

# Mark Goodro

resume@markgoodro.com  
Cottonwood Heights, Utah

resume.markgoodro.com  
linkedin.com/in/markgoodro

## Manifesto

**Improving software through better planning,  
design, focused test execution, tools,  
automation, and measurement**

## Qualifications

### I have...

- **Fifteen years of technical leadership and management experience**, including four years in the Health Care industry.
- **Managed QA / testing through all phases of the Software Development Life Cycle** including scoping, design, prototyping, usability test, development, unit test, functional test, integration test, system test, user acceptance, beta, pilot, release, maintenance, and support.
- **Extensive experience with development and test methodologies** including Agile and Test Driven Development.
- **Consistently increased visibility into the test process** using test management tools and reports and effective communication.
- **Continually involved key stakeholders** in the design, testing, and acceptance processes.
- **Created and maintained** design documents, prototypes, project plans, schedules, marketing requirements, test plans, test cases, test reports, help files, and supplemental documentation.
- **Designed, built and managed complex test environments.**
- **Managed development processes** including builds, migration, and source control.
- **Opened and maintained effective communication** between isolated, independent teams.
- **Achieved management and stakeholder buy-in** to the value of software testing, standardized test and development processes, and test automation through metrics, risk assessment, and results.
- **A positive attitude and excellent communication skills**

## Skills

### Expert (10+ yrs)

- Test Leadership
- Functional Testing
- Integration Testing
- Web Testing
- Usability Testing
- Test Environments
- Process Improvement
- Windows (3.1 to Vista)
- Adobe Photoshop
- Microsoft Office

### Advanced (5+ yrs)

- Test Automation
- Load / Stress Testing
- Security / Network Testing
- API Testing
- Web Service, SOA Testing
- Database Testing
- Localization Testing
- XML, HL7
- SQL Script, Toad, Tora
- VMware / Virtualization

### Intermediate (2+ yrs)

- Agile Testing
- FitNesse / Selenium
- soapUI
- ESB Testing
- Mercury Quality Center
- Mercury QuickTest Pro
- Bugzilla
- NUnit, JUnit, PHPUnit
- Configuration Management
- Cost/Benefit Analysis, ROI

**Experience****Agilex Technologies****March 2009 – Present**

Health Care Division

**5155 Parkstone Drive, Chantilly, VA 20151****888.324.4539**

- QA / Test Lead Engineer**
- Led testing on multiple projects, managed up to 6 QA Engineers
  - Performed SOA / Web Service testing using soapUI
  - Created FitNesse test automation scripts with custom fixtures
  - Responsible for data migration, and data warehouse testing
  - Performed security testing including SAML and SSL
  - Coordinated end to end testing with clients and functional teams
  - Responsible for test planning for Agile / Scrum and TDD

**Northrop Grumman Information Technology****January 2006 – March 2009**

Civilian Agencies Group - Clinical Information Systems Division

**10813 S. River Front Parkway, South Jordan, UT 84095****801.302.3500**

- Lead QA/Test Engineer IV**
- Established and led test team for remote office
  - Managed testing of concurrent projects through multiple releases
  - Coordinated testing with remote development, project management, and test teams
  - Selected, configured, and maintained test management, test automation, and defect tracking systems
  - Wrote test harnesses to test APIs and web services
  - Created XML and HL7 files to test messaging systems
  - Wrote SQL scripts for data validation
  - Created standardized and portable test and dev environments

**Franklin Covey Corporation****February 2000 – January 2006**

Organizational Solutions Business Unit

**2200 West Parkway Blvd Salt Lake City, UT 84119****801.975.1776**

- QA Manager**  
3.5 years
- Implemented online defect tracking and test case management
  - Created metrics for meaningful presentation of testing progress
- Lead QA Engineer**  
2.5 Years
- Implemented test automation and load testing
  - Built and maintained test labs, managed test hardware
  - Managed localization testing in European and Asian languages
  - Acted as DBA, developer, and graphic designer as needed

**Spherion****December 1997 – February 2000**

(Interim Technology - The Consulting Group)

**215 South State Street Suite 760 Salt Lake City, UT 84111****801.363.7770**

- Senior QA Engineer**  
1.5 years
- Wrote test plans, requirements, test cases, compliance reports
  - Lead team responsible for Mission Critical banking applications
  - Validated NT compatibility, FFIEC and OCC compliance (Y2K)
- Back Office Engineer**  
1 year
- Stress tested web servers; Implemented security testing
  - Set up and managed test environments in multiple languages
  - Tested localized software in European and Asian languages

## Experience

### Convergys

(Matrixx Marketing)

October 1994 – December 1997

975 Levoy Drive Murray, UT 84123

801.579.2000

#### Data Coordinator

Microsoft - 1.5 years

- Managed secure networks
- Designed and maintained Access databases

#### Project Coordinator

Microsoft - 1 year

- Performed functionality testing on Visual FoxPro database tools
- Designed and coded automated file transfer utilities in C and VB

#### Technical Team Lead

Hughes/DirectTV - 9 mo

- Assisted in Intranet development and administration
- Led first project to use email for customer and technical support

## Education

### Westminster College

Salt Lake City, UT

2003 – 2005

#### Bachelor of Science Information Resource Management

- Graduated Summa Cum Laude
- 3.88 Cumulative GPA

### Salt Lake

### Community College

Salt Lake City, UT

1994 – 1997

#### Associate of Science Computer Information Systems

- Graduated with Honors, Deans List for Scholastic Accomplishment
- 3.7 Cumulative GPA

## Training

### Software Quality Engineering (SQE)

- Managing the Test Process, Web/eBusiness Testing, Test Process Improvement, Test Automation Architecture, Automation Planning, Intelligence Testing, Web Security Testing, Unit Testing, SOA Testing, Web Service Testing, Load Testing New Web Technologies, Taming the Code Monolith, Testing Hyper Complex Systems, Agile Testing, and more

### Rational University

- Rational Team Test, Rational Robot

### FranklinCovey

- 7 Habits, FOCUS, Aligning Goals for Results, Project Management, What Matters Most, Technical Writing Advantage

### Jack Phillips Center For Research

- Measuring the Return on Investment of Training and Performance Improvement Programs

### BroadVision

- Business Manager I and II

### Interim Technology (Spherion)

- Total Quality Management, Structured Testing Methodology, Web Testing, Mercury WinRunner, LoadRunner, Java, EJB, Visual Basic

## Hobbies

Cryptography  
Hardware Interconnectivity  
Emerging Technology  
Web Design

Photography  
Climbing / Mountaineering  
Film Study / Critique  
Literature

## References

Available on Request