

Brett S. Brody 
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Program Test Manager & Quality Assurance Strategist

Senior Information Technology (IT) leader offering 15+ years of documented accomplishments in diverse key Software Development Life Cycle (SDLC) roles across numerous industries and technology platforms. Business Transformation, Quality Assurance (QA), and Test Management change agent, strategic and execution focused, who has achieved broad-based success overhauling companies, lines of business, and organizations using various proven industry methodologies to attain desired outcomes and increase operational efficiencies.

- Effective in analyzing organizational issues, needs, and risks, entrepreneurial identification of opportunities, and creating sustainable solutions that improve full life-cycle processes, systems, and technologies.
- Proficient in recommending, establishing, and optimizing best practice quality standards, business processes, and teams to increase predictability, minimize cycle time, reduce costs, and achieve faster delivery time.
- Adept in building collaboration, synergy, and trust between international and local organizations to drive change, support essential company objectives, and maximize value creation across heterogeneous environments.
- Thrive in dynamically changing cross-functional project team environments requiring focused decision making for delivering complex global large-scale implementations on schedule, within budget, and of the highest quality.

Core Competencies

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|----------------------------------|--------------------------------|------------------------------|
| • Agile Software Development | • Enterprise Resource Planning | • Quality Assurance |
| • Business & Systems Analysis | • Key Performance Indicators | • Regression Testing |
| • Change Management | • Organizational Assessments | • System Integration Testing |
| • Continuous Process Improvement | • Program Test Management | • User Acceptance Testing |

Professional Experience

BRETT S. BRODY CONSULTING, LLC • Washington, D.C. • 2007 – Present

TEST MANAGEMENT, QUALITY ASSURANCE & BUSINESS TRANSFORMATION CONSULTANT

- Deliver test and quality management leadership and advisement to achieve business goals through successful stakeholder engagement and adoption of new business and testing processes and technology solutions.
- Partner with executive sponsors and program implementation teams to succinctly define critical success factors, reengineered processes, and metrics while building trusted relationships to ensure smooth operational roll outs.
- Specialize in navigating across organizational boundaries and roadblocks, driving test planning, execution, and reporting, and delivering measurable results for various-sized clients, public/private, for-profit/non-profit.

THE NATURE CONSERVANCY • Arlington, VA • 2020

SENIOR PROGRAM MANAGEMENT CONSULTANT

- Provided program management direction to support ~ 20-person team across 10 workstreams responsible for remediating a significant financial material weakness in internal control.
- Developed status, schedule, risk, and issue management reporting framework needed to successfully address audit findings and required corrections to improve current state practices.

CAVA • Washington, D.C. • 2019 – 2020

SENIOR STRATEGIC MANAGEMENT CONSULTANT

- Charged with delivering an industry-leading loyalty platform for a \$500M Mediterranean-style restaurant chain.
- Positioned organization to enable greater operational scale and customer engagement via marketing campaigns, transactional behavior data, targeted guest segmentation, and defined Key Performance Indicators (KPI).
- Tracked and resolved identified action items and risks while communicating overall progress and status updates to key stakeholders and Project Management Office (PMO).
- Coordinated across ~12 cross-functional program workstreams to ensure JIRA product backlog, tasks, and user stories were completed and dispositioned accurately on Kanban board for at-a-glance snapshot reporting.

NRUCFC • Sterling, VA • 2017 – 2018

SENIOR PROGRAM TEST MANAGEMENT CONSULTANT

- Conducted 15+ team member organizational assessment and surveyed business and technology stakeholders. Influenced management council through discussions and executive presentation recommendations the need to restructure disparate current state testing organization.
- Appointed key test management leadership role upon newly established team structure with ~10 direct reports. Heightened collaboration, enabled intra-team mentoring, and yielded earlier defect detection.
- Defined overall regression test strategy and schedule for customized front/back office loan servicing and leasing software solution. Introduced the concept of risk-based testing, led multiple sessions to prioritize function points and requirements by highest to lowest risk areas, and shortened test execution cycle time by ~20%.

DECA • Reston, VA • 2017

SENIOR STRATEGIC MANAGEMENT CONSULTANT

- Steered internal and external stakeholders through collaborative team discussions and executive presentations to develop right-fit surveys for more than 10,000 high school and collegiate advisors and students.
- Guided ~10 staff members using 5,000+ aggregated survey data points/comments and in-depth SWOT analysis techniques to develop essential strategic plan deliverable for board of directors' review and approval.

CEB • Arlington, VA • 2016

SENIOR PROGRAM TEST MANAGEMENT CONSULTANT

- Authored Master Test Strategy, Workstream Test Plan, and JIRA/Zephyr tool guide/training deliverables for a complex large-scale CRM/ERP Salesforce/Workday integration.
- Supported ~10 cross-functional integrated workstream teams during their individual test plan creation, including iterative peer reviews for timely feedback on artifact quality and completeness.
- Defined program testing roles/responsibilities, control gate activities/criteria/deliverables, measurement/metrics plan, milestones, risk-based testing approach, testing principles/practices, and schedule.

THE COLLEGE BOARD • Reston, VA • 2014 – 2015

SENIOR STRATEGIC MANAGEMENT CONSULTANT

- Directed 20+ software vendor demonstrations and presentations and feasibility assessment for 25+ person QA organization seeking to reduce the cost of ownership across the enterprise by 10-15%. Technology categories encompassed: Agile Project Management, Application Life Cycle Management (ALM), Application Performance Management (APM), Cloud-Based Testing, Cross-Browser Testing, Load/Performance Testing, Mobile/Web, Requirements Definition/Management, Test Automation, and Test Management.
- Developed evaluation scorecard framework for software product selection and interviewed/advised consultants, directors, senior/executive directors, senior/lead systems automation engineers, and senior/lead/test engineers.
- Pioneered and oversaw improvement strategy to reverse engineer and elicit requirements for operations testing group resulting in new processes that decreased requirement volatility and process redundancy by ~40%.

HILTON WORLDWIDE • McLean, VA • 2013

SENIOR PROGRAM TEST MANAGEMENT & BUSINESS TRANSFORMATION CONSULTANT

- Selected to manage a mission-critical financial/business systems migration testing initiative to effectively deploy a complex global ERP/HRIS implementation that eliminated manual data reconciliation processes by 15-20%.
- Authored HFM Project Test Plan and HFM/Hyperion Planning User Acceptance Test (UAT) Plan deliverables. Ensured accuracy of test coverage, traceability, and metrics reporting through proficient use of IBM Rational Jazz, Rational Quality Manager, Rational Requirements Composer, and Rational Team Concert.
- Standardized and enabled business processes and enterprise-wide business intelligence capabilities to support Oracle Hyperion Financial Management (HFM), Hyperion Planning, and PeopleSoft integration. Minimized the total number of regularly created financial reports by 30% and reduced report maintenance time by ~35%.

K12 • Herndon, VA • 2011 – 2013

SENIOR STRATEGIC TEST MANAGEMENT & BUSINESS TRANSFORMATION CONSULTANT

- Assessed 100+ person software QA and Configuration Management (CM) organization needing to successfully reengineer current state processes. Interviewed/advised vice presidents, directors, managers, and vendors.
- Recommended and implemented metrics reporting, issue management framework/register, risk management framework/rating matrix/register, risk-based testing, scheduling, and status reporting best practices/templates that resulted in enhanced cross-functional project team communication, transparency, and visibility.
- Nominated to coordinate two critical agile surveys distributed to 125+ team members to effectively measure the agile transformation maturity being undertaken by a \$700M education company. Solely responsible for defining reporting approach, aggregating data points, and communicating participation and results to leadership team.
- Provided budgetary/financial/forecasting oversight/reconciliation support to Project Management Office (PMO). Used Project Portfolio Management (PPM) tool, AtTask, to produce status reporting and executive dashboards.

NEUSTAR • Sterling, VA • 2010 – 2011

SENIOR STRATEGIC MANAGEMENT & QUALITY ASSURANCE STRATEGY CONSULTANT

- Evaluated 25+ person software QA organization seeking to mature testing life-cycle controls and practices. Interviewed/advised technology stakeholders and team members across ~10 product lines.
- Produced assessment recommendations and implemented an automated/integrated test management solution, HP QC, that standardized testing, decreased project costs by ~15%, and increased milestone targets by ~20%.
- Developed KPI framework to effectively monitor project, product/system, and corporate level measurements. Leveraged Oracle Business Intelligence Enterprise Edition (OBIEE) to create metrics reporting and executive dashboards illustrating progress (planned vs. actual) towards organizational goals.

NAVIGATIONARTS/SAGE • McLean, VA • 2010

SENIOR PROGRAM TEST MANAGEMENT CONSULTANT

- Determined test management strategy and facilitated Joint Application Development (JAD) sessions needed to elicit/document 250+ requirements to implement a mobile and web-based time management software solution.
- Identified product release features using function point analysis that improved overall transaction performance, enriched data integrity, and reduced manual intervention to complete financial reconciliation tasks by ~10%.

FREDDIE MAC • McLean, VA • 2008 – 2010

SENIOR STRATEGIC MANAGEMENT & BUSINESS TRANSFORMATION CONSULTANT

- Advised projects to improve quality of applications and infrastructure software delivered by departments through enhanced automation, controls, processes, and procedures. Authored testing guidelines artifact deliverable to remediate identified material weakness and serve as the fundamental plan to supply quality services to internal systems development/business organizations. Provided guidance/mentoring to implement an enterprise-wide Rational Unified Process (RUP) software solution. Published 10+ test discipline templates for adoption/usage.
- Pioneered requirements elicitation process to implement an automated/integrated test management solution, HP QC, and migrated IBM Rational test collateral, reducing department operational costs by ~\$500K annually.

- Chosen to lead a highly customized loan origination master servicing system project, a top corporate initiative that decreased loan origination to servicing processing time by ~20%. Defined processes/procedures to initiate software iteration, baseline, and patch-build code delivery to multiple environments. Built release management and UAT planning/execution dashboards to support iterative requirements delivery and schedule forecasting.

AMTRAK • Washington, D.C. • 2009

SENIOR PROGRAM TEST MANAGEMENT CONSULTANT

- Provided test management oversight to implement a food and beverage/inventory management Point of Sale (POS) solution. Increased ridership satisfaction by ~40% and decreased complaint escalation rate by ~25%.
- Established overall testing strategy/approach defining mechanics/operating procedures and detailing test stage control gate criteria. Constructed integrated master schedule for project team/vendor partner task alignment.

GEICO • Chevy Chase, MD • 2008

SENIOR TEST MANAGEMENT & QUALITY ASSURANCE STRATEGY CONSULTANT

- Raised organizational team effectiveness, morale, and productivity through business process reengineering, mentoring, training, and process standardization by ~30%.
- Developed comprehensive test management governance framework using industry best practices and created 25+ artifact template deliverables needed to define and implement a new Testing Center of Excellence (TCoE).

BT AMERICAS • Reston, VA • 2007 – 2008

SENIOR PROGRAM TEST MANAGEMENT CONSULTANT

- Managed geographically distributed testing program to successfully deliver a complex global large-scale ERP Oracle Financials implementation responsible for significantly decreasing manual processing time by ~30-35%.
- Defined metrics reporting framework showcasing real-time visibility of business risks that shortened functional test execution cycle time by 25% (from 20 to 15 days) and allowed for earlier defect discovery/correction.
- Supported critical HP QC rollout and subsequent upgrade for project teams in five different country locations.

SAIC • McLean, VA • 2001 – 2006

TEST MANAGER • GENERAL SERVICES ADMINISTRATION (GSA) • 2005 – 2006

SOFTWARE TEST & QUALITY CONTROL MANAGER • JOINT MANAGEMENT OFFICE (JMO) • 2004 – 2005

SENIOR SOFTWARE TEST ENGINEER • FEDERAL BUREAU OF INVESTIGATION (FBI) • 2003 – 2004

SOFTWARE TEST MANAGER • INTERNAL REVENUE SERVICE (IRS) • 2001 – 2003

Education, Certifications & Affiliations

Bachelor's Degree, BS in Business Administration, Finance • Rider University

Scrum Alliance, Certified ScrumMaster (CSM)

Member of Greater Reston Chamber of Commerce, Business Networking & Entrepreneurship

Industry Experience & Technical Skills

Industries: Computer Software • E-Learning • Education • Financial Services • Hospitality • Information Technology • Insurance • Investment Management • Restaurants • Software • Telecommunications

Languages & Platforms: .NET • C++ • J2EE • Java • JavaScript • Linux • Mac iOS • Oracle • SQL • UNIX
Windows • XML

Software & Applications: HP ALM/QC • IBM Rational • JIRA • MS Office/Project/SharePoint • Oracle
• PeopleSoft • Salesforce • SAP • Workday • Workfront/AtTask • Zephyr • Zoho

Attributes & Additional Skills

Accountable, ambitious self-starter with affable, approachable demeanor • Engaged hands-on leadership style creates culture of accountability, collaboration, motivation, and success • Strong business and financial acumen • Exceptional relationship and client-facing skills • Strong analytical and organizational skills • Business planning, consulting, and strategic direction • Transformation and turnaround • Excellent communication, presentation, and interpersonal skills