KATHLEEN M. MERTENS

**63 Warrick Road**

**Endicott, NY 13760**

**(607) 429-9201 Cell**

[**kmertens01@gmail.com**](mailto:kmertens01@gmail.com)

**LinkedIn Profile:** [**https://www.linkedin.com/in/kathleen-mertens-5227734a**](https://www.linkedin.com/in/kathleen-mertens-5227734a)

**PROFESSIONAL SUMMARY**

- Comprehensive Project/Change Management knowledge

- ISTQB QA Certified

- Results-oriented Software QA Lead/PM with 22 years of experience

- Experience managing tasks and schedules in accordance with SDLC project delivery guidelines and methodology

- PCIP Certified

**EXPERIENCE**

**04/2020 – Present Cornell University Ithaca, NY (telecommute)**

***Quality Assurance Analyst***

* Testing of Cornell developed Research Polling website (iPoll)
* Test Rail/Jira Configuration and Management
* Coordination of Sprint Planning
* Communication with internal development, data team, IT, and executive management
* Implementation of SmartBear TestComplete and LoadNinja

**06/2018 – 12/2019 Can-Am Consultants Chemung, NY (telecommute)**

#### Quality Assurance Analyst (Client – Vulcraft)

* Testing and documentation of web-based applications
* Analyzing, troubleshooting and documenting technical problems
* Interfacing with internal resources related to release management and requirements gathering
* Participation in Sprint Planning

**07/2017- 02/2018 United Health Services Johnson City, NY**

***Systems Analyst***

* Analyze clinical needs and develop solutions to meet those needs through the use of information systems and procedures. Competent to work on all phases of system work independently. Consults with users to determine problems, identify needs and develop or recommend potential solutions.
* Assisted with the development of training material, participated in the implementation, and provided post-implementation support

**07/2016-12/2019 Global Solutions Quality & Consulting Endicott, NY (telecommute)**

***Independent QA/PM Consultant***

* Professional IT (Project Management and Quality Assurance) consulting for e-commerce software applications
* Software analysis, project management, requirements gathering, troubleshooting, infrastructure configuration, and SDLC release implementation
* Thorough knowledge of methodologies of Quality Assurance and PMBOK standards
* Attention to detail and a results driven approach
* Excellent organizational and leadership abilities

**03/2013-07/2016 PCI Security Standards Council Wakefield, MA (telecommute)**

***Quality Management Analyst***

* Quality Assurance of reports performed by PCI SSC approved security companies including PCI PA DSS Reports on Validation (ROV)
* Provide status reports for consistent findings and proposed solutions
* Documentation and Presentation of QA findings to team, first level leadership and PCI Security Standards Council.
* Work closely with QMS on CAPA development

**11/2012-02/2013 Modis, Inc Ithaca, NY**

***Project Manager /Consultant (Ithaca College)***

* Development and maintenance of Project Plan (Charter, Requirements, WBS, Communications Plan and Gantt)
* Executed and maintained project management processes and disciplines in the areas of: program schedule and quality management; communications management; cost management; risk/issue management; change management
* Produced project status reports, managed the team and resolved day to day issues with emphasis on SDLC

**04/2012-02/2013 Independent Consultant Endicott, NY (telecommute)**

***Senior PM/QA Consultant (LearnVest, eCornell)***

* Creation and execution of test plans and test cases for all aspects of software quality assurance: unit, integration, acceptance, system, and regression testing
* Planning and supervision of all QA resources and schedules for new and ongoing functional QA projects
* Creation of standardized QA practices and processes across teams
* Project Management of software release implementations

**11/2008-03/2012 eCornell Ithaca, NY (telecommute)**

***Technical Project Manager/QA Manager***

* Quality Assurance and project management of online learning courses tailored for professional and executive development in the areas of strategy, leadership and management development, human resources, financial management, and hospitality management
* Requirements gathering, troubleshooting, and SDLC release implementation
* Provide technical solutions and creative direction
* Presented QA status reports directly to VP of Technology
* SCRUM Master for Development/QA daily meetings

**04/2007-11/2008 Global Solutions Quality & Consulting Endicott, NY (telecommute)**

#### Independent Performance Test Lead (Client - Capital One) 08/2008-11/2008

* Stress and Load testing using HP Load Runner
* Integration of Performance Test in SDLC
* Creation of automated test scripts representing various transactions, documenting load testing process and methodology
* Managed Off-Shore/US-based QA resources

#### Independent Quality Assurance Consultant/Lead (Client - IBM) 04/2007-12/2007

* Professional IT consulting for e-commerce software applications
* Software analysis, project management, requirements gathering, troubleshooting, infrastructure configuration, and SDLC release implementation
* Assist businesses with client relationships
* Provide technical solutions and creative direction
* Training to test analysts regarding application execution, QA processes/procedures, etc.

**02/2006 – 04/2007 Artech Information Systems, Inc. Morristown, NJ (telecommute)**

#### Quality Assurance Lead/IT Analyst (Client - IBM)

* Project Team Lead for QA and SDLC Maintenance of web-based procurement software application (interfacing with SAP backend)
* Project scheduling, analyzing, troubleshooting and documenting of technical problems/defects
* Implementation of new customers and software changes based on individual customer requirements
* Create and Maintain Test Plans, Acceptance Testing, Post Deployment Releases, and HW/SW Configuration Matrixes
* Managed Off-Shore/US-based QA resources

**EDUCATION**

**5/1994** BBA - Business Administration **SUNY Institute of Technology Utica, NY**

**5/1991** AAS - Business Administration **Broome Community College Binghamton, NY**

**SKILLS**

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| Omni Plan | AtTask, MS Project | PMBOK Methodologies |
| Finance  Lotus Notes  QA of Java, UNIX, XML  Jira, Test Rail, Greenmine  Mercury Quality Center  SmartBear TestComplete and LoadNinja | Banking (Key Bank of NY 1990-1994)  Mac OS  Black Box Testing  Functional/Integration/System/Regression Testing  Slack | Agile, Waterfall, Scrum Methodologies  SharePoint  Realtor (2004-2008)  TFS  Teams |

**TRAINING & CERTIFICATIONS**

ISTQB CTFL Certified – ASTQB 10-CTFL-00862-USA August, 2010

PCIP Certified – PCI Security Standards Council April 14, 2014

CISSP Training

PMP Training