

Jaime Lancaster ❖ System Verification Manager

Consistently boosted system synergy and performance by 100% over 10-year career through integration solutions.

System Integration Testing ❖ Troubleshooting ❖ Test Plan Development

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Speeds up Deployment Using Automation

Reduced overall testing cycle and new deployments from 6 to 2 weeks at *Tarth*. Developed and executed automated UNIX shell scripts, which were used on 100+ servers in 20+ markets.

Nationwide Project Rollout Experience

Deployed a \$10M local recording solution for *Tarth's* "VOD Deployment" in 26 markets within a year. Collaborated with local project managers and vendors to develop and implement test plans.

Strategic Planning & Execution

Created state-of-the-art testing strategies for equipment augmentation for top markets: Kings Landing - 500%, Riverrun - 367%, The Twins - 125%.

Professional Assets

Network, System & Solution Testing
Automated Script Development
Project Management

Systematic Problem Solving
Cross-Functional Collaboration
Leadership & Training

Testing Documentation
Optimized Workflow Creation
Python, UNIX, SQL

Technical Skills

Cisco UCS, Transcoders (Elemental, Envivio, Harmonic), Recorders (Cisco CDE460, Arris S410), VCenter/VSphere, UCS Manager, XCODE, Splunk, Eclipse, HP ALM, AP UFT/QTP, Selenium, SQL, Bash shell script, Swift 2.0, Python, Java, JIRA, Slack, MS Project, Agile, Waterfall SDLC, UNIX, OS X, Windows.

Professional Experience

Senior Integration Engineer

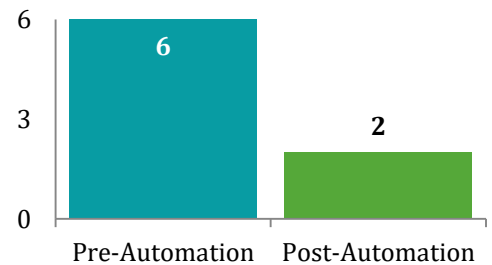
at *Tarth*

2012 – Present

Cloud TV Deployment

- Deployed a 3.5 year, \$100M System Integration Test suite in 20+ markets nationwide by leading a 7-member testing team through design, execution, and maintenance of system.
- Created unique testing strategies for equipment augmentation in Kings Landing (500%), Riverrun (367%), The Twins (125%), and other major markets without impacting running processes.
- Reduced testing cycle and boosted new deployments by 4 weeks after developing and executing automated UNIX shell scripts for 100+ servers.
- Reduced deployment issues by 10% by liaising between CXOs; vendors; and internal production, operations, and engineering teams.
- Developed and presented project testing strategy to management. Determined test sets for equipment types (transcoders, recorders, and VM management) to cover app functionality and unit validation.
- Trained 15 people on solution processes and project procedures.

Testing Cycle (Weeks)



VOD Deployment

- Deployed a \$10M local recording solution in 26 markets, within a year. Collaborated with local project managers to develop test plans while meeting tight deadlines.
- Architected a feasibility solution for two major clients, ensuring synergy between equipment and running systems.
- Improved product quality by 20% for multi-market deployment by creating an extensive project playbook and by pre-determining standard quality protocols for engineering teams.

Product/QA Manager

at Sparrow T&T

2010 – 2011

- ♦ Reduced rework by 16% by proposing use of videos to overcome language barriers with geographically dispersed teams.
- ♦ Facilitated new product launch by supervising implementation of testing strategy for web and mobile app with CEO. Developed test cases and test sets, which covered connectivity, functionality, and user acceptance.
- ♦ Led a 7-member team to complete several large-scale app development and testing project within budget and schedule. Presented detailed design documents, business rules, workflows, use cases, and project requirements to secure client approval. Ensured alignment with HIPAA requirements.

Test Lead

at Tech Baratheon

2009 – 2010

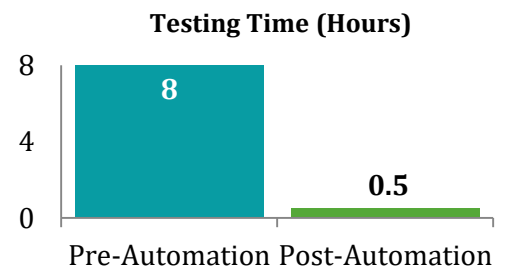
- ♦ Released 2 internal applications in record 1 year by creating testing strategies and execution plans and ensuring alignment with company objectives. Applications streamlined internal communication by 18%.
- ♦ Secured federal government approval in only 7 days by completing amendments and important change requests.
- ♦ Launched large-scale application in record 4 months. Collected feedback on usage, functionality, and UI from a sample of 150.
- ♦ Improved team performance by training 7 team members on internal applications, testing strategies, and procedures.

Software Engineer Consultant

at Lannister Technology

2005 – 2009

- ♦ Secured sensitive data by writing code solution using SQL server (SQL, PL/SQL scripts), developing deployment procedures for MDM server launch, and documenting testing for leads, project managers, and senior management.
- ♦ Executed 300 functional test scripts with a 5-member team to launch cutting-edge SMS-based services. Conducted troubleshooting and testing with vendors and trained 10 new professionals on the team.
- ♦ Developed and oversaw implementation of Harrenhall Health & Human Services “School Launch” project. Executed 50 automated and 150 functional test scripts with a 5-member team.
- ♦ Reduced testing errors by 15% by documenting project testing process and by communicating with stakeholders to resolve key issues and queries.



(Part-Time) Community Manager

at ReachTek

2014

- ♦ Awarded \$120K in the LannisterTech Stars Mobile Health Accelerator. Collaborated with a 6-member team.
- ♦ Exceeded customer expectation by liaising between engineering team, leads, and founders to communicate customer needs and speed up flow of information. Conducted surveys to collect in-depth customer feedback.
- ♦ Improved data operations by 15% by proposing a metric tracking approach to facilitate future research.
- ♦ Improved and facilitated investor meetings by advising the CEO on leadership and people management strategies.
- ♦ Expanded business network in a previously untapped territory by developing relationships businesses and associations and by gathering feedback for the development team.

Education

Bachelor of Engineering

The Westerlands University

2005

Hobbies

Sword fighting: Ranked in the top 3 swordsmen in all of North America.

Travel: Traveled extensively in North America; next trip: Denali, Alaska.

Rationale

Challenge: Jaime wanted to shift from software engineering into testing and perhaps a management position. His previous resume wasn't showcasing his technical capabilities or his leadership skills. It didn't seem like he had done anything significant in his career.

Action: I refocused Jaime's resume on the impact he made. I highlighted his strategic mindset, leadership skills, and how effective his solutions are. I underscored the scale of the projects he worked on. Additionally, because he was interested in testing, I included only content that related to testing.

Result: The impact Jaime has is now obvious. His resume shows how he improved processes, successfully deployed large projects, and resolved problems collaboratively. Developing and implementing testing solutions are the bread and butter of this resume rather than a mere competency.

JAIME LANNISTER

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This is the draft Jaime was previously using to apply for jobs.

ABSTRACT

Meticulous software engineer with 10 years of experience in technology as a consultant engaged in client projects. Experienced in many industries with a recent focus in the cable / telecom field. Posses a breadth of skills across the typical tech project lifecycle but have a depth of knowledge in testing / quality assurance processes

- Experienced in designing, developing and executing test cases, plans, and strategies for all types of products: mobile apps, web apps, and large scale telecommunication systems
- Excellent interpersonal and communication skills
- Strong engineering and technical background allows for a logical and detail-oriented approach to producing smart solutions for complex issues

TECHNICAL SKILLS

Cable Hardware

- Cisco UCS
- RGB H.264 Packagers
- Transcoders (Elemental, Envivio, Harmonic)
- Recorders (Cisco CDE460, Arris S410)

Software Tools / IDE

- Splunk
- VCenter / VSphere
- UCS Manager
- XCODE
- Eclipse

Testing Tools

- HP ALM
- HP UFT / QTP
- Selenium
- SQL

Programming Languages

- Bash shell script
- Swift 2.0
- Python
- Java

Project Management Tools / Processes

- JIRA
- Slack
- MS Project
- Agile
- Waterfall SDLC

Operating Systems

- UNIX
- OS X
- Windows

PROFESSIONAL EXPERIENCE

Kingsguard Senior Consultant / Senior Integration Engineer

2011 - Present

Selected Client Experience: Tarth Cloud TV

- Designed, executed and maintained System Integration Test suite used for nationwide market deployments
- Ensured deployed system meets high quality standards before handing off to OPS and PROD teams
- Test set included: mobile app functionality tests, network tests, unit validation test, component connectivity test, back office testing, end to end testing in a multi-vendor environment
- Built test sets for different types of equipment (transcoders, packagers, recorders, VM management)
- Developed automation tests using UNIX shell scripts, will transition to Python scripts in near future
- Created a test strategy for equipment augments to existing markets

Selected Client Experience: Tarth LiveCUT VOD Deployment

- Worked alongside vendor (Bolton & Son) to set up and deploy the system (transcoder, recorder, streamer)
- Deployed local recording solution to all major Tarth headends nationwide (20+ deployments)

- Collaborated with Project Managers to develop test plans meeting strict timelines for 20+ deployments
- Created and maintained project playbook / best practices document

Sparrow T&T Product Manager / QA Manager

2010 - 2011

- Produced Design Document which included requirements, business rules, use cases, and workflows
- Developed testing strategies for both the web and mobile app
- Held twice-daily meetings (morning and evening) with offshore India testing team for updates / handoff
- Provided direct feedback on features and functionality of the new app to client

TechBaratheon Test Lead

2009 - 2010

- Responsible for producing Test Strategies and Execution Plans for new releases of the internal applications
- Led a team of 5 test engineers and also provided feedback of app to the vendor
- Analyzed Enhancement and Change Requests to revised and execute test plans
- Organized meetings with all stakeholders regarding Test Strategy and Test Cases

Lannister Technology Software Engineer Consultant

2005 - 2009

Selected Client Experience: Harrenhall Department of Information Technology and Telecommunications

- Documented testing materials for Business Lead and Project Manager
- Developed shells for IBM DataStage jobs
- Performed back-end testing of jobs after they were executed with test data
- Ownership of developing the requirement of masking sensitive data from end user (custom modification to OOTB product)
- Developed deployment procedures for the launch of MDM Server into different environments
- Wrote SQL, PL/SQL Scripts, used SQL server.

Selected Client Experience: Harrenhall Department of Information Technology and Telecommunications

- Executed unit testing using JUNIT; used CLOVER for coverage reporting
- Ownership of test plan for integration test between the application and an existing third party system
- Gained proficient understanding of Quick Test Pro by executing 50 automated test scripts
- Executed 150 functional test scripts during each of the 7 test cycles
- Executed both manual and automated scripts as part of the System Integration Test
- Created and executed test scenarios test cases using Quality Center.

Selected Client Experience: Sapphire Wireless / Stormborn Mobility

- Executed 300 functional test scripts for leading-edge SMS-based system and met critical deadlines alongside YYY & LLL workforces
- Implemented Defect Management (detection, reporting, following up, and re-testing of defects)
- Trained new team members in system operation, testing processes, and execution tools

EDUCATION

The Westerlands University

Bachelor of Engineering in Computer Engineering, 2005

EXTRACURRICULAR ACTIVITIES

Sword fighting: Ranked in the top 3 swordsmen in all of Westeros.

Travel: Traveled extensively around Westeros between Riverrun and Dorne; next trip: The Great Wall