



Steven R. Cvencek

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SUMMARY OF QUALIFICATIONS

- Twenty years of experience within Quality and Software testing concentrations / 10+ years as Professional Services/Deployment and Implementation specialist. Experience spans diverse fields; Telecommunications, Federal/ State Government Services, Aviation and within the Medical industry.
- Heavy concentration on test design-plan, analysis and procedures / ISO, CMM, IEEE, ANSI and RUP
- Compatible hardware-software knowledge / vast experience with different operating systems, workstations and the testing of software (embedded web-based and standalone Java, Visual Studio and .Net) applications. Strong UNIX knowledge with Shell scripting/ intense network exposure / telecommunications experience & practice
- Solid exposure to Database applications / two and three tier client server understanding
- High customer support background and exposure / solid interpersonal skills both oral and written
- Analytical with good problem solving skills / versatile, creative, interpersonal and highly accountable / Proven leadership track record

LEADERSHIP ROLES

Management

SSI North America

Testing Manager / Government Systems TANF/FAMIS – Wyoming IRIS

Managed testing effort (7 members) for complex TANF/FAMIS Customer Relationship Management (CRM) system.

Subject Matter Expert (SME)

Global Consultants Incorporation (G. C. I.)

Sr. Test Analyst (SME) contracted to Level 3 Communications (Denver) / “ERUP” Implementation

Senior test analyst responsible for test discipline implementation of the Enterprise Rational Unified Process “ERUP”

Team Lead

CaridianBCT

Sr. QA Tester (Lead) / “Cadence”

Lead Senior QA Tester responsible for testing the “Cadence” system; a complex secure file transfer service

Policy Studies PSI

QA Lead Analyst contracted to Policy Studies PSI (Denver) / “MT-CHOICE” Broker

QA lead (4 members) responsible for testing PSI’s Medicaid enrollment broker project for the State of Montana.

Jeppesen

Senior Software Test Engineer (Team Lead) / “OPSControl”

Team lead (5 members) for Jeppesen’s next generation flight operations system application.

Clear Communications

Senior Systems Engineer / (Team Lead) Professional Services – Clear Product Line

Accountable for the technical direction (Pre/Post Sales) for a team (5 members) of system engineers

PROFESSIONAL EXPERIENCE

CaridianBCT

10811 West Collins Avenue, Lakewood, CO. 80215

May 2008 – Present → Sr. QA Tester (Lead) / “Cadence”

- Lead Senior QA Tester responsible for testing the “Cadence” system; a complex secure file transfer service between CaridianBCT clients and the CaridianBCT headquarters. This project communicates with CaridianBCT medical devices to securely transfer proprietary procedural run data information for use in determining quality levels of service, maintenance requirements and efficiency reporting.
- Responsible for test technical direction, requirements traceability, test strategy, test matrices, test procedures, test cases and reporting materials.
- Developed creative test approach to manage complex level of testing by breaking core areas into individual testing components; functional, operational, compliance, security and regression based testing.
- Provided technical training that included guidelines and checklists to aid in overall comprehension of “Cadence” project
- The “Cadence” project is a Linux designed application integrated with Tumbleweed Secure Transport Suite software that manages and monitors web-based authenticated credentials for secure file transport.

Global Consultants Incorporation (G. C. I.)
25 Airport Road, Morristown, NJ. 07960

July 2007 – March 2008 → Sr. Test Analyst (SME) contracted to Level 3 Communications (Denver) / “ERUP” Implementation

- Senior test analyst responsible for test discipline implementation of the Enterprise Rational Unified Process “ERUP” into the Level 3 organization. Responsible for the direction/edification of the RUP test process into complex IT and Network divisions. Implemented solution within the first (3) months on the project.
- Created process documentation (test strategies, management, measurement plans, guideline and training material) to support the RUP best practices for test adoption.
- Subject Matter Expert (SME) in the integration of Rational test management tools (TestManager, CQTM, RMT, ClearQuest) with traceability to requirements (RequisitePro) and the measurement of defects (ClearQuest).

Netstar Corporation May 2006 – July 2007

7 West Square Lake Road, Bloomfield Hills, MI. 48302

May 2006 – July 2007 → QA Lead Analyst contracted to Policy Studies PSI (Denver) / “MT-CHOICE” Broker

- QA lead (4 members) responsible for testing PSI’s Medicaid enrollment broker project for the State of Montana. This project assigns eligible members with primary care physicians (PCP’s) to ensure proper Medicaid benefits are automatically processed. Responsible for test technical direction, schedules/estimates and reporting material.
- Created manual functional test cases mapped from System Requirements and Functional Design Specifications. Each functional test case focused on one-to-one test coverage. This ensured proper eligibility between a client and primary care provider PCP is/was in effect as well as the proper reimbursement to the provider facilitating the care. Created numerous SQL queries to ensure proper data values as well as the addition of fault data for logic injection testing.
- The “MT-CHOICE” product is based on the XP Windows operating systems for the middleware, Microsoft SQL Server for the backend database and C-Sharp GUI for the thin client frontend.

Jeppesen, December 2004 – May 2006

55 Inverness Drive East, Englewood, CO. 80112

August 2005 – May 2006 → Deployment Specialist / Electronic Flight Bag (EFB) Class 1, 2 and 3

- Deployment/Implementation specialist for Jeppesen’s Electronic Flight Bag (EFB) Class 1, 2 and 3 operations. This includes both installed on-board avionics as well as portable stowaway EFB solutions.
- Developed and implemented project plans (inception to final product delivery), perform technical site evaluations, installations/configurations, customizations and on-site training.
- EFB product is based off both Linux and Windows operating systems with the use of specialized hardware solutions (Astronautics & navAero). Loadable software parts (LSP) are loaded onto this hardware via the Portable Maintenance Access Terminal 2000 (PMAT 2000) by the use of LoadStar AIRNC 615 applications.

December 2004 – August 2005 → Senior Software Test Engineer (Team Lead) / “OPSControl”

- Team lead (5 members) for Jeppesen’s next generation flight operations system application. This project automates the flight planning process by maximizing peak efficiency for a myriad of flight plans and aircrafts.
- Incorporated Rational’s IBM TestManager as the test repository for all test artifacts: test cases, scripts, procedures, suites and test results. Implemented two test methods to validate client end-user requirements: manual functional (Rational Manual Test) and “data-driven” automated regression (Rational Robot) testing.
- Test design derived from Rational RUP process: System Level Requirements, Use Cases, Functional/Non-Functional Requirements and GUI Design documents.
- Standalone Java application with Oracle as the backend, IBM’s Websphere as the IDE and Java Swing as the chosen application window environment.

SSI North America, February 2003 – August 2004

200 W. 17th Street, Suite 300, Cheyenne, WY. 82001

Testing Manager / Government Systems TANF/FAMIS – Wyoming IRIS

- Managed testing effort (7 members) for complex TANF/FAMIS Customer Relationship Management (CRM) system. This project automates the entire family economic assistance, eligibility, empowerment and employment services for the State of Wyoming.
- Ensured all required testing artifacts (Unit, Integration, System and Acceptance) conform to all Quality standards by use of ISO9000 and CMM models. Created master, high-level & medium level test analysis, test plans, test scripts, test reports and test metrics. Accountable for quality-test reviews, test documentation, training and user acceptance procedures. Achieved 45 testing project deliverables in timely manner within a fix-budget schedule.
- Used Rational Unified Process (RUP) methods; Rational IBM TestManager tools set with IBM ReqPro, ClearQuest and Crystal reports generation (embedded report set in TestManager).
- Web based driven application with Oracle as the backend, Sun ONE Studio as the IDE and Java as the chosen application window environment.

Clear Communications, INC. February 1996 – June 2002
3900 South Wadsworth Blvd, Suite 495, Lakewood, CO. 80235

Senior Systems Engineer / (Team Lead) Professional Services – Clear Product Line

- Accountable for the technical direction (Pre/Post Sales) for a team of system engineers on UNIX Solaris OS (2.5.1 – 2.8) server platforms. Supported the delivery of Clear's Network Management System (NMS) product line to the OSS/BSS world. Product depicted end-to-end network circuit topologies for the purposes of PM, Fault and Route Cause Analysis. Subject matter expert (SME) for circuit layout design deployments into telecom networks.
- Involved with client partnerships, technical presentations, training sessions and formal key business requirement reviews. Provided technical solutions to ensure network related issues integrated properly with client-based telecommunications networks.
- Motif, Web and Java based applications designed using C++/OO programming, Java, Oracle/Sybase relational databases, Solaris & HP/UX and web based supporting products; IPlanet, WebObjects and WebTermX.

June 1998 – January 2000 → Systems Engineer / Technical Client Services – Clear Product Line

- Responsible for the implementation of Clear's Clearview products into the field on UNIX Solaris (2.5 – 2.7) server platforms. Provided technical solutions to retrofit the Clear product line into client based network design topologies.
- Accountable for the operational and environmental specifications of an entire client site. These tasks involved the knowledge of EMS (Element Management Systems) interfacing with SONEt transport networks, telecommunications equipment and frontline support for pre/post sales effort, field system test for engineering, system administration activities and technical documentation.

February 1996 - June 1998 → Senior Quality Assurance Engineer / Clearview ProbableCause-ClearGateway

- Directed entire Quality Assurance effort for Telco fault management network management software product.
- Accountable for all aspects of Quality control by use of ANSI, ISO9001 and CMM models.
- Created manual driven test cases, master test plans, entrance/exit criteria, analysis reports, bug system tracking and configuration management.
- Applied multitude of UNIX shell scripts to best assist the ease-of-use, flow and expediency for software testing.
- Drove acceptance of Clear's "ProbableCause" (Root Cause Analysis) and "ClearGateway" (Legacy network based software) products to USWest technologies division. This involved full-time production support to assist with the installation, product use, post-release troubleshooting and documentation.

US West Technologies, INC. January 1994 - January 1996
1475 Lawrence Street, Suite 600, Denver, CO. 80003

Member Technical Staff / Application System Test - Electronic Bonding – "Mediacc"

- Employed as Standards TMN (Telecommunications Management Network) application conformance tester for "Mediacc" (Mediated Access) trouble ticket administration project on HP-Vue UNIX platforms.
- Responsible for the implementation of tasks related to error handling conditions. These tasks involved detailed design comprehension of CMIP (Common Management Information Protocol) using the ANSI (American National Standards Institute) T1.227/228 standards as a guideline for test practices (moving towards ISO9000 compliance).
- Created numerous test case scenarios, which validated primitive (package requirements) with proper handling of CMIP service errors, SMFU (System Management Functional Units - BER encoding) and EFDs (Event Forward Discriminators - routing elements). Completed AT&T interoperability and OSI (Open Standards Interconnection) using the standardized 7-layer stack.

Auto-trol Technology Corporation, January 1988 - January 1994
12500 North Washington Street, Denver, CO. 80241

Development Technician / Essential Products – Peripheral Division

- Assisted and designed new plotting GUI (Motif) interface on UNIX SunOS 4.0.1.
- Key role in the development of test methodologies (procedures, suites and cases) to best test software integrity. Created complex graphical test cases to ensure system validation and vendor hardware failures.
- Solely responsible for maintaining/monitoring lab equipment, evaluation of new technology and demonstrations.

January 1988 – May 1991 → Senior Software Quality Technician / Software Quality Assurance

- Key quality tester on all output, graphic converters and communication products.
- Developed test cases to best test software quality. Tested media installations and all aspects of product functionality and dependencies. Main peripheral resource support for fellow co-workers, related personnel and customers.

SOFTWARE/HARDWARE PROFICIENCIES

Database Applications	Oracle & Sybase Systems – (SQL & ISQL) Data Workbench – MS SQL Server – DBViewer – Toad
Computer Platforms	Apollo – HP – IBM PC compatibles – Sun Workstations: Sparcs/Ultras/Enterprise series – Vax/Dec
Windowing Systems	X-Windows/Osf-Motif – Openwindows – Microsoft/NT(95-2000, XP) – HP Vue – Solaris/CDE – Forte
Network Tools and Protocols	Network General "Sniffer" – OTS (osiadmin) – X25 connectivity AI – CMISE/CMIP – Tcp/Ip – OSI seven(7) layer stack – T11 message languages – Token Ring – Frame Relay – Domain Name Server (DNS)
Operating Systems	AIX – DOS – HP/UX – LINUX – SCO/UNIX – SunOS – ULTRIX – UNIX Solaris – VMS installation/configuration, mount, internal/external devices, rsh, rlogin, ftp, user accounts, ppp shares, links, rdist, hosts, subnet/netmasks, UFS/NFS, netstat, package add/dels, print servers
Programming Languages	Korn, Bourne and C-shells – Awk – Sed – Html/XML – UNIX Shell Scripting – Java applications
Telecommunications Client & Server Software Tools	DCE (Distributed Computing Environment) – OSI/CMIP – T1M1 – Legacy Systems (WFA, Tirks, e.g.) TALARIAN RTWorks – Sonet (Point-to-Point, UPSR, 2-4 RING BLSR) – DWDM – ISDN – DSL - Rational Product Suite: (IBM: ReqPro, TestManager, CQTM, RMT, ClearQuest, ClearCase, Robot) - Mercury TestDirector & Quality Center – Borland StarTeam - MKS Source Integrity - Perforce
Routers, Switches and Telecommunications Networks	Cisco 7000 – DCS DEXCS1L switch – Intelligent Network Elements (INE's) – Alcatel – Fujitsu – Lucent – NEC – Nortel - Positron – Tellabs – Ciena Sentry 1600, Corestream and Metro – T1 conditioners & Multiplexers – CSU/DSU M1 Mpath Multiplexer – Cisco ONS15xxx – SmartEdge – GigaMux
Graphic Software	ATTC (AutoTrol) Series 5000 & 7000 – AutoCad – Terak – Visio – Frame Maker
Web Applications/ IDE	Netscape Enterprise Server "IPlanet" – WebObjects/Web Term X – Apache Server– Sun ONE Studio – XML

EDUCATION

- University of Colorado, Denver – Information Management Systems (60 core hours), 91-96
- Front Range Community College, Westminster – Under Graduate Studies, 94–95
- Arapahoe Community College, Littleton – Certificate in Computer Aided Design, 1986

AWARDS

- USWest Value of Excellence | USWest "Bridging The Gap" Recognition| Clear Quality Goal Initiatives | Clear Sales Achievement Award| Jeppesen "Flying Pig" Accommodation