

Robert J. Watkins

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OBJECTIVE

A Senior Manager, Senior Quality Assurance or Project Manager position at a company needing to build or keep a dynamic IT organization and the ability to:

- Define and implement IT application development and quality processes in pursuit of corporate goals.
- Foster cooperation and collaboration among technical staff and end users.
- Perform project management tasks, including work plans, project tracking, resource planning and control, writing status reports, and preparing budgets.
- Resolve problems by analyzing issues, discerning the most appropriate actions, providing tactical direction, and plan implementation.
- Provide technology leadership, vision, and strategies to advance the company and meet and exceed its goals and objectives.
- Balance the expectations of end users with the reality of funded and approved projects.

Goal: To help an organization grow its IT department through innovative projects, staff development and new or enhanced processes that help support strategic goals.

EXPERIENCED IN THE FOLLOWING AREAS

Process Development
Project Management
Quality Assurance

Strategic Planning
Management
Technology Research

Java / JSP, ASP, HTML
PVCS, CVS, Visual Source Safe
Mercury WinRunner, QualityCenter

ACCOMPLISHMENTS

Problem Solving

Designed and Implemented the majority of the Kmart vendor administration website using new tools that minimized development and administration costs. **Result:** Avoided the mailing of hundreds of pages per year to thousands of vendors, saved turnaround time, and minimized web site development and administration costs through the use of new technology.

Communicating

Served as a regular contributor to the Flagstar Bank internal company website, writing articles on QA, new technology, and problem-solving skills. **Result:** The IT staff knew they could rely on me to provide them with useful information on QA and new technology.

Managing

Rescued a major HR system implementation project, which was 2 years in with no end in sight. **Result:** It was successfully deployed within 4 months of my project management through the establishment of clear priorities, a timeline with defined milestones, and improved communication of project status.

Organizational Development

Built QA and Application Support Teams and defined processes and standards for each team. **Result:** Server applications were able to receive consistent and timely internal support and IT staff had access to testing tools and methodology with well-trained QA staff to help them use these tools effectively.

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- Strategic Planning** Managed and contributed to the development of a profit model for the loan kiosk prototype project. **Result:** A clear plan for making the loan kiosk profitable, the investment that would be needed, and an estimate of how long it would take to achieve these results.
- Eye for Usability** Implemented simple changes to the Kmart Corporate Intranet based on a usability study (user-centered design analysis) I conducted. **Result:** The site was much simpler to navigate and its use increased to the point where we found programming flaws related to the increased use. This is when I first learned about load-testing tools and used them to identify where the problems were.

EXPERIENCE

- Quality Assurance / Test Technology / Process Team Lead:** Responsible for all aspects of Quality Assurance on a team of 10 QA staff. Also provide leadership in test technologies and processes for the product team.
Metavante, Norman, OK 2005-Present
- Support Team Lead:** Responsible for team providing Quality Assurance, data conversion testing, operations and analysis for large florist Point of Sale system.
Teleflora, Oklahoma City, OK 2005
- IT Manager:** Responsible for building QA and Application Support teams. Advised on or designed several key IT processes. Deployed enterprise software. Acted as developer of company websites.
Flagstar Bank, Troy, MI 1999-2004
- Adjunct Faculty:** Taught MBA-level courses in User Experience for the Internet
Cardean University, Chicago, IL 2000-2001
- Developer:** Project Manager, Analyst and Lead Developer on vendor website. Implemented simple changes to intranet based on my usability (user-centered design) study. Acted as developer of company websites.
Kmart Corporation, Troy, MI 1997-1999
- Mathematics Instructor:** Taught Mathematics and Computer Science courses.
Midwestern State University, Wichita Falls, TX 1995-1997
- Mathematics Teaching Fellow:** Taught Mathematics and Problem Solving in Elementary Mathematics courses.
University of North Texas, Denton, TX 1993-1995

EDUCATION / CERTIFICATIONS

CTFL (Certified Tester, Foundation Level),
American Software Testing Qualifications Board, 2007

Coursework for Master of Science,
Computer Science, Midwestern State University, Wichita Falls, TX, 1996

Master of Science, Mathematics, University of North Texas, Denton, TX, 1995

Bachelor of Science, Applied Mathematics in Computing Science,
Phillips University, Enid, OK, 1992