**HOPE MCCOY, CSM, CSPO**

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A highly accomplished Senior IT Professional with Agile experience delivering on-site and off-site client support to Fortune 500 clients on multimillion-dollar migration and transformation projects. Strong client service management, project management, communication, and negotiation skills for various industries including Healthcare, Home Retailer, Oil and Gas, POS Wholesale Technology Distributor, Manufacturing, Data Communications, Finance and Accounting, Airlines, Beverage, and Telecommunication utilizing the various SDLC methodologies.

**KEY STRENGTHS**

Product Management ● Cross Functional Team Supervision ● Mentoring and Team Building ● Requirement Gathering and Analysis ● Quality Assurance ● Quality Control ● IT Project Management ● Client Relationship Management ● Infrastructure Transformation ● Kanban ● Application Analysis ● Agile/Scrum ● Release Management

**EDUCATION & CERTIFICATIONS**

* **Bachelor of Business Administration, Business Information Systems** – University of West Georgia| Carrollton, GA
* **Certified Scrum Master (CSM) Certification** – Scrum Alliance
* **Certified Scrum Product Owner (CSPO) Certification** – Scrum Alliance
* **Lean Six Sigma Green Belt –(Certified) -** Georgia State University, Executive Education
* **Lean Six Sigma Black Belt (Certificate of Completion for the Course) –** Georgia State University, Executive Education
* **Project Management Professional (Certificate of Completion for the Course)-**Technology Center Inc.
* **Information Systems Security Professional (Certificate of Completion of the Course**) – Kennesaw State University
* **ITIL v3 Foundation** and **CSTE** Certifications

**TRAINING**

* **Azure Fundamentals-**Self Paced Training-In Progress
* **Platform as a Service** (PAAS)-Microsoft
* **Salesforce Admin**-Salesforce
* **Scrum Master** – Scrum Alliance
* **Scrum Product Owner**-Scrum Alliance
* **Lean Six Sigma-**Georgia State University, Executive Education
* **Project Management-**Technology Group
* **7 Habits of an Effective Manager**– Scrum Alliance
* **Virtualization Fundamentals** – Self Paced Training
* **AWS Cloud Computing-**Self Paced Training

**PROFESSIONAL EXPERIENCE**

**Quality Systems Consultant (Client: Healthcare Industry) - Atlanta, GA | 2019 –5-2020**

* Acted as a Sr. Consultant in an Advisory Role working with the Sr. Product Manager, Release Train Engineer, Architect, Product Owner, Vendor IT, and Business Analyst for the Quality Systems Capabilities Teams.
* Promoted and drove the Agile development methodology best practice throughout the teams by providing direction and support to the Quality Systems team members for various Agile SDLC projects.
* Managed the stakeholder decision process and provide transparency on progress, issue management and risk mitigation through status reporting.
* Managed and led UAT for various statistical process management applications
* Created, maintained, prioritized and sequenced the team backlog according to the business value and existing commitments.
* Worked with the Product Management and the End User teams to provide detail guidance and prioritization during the product development lifecycle.
* Assisted with the elaboration of Epics and Features into user stories that can be achieved in a single sprint.
* Assisted the product, engineering, and scrum team during scrum ceremonies such as user story review, user story grooming, sprint planning and demos by being the voice of the customer and communication the value behind each product and prioritization decision.
* Inspected the product progress at the end of ever sprint to accept or reject the work done.
* Conducted user acceptance testing on features and bug fixes with before they are released ensuring high quality of products that are being delivered to customers.
* Partnered with Product Managers to build for product roadmaps for various PI sprints.
* Collaborated with vendors and other parties involved to establish the vision and analyzing tradeoffs between usability and performance needs to integrated systems.
* for the cross functional team members to mitigate the risk as a process improvement method.
* Utilized the Aha! tool for strategy and roadmap planning for various cross functional teams including working with the Product Owners to ensure the capabilities and features are captured in the tool.
* Partnered with the Business, IT, and Pegan Vendor resources to review specifications and coordinate approvals for various projects regarding interdependencies, issues, risks and impediments to ensure the project timelines are met.

**JDC GROUP (Client: Air Lines Industry)-Atlanta, GA, 2018-2019**

**QA LEAD/AGILE CONSULTANT**

* Analyzed processes for improvement and overall governance used by the QA Teams for various software development digitalization projects totaling $50 million dollars for web applications, smart devices and mobile devices with enterprise mobility applications being developed using Xamarin.
* Assisted the Project Manager on the scrum teams transitioning from waterfall to Agile including overview of the user stories, scrum ceremonies, burndown chart, sprint backlog, product backlog, backlog grooming, sprint demo, and removing impediments during a sprint and provide feedback as a Consultant for digitalization projects following the continuous integration and continuous delivery DEV Ops model.
* Helped define, create, and maintain the technical product roadmap and product deliverables.
* Partnered with leadership team to define product vision and strategy and with business leaders to define scope, establish milestones, and manage expectations.
* Coordinated with stakeholders to understand business needs, and platform requirements by defining epics and features.
* Wrote the acceptance criteria for user stories in the product backlog.
* Worked closely with software architects, development leads, and leadership to define and create solutions.
* Identified, tracked and managed the risks and blockers, escalating when necessary.
* Created and maintained the agile team backlog including ensuring the backlog was visible, transparent, and clear to all times.
* Managed inter-team dependencies to prevent obstacles and foster team collaboration
* Continuously became a subject matter expert in our products and industry.
* Led the triage of defects and critical issues and work with the Product Owner/Business on the prioritization of the sprint backlog.
* Provided clear direction to the scrum delivery team through defined product priorities, schedules, and dependencies.
* Developed and implemented comprehensive QA and QE strategy for Agile and Waterfall technology transformation.
* Identified QA resources for various projects and programs and provide the QA resources with training regarding testing processes, standards, and testing tools used for various Agile projects utilizing Scrum or Kanban frameworks.
* Managed and coordinated team efforts to maximize performance, productivity and successful achievement of the team goals for various projects for onshore and offshore QA resources.
* Coordinated and facilitated UAT testing with the Business Units including UAT Strategy, UAT Test Plan, and UAT test status reporting and tracking of the testing metrics.

**IT Consultant (Volunteer) – Effective Network Solutions - Atlanta, GA 2018 – 2018**

* Provided IT guidance to small and medium size businesses, including application analysis and quality assurance.
* Collaborated with management to resolve IT issues.
* Reported project status to clients weekly.
* Perform vendor management for software and hardware requirements as needed.

**ERNST AND YOUNG, LLP- Atlanta, GA, 2013-2017**

**SUPERVISING ASSOCIATE**

* Involved with the selection of tools testing standards and processes and overall governance used by the QA Teams for various software development projects utilized in over 100 countries with a firm investment of $500 million dollars over three years with a projected return in the first five years of $18 billion dollars for various Agile SDLC projects adhering to the continuous integration and continuous delivery Dev Ops model.
* Served as the primary contact of one of more Development Agile teams
* Worked with Product Managers to build and prioritize team backlogs.
* Worked with Business Analysts to extract user stories from high level features.
* Ensure initiatives are on track and address defined scope. Resolve impediments to keep initiatives on plan; escalate when necessary
* Defined iterations and coordinate with the delivery team to accept user stories.
* Reviewed and reprioritized the team backlog as part of the prep work for iteration planning.
* Facilitated communication between internal & external stakeholders and the delivery team.
* Engaged stakeholders throughout the development process and demo developed increments.
* Managed and led the performance of various phases of test execution, including functional, system, integrated, regression and UAT, for onshore and offshore resources.
* Collaborated with cross-functional contributors, including Product Owners, Senior Architects, Business Analyst, Developer, Technical Lead, and Scrum Master, for defining user stories, prioritizing the backlog, and sprint planning and demos.
* Created work and cost estimates based on business and technical requirements and addressed the change management board to present potential changes in the production environment.
* Assessed and identified risk and potential solutions to the project leadership that impact the quality of the project deliverables and schedules.
* Provided weekly project status updates, including defects status, to Executive Leadership and Stakeholders for various software development projects.

**AVANADE- (Joint Venture Between Microsoft and Accenture)**

**Atlanta, GA, 2008-2009-Consultant, 2010-2013-Senior Consultant (Full Time Employee working for the consulting services- service Line)**

Avanade is a joint venture between Microsoft and Accenture which was formed to merge the strength of companies, Accenture’s consulting and Microsoft’s technology expertise. Through proven solutions that extend Microsoft products, Avanade helps enterprises increase revenue, reduce costs, and reinvest in innovation to gain competitive advantage. We partner with our customers to create new products and services, serve their customers better, streamline operations, and optimize collaboration across all groups and boundaries.

* Accountable for Client Relationship Management, Product Management, Quality Assurance, Quality Control, Testing, Project Management, and successful project deliverables for major clients in diverse industries including Healthcare, Home Retailer, Oil and Gas, POS Wholesale Technology Distributor, Glass Manufacturing, Data Communications, and Telecommunications utilizing the Waterfall, and or Iterative SDLC methodologies.
* Created and update a project plan regarding testing activities for projects. Provide updates according to the plan to Executive Leadership and Stakeholders weekly.
* Created the test strategy, test plan, test approach, perform estimation for time, effort, and cost, verify test environment is available and stable, monitor testing progress, contribute to and validate the entry criteria and exit criteria
* Collaborated with cross-functional teams including Developers, Business Units, Senior Architects, and Stakeholders to ensure on time project deliveries, within budget, and without error. Direct and mentor the onshore and offshore test resources during the SDLC for test executions and use advanced problem-solving skills to identify root causes or escalation paths per Sprint or Iterative.
* Delivered team leadership/management for functional teams of 5-20 people as a Test Lead or Test Manager and oversee on-shore and offshore reports. Led testing and quality assurance efforts for multiple SDLC projects. Participated in business requirements gathering, peer reviews, and risk analysis to assist with the software quality test procedures and associated methods. Helped identify defect density and defect leakage for various projects.
* Contributed to the creation of the quality assurance deliverables such as the requirement traceability metrics, test coverage, master test plan, test cases, test data management, test plan, test strategy after reviewing the business requirements, technical design documentation. Contribute to the creation of the defect management process including defect resolution metrics.
* Setup and configure the physical or virtual testing environments including installing the operating systems, preferred testing tool, and required security including a standalone test environment or Lab Manager.
* Utilized SQL Studio Management to validate database access and retrieve test data for testing execution. Utilize Visual Studio to created CodedUI test scripts for automated testing.
* Ensured compliance, best practice, and identify risks and issues for all testing efforts. Execute and or oversaw smoke, functional, non-functional, systems, integration, regression, mobility, performance, and user acceptance testing for client server applications using the manual or automated testing methods for business, commercial off the shelf, and web-based applications utilizing.
* Led defect triage meetings for defects discovered during testing. The meeting consists of severity and priority validation, assignment for defect fixing, and defining a timeline of a resolution for a defect
* Performed application compatibility assessments and analysis for COTS and propriety applications. Support user acceptance testing including organizing, and conducing the testing efforts with the users including the defect triaging.

**CERIDIAN-Atlanta, GA, 2005-2008**

**Network Analyst**

* Worked with cross-functional teams to revise process flows, coordinate production releases, and perform application testing, application deployments, system upgrades, schedule deployments, and identify risks for custom HR\Payroll software applications for medium to large-scale IT projects. Conducted testing for third party payroll applications in QA and testing environments prior to production releases
* Collaborated with internal auditors to ensure all changes were within SOX and SAS 70 guidelines. Adhered to the change management process using the ITIL methodology to implement changes to QA and production environments. Reported successes, failures, and back-out changes to Senior Management in addition to utilizing SharePoint for project status reporting.
* Lead and executed functional, system integration, regression, and defect retesting of the third-party payroll application for all releases.
* Installed and supported the CES Hosted Services thin-client and web-based computing infrastructure for proprietary applications. Evaluated and executed test cases/test scripts for new or modified third party payroll software programs. Worked with Developers on the defects discovered during the testing of the third-party payroll applications including performing defect retesting and regression testing.
* Managed internal and external communication, server operating systems, hardware, and administration of 600+ servers and performed daily backups and restores of system and data files as needed. Upgraded the Citrix environment from Metaframe XP 1.0 to Presentation Server 4.0 resulting in server consolidation, total cost of ownership reductions, reliability, and scalability.

**TECHNOLOGY**

* **Hardware**: Desktop, Laptops, Servers, Tablet, Smart Devices, Mobile Devices
* **Software:** Minitab, Microsoft Operation Systems, SQL, MS Project, MS Office, Visio
* **Testing Tools**: HP ALM Quality Center, Rally, Microsoft Test Manager, JIRA, Qtest, VersionOne, MS Project
* **Software Development Life Cycle Methodologies/Frameworks**: Agile, Scrum, Kanban, Iterative, Waterfall