

CARLMETTA L. SHEPPARD

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TEAM LEADERSHIP

SOFTWARE QUALITY ASSURANCE

CLIENT MANAGEMENT

Accomplished **Technical Business Analyst** with 20+ years of experience of technical implementation and upgrades for major industrial, retail, and telecommunications companies. Proven track record of delivering solutions combined with leadership and validating IT processes to maximize business investments. Collaborates with internal/external clients to align technology solutions with business strategies, resolve technical issues, and enhance customer satisfaction.

Business Process Optimization ■ Operational Improvements ■ Program Implementation ■ Project Management
Software Development Lifecycle ■ Functional & System Business Requirements ■ System Integration ■ Workflow
Diagrams ■ Change Management ■ Leadership and Training ■ Business Unit Goals ■ Key Performance Indicators ■ Risk
Analysis ■ Defect Tracking ■ Automated & Manual Testing ■ Message Flows and Concepts

Agile Methodology ■ HP ALM & QTP ■ Microsoft Test Manager ■ Mercury Quality Center ■ Team Foundation Server
TOAD ■ ICOMS ■ CMS ■ CRM ■ JIRA ■ Microsoft Office Suite ■ PL/SQL ■ Shell/Pearl Scripting ■ XML ■ JSON ■ Unix
Windows Server OS ■ Oracle ■ Amazon Web Service ■ FTP/S ■ HTTP/S ■ TCP/IP ■ RESTful APIs ■ RabbitMQ
Transport Layer Security ■ SFTP ■ MFT ■ OpenID Connect ■ OAuth2.0 ■ SAML ■ SSO ■ Confluence ■ SharePoint
Release Dashboard ■ Servigistics ■ Apple iOS ■ Visual Studio

RELEVANT EXPERIENCE

SiriusXM – Connected Vehicle

Irving, TX

2018 - Present

INFORMATION SYSTEMS ENGINEER

Create/Maintain System Requirements and B2B Protocol Specifications in support of new OEM programs which allowed system processes to be defined for telematics vehicles resulting in successful delivery of services

- Facilitate meetings to clarify business requirements as mapped to functional/technical specifications and identified gaps
- Create Process Flow diagrams and analyze requirements to determine clarity while resolving inconsistency, ambiguity, and contradictions contributing to continuous improvement process for system requirements analysis
- Conduct walk-through requirements gathering meetings with OEM stakeholders to ensure appropriate solution and successfully negotiate approval and sign-off of high level system documents
- Update existing requirements documentation for OEM legacy programs for system enhancements and problem resolutions
- Document requirements and process specifications for middleware and back office systems i.e. messaging queues, synchronous and asynchronous communications, transaction protocols, web service technologies and enterprise security standards

T-Mobile

Atlanta, GA

2017

TEST RELEASE COORDINATOR

Spearheaded Release Management Lifecycle which included scheduling and coordinating releases for 100+ applications over various portfolios resulting in 100% on time deliverables

- Directed team through proper HP ALM tool usage such as storing requirements, test plans, exit reports, defects and test results
- Owned release process throughout SDLC by ensuring test documentation adhered to the software governance policies and were SOX compliance which enhanced planning and minimized defects
- Managed projects and interdependencies to ensure milestone adherence, SOX compliance, and release measurement integrity
- Negotiated release issues and schedules with internal customers and reported status to all stakeholders
- Generated audit reports to track deliverables and reduced release risk and time to market while maintaining application quality

ThyssenKrupp Elevator

Atlanta, GA

2015 - 2016

TEST LEAD

Serve as Test Lead for Oracle E-Business Suite 11i and r12 CRM, Enterprise Resource Planning, and Supply Chain Management business applications leading to timely customer service delivery

- Developed test plans detailing testing scope, strategy, high-level test requirements, traceability matrix, schedule, and required resources for each release to ensure requirements were implemented as specified
- Coordinated test case execution by brainstorming with product managers, business analysts, developers, and quality engineers to understand change request, impacted areas, and technical complications which maximized productivity
- Managed defect and test status calls and led team through multiple test phases including function, integration, regression and user acceptance to rapidly reduce and resolve defects before production release

The Coca-Cola Company	Atlanta, GA	2013 – 2015
SENIOR QUALITY ASSURANCE ENGINEER		
<i>Developed and estimated user stories from a quality assurance perspective using Poker Planning Operated in Agile environment and utilized MTM to perform positive/negative test case scenarios</i>		
<ul style="list-style-type: none">• Conducted smoke, functional, regression, and ad-hoc testing of Freestyle dispenser on Windows Embedded CE platform• Utilized TOAD to run SQL queries during testing to validate beverage ingredients, recipes, and other data in backend tables• Analyzed Product Backlog Items and Feature specifications stored in TFS to create detailed test case scenarios resulting in effective requirements mapping coverage		
Cox Communications	Alpharetta, GA	2006 – 2009
TEST LEAD		
Accenture	Atlanta, GA	2004 – 2006
SENIOR SYSTEMS ANALYST		
MMC 20/20	Atlanta, GA	2003 – 2004
SYSTEMS SOFTWARE QA TEST ENGINEER		
Proxim Corporation (Formerly Lucent Technologies)	Atlanta, GA	1999 – 2003
SYSTEM INTEGRATION TEST ENGINEER		

EDUCATION

Bachelor of Science, Computer Information Systems ■ Florida A&M University, Tallahassee, FL