

Kerry Zallar CQA, CSTE

Program Management • Release Management Quality Assurance • Software Testing

Concord, California

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Program Management

- Program Manager at 'ManTech International' managing a remote team supporting the U.S. Veterans Administration's (VA) most visited health care site "My HealthVet" since 2019 and previously at KForce Government Services (KGS) since 2012
- Program Manager at KGS for 2 years providing sustainment services for ten VA internal web-based applications
- KGS - Over 8 years' experience as Test Manager effectively managing remote and local development and test teams for multiple VA applications

Release Management

- Primary Release Manager for U.S. Veterans Administration's health care website "My HealthVet" as contracted with KGS for six years and ManTech International for three more years
- Continuous adoption of best practices with Agile and DevSecOps using tools including Github.com, Jenkins, WebLogic, Liferay, Nexus and Jira
- Plan and manage multiple concurrent application releases with over twenty developers making key decisions and prioritizing tasks to keep projects on schedule averaging a release every 5 calendar days
- Personal skills to successfully interact daily with large numbers of developers, testers and operations team members to effectively manage installations targeted for releases through lower environment testing and production environment deployments

Quality Assurance:

- Over 20 years' experience implementing effective improvements in process and practices
- Strong aptitude and practical experience in implementing continuous software quality process improvement as a release manager, development team manager, test team manager and test lead.
- Improve software quality and customer experience by implementing processes which are efficient, drive towards consistency, leverage tools, use industry best practices
- Knowledgeable in DevSecOps, CMMI, Six Sigma, ISO 9001.

Software Testing:

- Experience leading testing teams and testing efforts for many projects
- Successfully worked with several teams and companies establishing software testing and reporting processes with appropriate tools and test environments
- Substantial hands-on experience with test planning, design, execution, and reporting using fundamental structured testing techniques and rapid testing practices
- Strong aptitude for functional software testing, reporting and root cause analysis
- Experience includes effective prior practical test automation management.

Personal Strengths:

- Provide leadership and direction with effective interpersonal and team building skills
- Strong skills in project release planning, management, execution and reporting
- Effective risk mitigation and issue resolution management skills
- Work successfully with people within and across organizational boundaries to build guidelines and standards in order to resolve issues and create consistent practices
- Ardent practitioner of clearly written purposeful communication and direction

Work Experience

Veterans Administration (VA) Contracting Companies

Contract: My HealthVet Sustainment Services - 2012 thru 2022

KForce Government Services (KGS) and ManTech International (acquired KGS in 2019)

Program Manager and Release Manager

- As a Program Manager, managed a team which helped support VA web application My HealthVet (MHV) on multiple re-compete contracts
- Worked 100% billable role as Primary Release Manager supporting large My HealthVet program delivering over 50 releases per year

Contract: HealthVet Maintenance

KGS – 2008 thru 2011 Oakland, California

Program Manager and Software Development Manager

- Managed a team of ten software developers and testers maintaining and delivering multiple concurrent releases for eleven web applications written in JAVA and Microsoft .Net and provide third tier production support
- Performed project planning, management and coordination for all application releases including stakeholders, project team, operations and VA management
- Designed and implemented process improvements in line with ISO 9001 requirements

Contract: HealthVet Re-engineering

CACI - 2005–2007 Oakland, California

SQA Test Manager / Lead / Tester / Process Improvement

- Test Manager of an SQA team providing testing services for JAVA J2EE web applications with Oracle and Microsoft SQL databases
- Led process improvement activities to identify and resolve quality related issues across organizational boundaries. Consultant and reviewer of new VA processes
- Hands on testing of JAVA J2EE and .Net applications with some test automation

Bank of America Concord, California **1998–2004**

Process Improvement

- Led efforts to improve collection, prioritization, authorization and tracking of enhancements and defects for the bank's distributed workstations (130,000 devices)
- Deployed process improvements for key practices in requirements management, and release management for standard Windows desktop and server platform engineering
- Six Sigma: Led software defect reduction greenbelt project

Test Manager / Test Lead

- Test Lead on a bank wide project to establish structured QA and QC processes, tools, and test environments to test transition of various Windows platforms to a common supportable single Windows platform

Managing Test Environments

- Managed the use of a production representative Windows 2000 test forest/domain to support development and testing for teams across the bank

Software Testing

- Procured Mercury Interactive (HP) TestDirector test management and defect tracking tool and provided product support for over 50 projects bank wide
- Test Lead and test participant on many standard desktop platform (OS) releases
- Tested platform updates, hot fixes and network operating system application upgrades

Pacific Bell (AT&T) San Ramon, California

Business Process Modeling and Simulation

Member of a small internal consulting team performing business process mapping, simulation modeling and analysis.

Project Manager, Software Testing Lead

Managed and led application software testing projects. Performed various roles including project manager, project test lead, quality assurance analyst, tester, and test automation engineer using Mercury Interactive (HP) WinRunner.

Test Automation Consultant and Standards Support

Test automation tool implementation consultant for Pacific Bell. Supported IEEE testing standards and assisted projects to align with the SEI Capability Maturity Model (CMM).

Technical Skills and Tools

Windows and Windows Server	Jenkins
Linux	Git, Github.com
Oracle WebLogic 12.1	Jira
Oracle 11g	Slack
Toad for Oracle	SecureCRT; Putty
Microsoft SQL Server Management Studio	HTML
Liferay, Liferay DXP	Microsoft Office Products
Sonatype Nexus Repository Manager	Veterans Administration VistA, Fileman

Illinois State University

Bachelor of Science; **G.P.A. 3.9/4.0** with honors

Majors: Operations Management, Economics; German minor

Professional memberships and Contributions

- Author of software testing website www.TestingStuff.com
- Spoke at several Professional Software Testing Conferences on Test Automation
- Certified Quality Analyst (CQA)
- Certified Software Testing Engineer (CSTE)
- Member of the [Association of Software Testing \(AST\)](http://www.ast.org)
- Published [book reviews](#) on several software-quality related books for [Software Quality Engineering](#)
- Published article on test automation in 'Better Software' magazine [Are You Ready for the Test Automation Game](#)
<http://www.stickyminds.com/BetterSoftware/magazine.asp?fn=cifea&ac=188>

References Available on Request