 1987

Trained new hires and cross-trained colleagues, as well as performed performance evaluations.
• Processed data for the sales department to meet deadlines for orders.

EDUCATION

BA in Mathematics
Merrimack College - North Andover, MA
1982

ADDITIONAL INFORMATION

• Organized and goal-oriented, with more than 20 years' experience in data management and quality procedures, including agile testing with a strong customer focus. I have retained my client accounts by 100%, and received a Service Award for dedication.
• A highly motivated and energetic professional, dedicated to understanding and meeting client needs. Knowledgeable with testing tools, processes and techniques to provide testing and training of new and existing software. Able to meet all deadlines with accuracy.
• Skilled in building excellent rapport with clients and team members. Work and communicate effectively with the Development, QA, and IT teams to achieve on-time project completion. My client interfacing techniques enforced customer retention by 100 percent.
• Exceptional focus, follow-through and coordination skills. Proven ability to develop quality processes that reduced customer issues.
• Analytical problem-solver, able to anticipate issues and create new processes that streamline operations which resolve concerns and improve efficiency.

Computer skills include: CRM, HP Functional Testing 9.5 (WinRunner), PR Tracker, Microsoft Office (Advanced Excel, Word, PowerPoint, Outlook), GoTo Meeting/WebEx, SQL database queries, Query Analyzer, XML, JavaScript, INET SOFT, Query Reporter, Windows, JIRA tracking solution, Quality Center, Crystal Reports.