MICHAEL V. RIBICH

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Business analyst and software/quality testing professional with 15+ years of progressive experience supporting business solution software. Expertise in process analysis and identification of key issues, gaps and needs, requirements gathering, software testing and customer service. Creative problem-solver with proven success at assessing situations and developing innovative and effective solutions.

PROFESSIONAL EXPERIENCE

KG LEWIS CONSULTING, DENVER, CO   **2018-2019**

Systems/Software Application Tester Consultant

Assisted in the planning, design and deployment of effective test suites for a $90M Hunter Douglas SAP software application implantation across multiple North America sites.

- Applied proven analytical and problem-solving skills to help validate, verify, communicate and resolve system/software application issue through careful testing to maximize the benefit of IT investments and initiatives.
- Ensured that any new software integration into company systems meets functional requirements, system compliance and interface specifications.
- Analyzed formal test results to discover and resolve defects, bugs, errors, configuration issues and flaws. Communicate test progress, test results and other relevant information to project stakeholders and management.
- Produced reports and documentation for all testing efforts, results, activities, data, logging and tracking.

SDL*, **SDL USA**, Superior, CO   **2016- 2018**

Test Manager

Managed global teams working on multiple functional and linguistic localization testing projects for industry-leading clients totaling $3.5M annual revenue, involving testing hardware devices, mobile, web, and desktop apps in 28+ languages.

- Managed, directed and supported a team of test leads and vendors including task prioritization, workload balance and issue resolution for 20+ monthly testing projects to ensure on time delivery of results.
- Confirmed all testing requirements and documentation have been collected and accurate. Reviewed and approved quotes and RFP's for testing projects to ensure profit margins are in line with company guidelines.
- Initiated and participated in client meetings to review project updates, timelines and issue escalation among client project managers, test leads and other team testers. Managed stakeholder and client expectations and help develop best practices for future projects, develop practices to fit translation testing into agile software testing development cycles.
- Coordinated setup and implementation of Jira and Confluence system used by both internal users and clients.

EMERSON PROCESS MANAGEMENT (EPM), PMO, Boulder, CO   **2013 – 2015**

Instance Manager/Project Manager

Managed all instance management operations, including assisting validation of operations, process improvements, process documentation, testing and facilitation of issue resolution in all EPM instances leading up to production. Promoted to project manager responsible for success of projects, including management, development and implementation of project strategies, planning, scheduling, and reporting.

- Directed Global Load Testing Group, facilitating load / performance testing requests, establishing baseline standards and test instance specifications for optimal performance and ensuring all changes to system were within acceptable limits.
- Increased reporting coverage 30 percent by leading Load Test Improvement Project and improving testing analysis and metric reporting.
- Assumed Project Management duties for high profile Oracle Global Sales Order Form and Global Quote Form project, successfully implementing 50+ fixes and enhancements world-wide.
- Acted as liaison between project team and multiple Project Management Office (PMO) groups, including Change Management, Release Management, Application Support Group, Corporate IT, and globally located testing teams, increasing cross-functional communication and reducing system downtime.

EMERSON PROCESS MANAGEMENT (MICRO MOTION INC), Boulder, CO   **2008 – 2013**
Sustaining Business Systems Lead
Led teams in planning, execution, documentation, and management of testing processes, ensuring high quality global business systems. Directed business users in identification and prioritization of enhancements and managed vendors and business analysts to ensure successful completion of requests.

- Coordinated with project teams, ensuring adherence to IT procedures and software development process standards following formal project stage gates, leading, planning, managing, and executing all testing processes globally for bi-monthly testing requirements, overseeing budget, including creation of funding requests and invoices related to contractors.
- Acted as project manager for **Quality Certificate Implementation** project by managing coordination for design, testing, planning, and implementation for automating creation of quality certificate documents provided to global customers and directing team of vendors, consultants, and employees, ensuring project was on time and within budget. Create
- Gathered Business-User requirements and understood the requirement in discussion with the stake holders and product managers. Reviewed business priorities, and analyzed options, risks, and costs.

FRONTIER AIRLINES, Denver, CO   **2004 – 2008**
Business Analyst Lead/Project Manager
Managed teams for project development, documentation, testing, and implementation of business systems projects and enhancements. Coordinated design of new or enhanced business systems following IT standards.

- Oversaw successful implementation of business critical $3M **Oracle Human Capital Management System** (HCM), including integration, testing and training while managing 15 cross-functional resources and prioritized deliverables.
- Served as Business Analyst lead for $2.5M **TRAX** implementation project, managing IT team of 5 members and coordinating with subject matter experts for system setup and testing, managing project plan, and monitoring development of multiple interfaces, while performing evaluation and recommendation of vendors, including management of service level agreements for hosting and support of HCM system.

MILITARY EXPERIENCE

UNITED STATES AIR FORCE RESERVE, **COLORADO AIR NATIONAL GUARD – MSGT (RETIRED - 2012)**

EDUCATION

Bachelor of Science (BS), Information Technology, Colorado State University Global Campus 2014
Associate of Applied Science (AS), Human Resources, Community College of the Air Force 2010
Associate of Applied Science (AS), Avionics Technology, Community College of the Air Force 2012

COMPETENCIES

- Requirement analysis and design, documentation, flow chart and use case preparation
- Gap analysis, test case preparation & test execution.
- Proven ability to establish priorities and manage multiple tasks with accuracy and strong attention to detail
- Managing the quality and acceptance of vendor analysis and testing of SOW deliverables in a project setting
- Excellent communication skill with the ability to communicate with Business users and Technical teams effectively
- Able to build excellent relationships with key internal and external business partners based on trust and confidence
- Ability to work within high-performing virtual teams and highly collaborative
- Able to lead as well as being a strong team player