

**QUALIFICATIONS**

Nine Years experience in working with development, testing, implementation, and maintenance of software.  
 Proficiency with the Software Quality assurance practices and procedures.  
 Quick learner with ability to accomplish goals on time with minimum supervision. Self-motivated professional with capability to analyze, prioritize, plan actions and implement successful solutions.

**TECHNICAL SKILLS**

- Databases: Access, Paradox, DB2, Oracle 8/9i, MS SQL Server.
- UNIX, SQL, Transact-SQL, VBScript, HTML, XML, XSL, Pearl, Java, BeaLogic, Web Servers, Application Servers, Client/Server Architecture, Web-based applications, Silk, Selenium.
- Software Quality assurance practices and procedures.
- Microsoft applications (Word, Excel, Power Point, MS Project)

**PROFESSIONAL EXPERIENCE**

- InsWeb Corp** Sacramento, CA  
*Quality Assurance Engineer* *Feb/2006 to Present*
- Verify multiple rate programs and test cases prior to the release of new property and casualty rating programs, as well as for rate changes to existing programs.
  - Work with Product Management staff to ensure compliance of rate programs
  - Creates Test Plan, Test Specifications, Implementation Plan and User's documentation.
  - Perform Black Box & White Box Testing, troubleshooting, defect tracking, and regression test on Web Applications.
  - Conduct integration, system and acceptance tests for new software releases.
  - Implement, monitor, and prepare result analysis.
- DST Output** Sacramento, CA  
*Software Quality Assurance Analyst* *Sept/1999 to Feb/2005*
- Multi-task activities involving identification of requirements and deliverables following the Life Cycle Software Development procedures.
  - Identify, analyze, and documents defects, questionable functions, errors, and inconsistencies in software program functions, outputs, GUI, and content from standards and suggest modifications to conform.
  - Recommend program improvements or revisions to project manager and developers.
  - Performed test and validation on data migration from legacy systems to Oracle.
  - Performed Oracle upgrades in various systems.
  - Contribute to establishment of standards and procedures for design and development in creating Test Plan, Test Specifications, Test Cases, and Implementation Plan for software developed in house.
  - Conduct unit, integration, system, stress, security and acceptance tests.
  - Establishes benchmarking for program efficiency in operating and response times.
  - Install, maintain, and use software programs developed in house.
  - Coordinates testing by users and third parties.
  - Conducts compatibility tests with other software programs, hardware, multiple operating systems, and network environments.
  - Monitor program performance after implementation to prevent recurrence of problems and ensure efficiency of operation.
  - Documents, tracks, and communicated test plan results analysis.
  - Trained and supported users after implementation.
  - Fully documenting the Testing Process in accordance to current QA documentation to support department processes for software development.
- Project Support Coordinator**

- Analyzed, researched and evaluated application functionality deficiencies and tracked root causes in a metric report format.
- Migrated projects and the resources database from Paradox to ABT.
- Administered, evaluated, and maintained the SDLC projects and resources database.
- Performed analysis of resources, projects, hours, and budget for management to compare actual to projected metrics by running multiple queries and complex reports.
- Maintained supporting documentation library for easy reference and auditing purposes.
- Compiled Quality Assurance manuals for supporting the procedures and standards used in the QA certification process for in-house software developments.

**Self Employed**

***Independent Business Support Administrator***

New York, NY  
Sept/1994 – Sept/1999

- Oversaw financial and communications tasks for small business to support owner's business administrative needs, while furnishing an efficient and well run system.
- Assisted in preparation and tracking of departmental budgets and expenses.
- Maintained business related database and generated analytical business reports to management.
- Re-engineered work flow processes to improve efficiency and accuracy of work processing
- Created advertisements and promotional materials.

**Hyatt Corporation**

***Receivables Manager / Assistant Credit Manager***

New York, NY  
Apr/89 -Sept/94

- Managed accounts receivables, invoicing, and collections for maximum productivity with the least amount of billing costs to support Convention Services, Food & Beverage Services (restaurants, bars and banquets), and Front Desk Operations.
- Re-engineered the financial statement analyses, resulting in more accurate and useful data information for management.

***Night Auditor Manager / Front Desk Manager***

- Supervised and controlled Front Desk operations for 1400 room hotel.
- Performed Network System maintenance for all areas to ensure consistent data backup and implementation of updates for optimal system reliability.
- Responsible for Front Office accounting procedures, Revenue Center transactions, and Operational Reports.

***Assistant Public Areas Manager / Housekeeping Night Supervisor***

- Responsible for purchasing material and maintaining an inventory for the Housekeeping Department, as well as, synchronized employees' scheduling for three shifts to provide optimum customer service satisfaction.
- Implemented and coordinated new approaches for purchasing procedures, resulting in a cost reduction for the department.
- Supported divisional managers regarding the aspects of public areas.

**EDUCATION**

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|------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| ■ <b>The Quality Assurance Institute</b><br><i>Certified Software Test Engineer (CSTE)</i>                                               | Sacramento, CA<br>March/2002                 |
| ■ <b>California State University</b><br><i>Analytical Skills Certification</i>                                                           | Sacramento, CA<br>March / 2003               |
| ■ <b>UCDavis University Extension</b><br><i>Information Systems Certification</i><br><i>Database Management and Design Certification</i> | Sacramento, CA<br>2000 – 2002<br>2000 – 2003 |
| ■ <b>New York University Extension</b><br><i>Hospitality Management Certification</i>                                                    | New York, NY<br>1989-1990                    |
| ■ <b>Fiam University</b><br><i>B.A. double major in Public Relations / Marketing</i>                                                     | Sao Paulo, Brazil<br>Dec / 1988              |

**LANGUAGE SKILLS**

- *Fluent in Portuguese and English. Working knowledge in Spanish.*