

# ARLEN DAVID MATHIES, MCP

Oviedo, FL 32765 ♦ 407-278-3303 ♦ arlen@arlenmathies.com  
www.linkedin.com/in/arlenmathies ♦ www.arlenmathies.com

---

## SOFTWARE QA TEST AUTOMATION

*Automated Testing ♦ Server Administration ♦ Diverse Experience ♦ Proven Results*

- **Software QA tester** with full software development life cycle experience, including designing, developing and implementing automated test plans, test cases and test processes fueling rapid corrective actions, significant cost savings and fault-free audits.
  - **Qualifications include four years of QA software test automation experience** and over ten years of windows server administration with process improvement automated scripting experience.
  - **Backed by diversified experience and strong credentials** including a computer science degree and MCP certification; advanced command of mobility testing suites, agile methodologies and framework design; and strong troubleshooting skills with a desire for developing innovative solutions to complex problems.
- 

### Skills Summary

- |                                 |                               |                                 |
|---------------------------------|-------------------------------|---------------------------------|
| ➤ SQA Testing & Methodologies   | ➤ Regression & Sprint Testing | ➤ Test Automation               |
| ➤ Test Plans, Cases & Processes | ➤ UI & Compatibility Testing  | ➤ Defect / Bug Tracking         |
| ➤ Functional Requirements       | ➤ Mobility Test Automation    | ➤ Test Strategies & Coverages   |
| ➤ Scripting & Documentation     | ➤ Mainframe Automation        | ➤ LISA / DevTest Virtualization |
- 

### Professional Experience

#### **Orlando Utilities Commission, Orlando, FL - Sr. QA Specialist - Contractor**, June 2016 – Present

Contracted by Orlando Utilities Commission to develop, maintain and execute automated testing primarily using UFT and VBScript for major projects including Customer Care and Billing (CCB) and Parallel Billing to ensure the functionality of the projects are reliably carried forward from the existing People Soft environment.

- Expanded coverage of the existing automation by removing complexity from data sheet inputs and environment setup. These modifications relieve training and enhance usability for the end users.
- Assisted with framework design and implementation of the Parallel Billing project to ensure the utility bills being generated in the new CCB application match ones created in the previous People Soft application.
- Compiled and analyzed data input variations to append to the current testing scenarios to create more coverage in the end-to-end, smoke test and single function testing automation.
- Focused on designing and improving frameworks, existing automation and enhancements that make automation more portable, usable and reliable while increasing coverage and expandability.

#### **Verizon, Colorado Springs, CO - Mobile Application Support & Development**, April 2015 – Dec 2015

I was selected by my Executive Director to ensure the functionality of the mobile dispatch application was reliably carried forward into the new combined application software that would be replacing the 3 current applications on 3 different tablet devices.

- Conducted root cause analysis on production defects reported by the customers.
- Performed defect duplication on the mobility devices to validate bugs and aid in investigation.
- Parsed and extracted request/response pairs from Linux transaction logs for deeper analysis.
- Focused on improving application usability, enhancements and bug fixes.
- Unit-tested code for functionality and reliability.
- Scheduled, coordinated and created task plans for production releases.

**Verizon, Colorado Springs, CO - QA Test Automation & Development**, Feb 2011 - April 2015

My prior experience with VBScript and in-depth knowledge of the mainframe were a perfect fit on the quality assurance test automation team to begin automating test cases and building frameworks to support them that covered the back-end mainframe systems through the tablet and smart phone applications.

- Designed and built applications to monitor and recover environments saving over 650 hours per release.
- Key leader in designing server installation scripts that were 25% faster than the manual processes and reduced down time by over 900 hours annually.
- Designed and implemented 6 modular hybrid frameworks to support mobility tablet tests and use external datasheets for inputs. The framework insulated the tests from data point influences and substantially reduced maintenance overhead.
- Developed automated end-to-end regression test and sprint suites for mobile devices that replaced the manual counterparts, provided deeper coverage and saved over 500 hours of test time per release.
- Performed code and design reviews for continuous improvements in meeting client goals and needs.
- Prepared and submitted application metrics, defect reports and status to management and stakeholders.

**Verizon, Colorado Springs, CO - Systems Engineer Analyst & Programmer**, Sept 2001 - Feb 2011

I transferred into the residential billing audit group to establish procedures for change management, process tracking, Oracle database administration, mid-range server administration and desktop support while continuing to maintain Mass Market Billing Production Support's clients and mid-range servers.

- Administrator of 34 mid-range development, test and production servers responsible for billing audits.
- Created a fully redundant mid-range/mainframe data processing solution saving Verizon over 2 million dollars and reduced production downtime by 98%.
- Developed automated code migration scripts for a 92% performance increase and eliminated user errors.
- Designed and built a web-based version control tracking system to inform the team of environment changes that resulted in a savings of over 200 hours per release.
- Developed an automated server-side recovery solution to restore processing after unplanned outages that reduced audit delays by 40 hours over the release.

**MCI, Colorado Springs, CO - Systems Analyst & LAN/WAN Systems Administrator**, May 1997 - Sept 2001

After obtaining my degree, I was recruited to monitor the MCI Billing processes in a Production Support environment. Duties included Mainframe job tracking, Troubleshooting JCL & COBOL, Performance Monitoring, Network Administration, Server Support, Desktop Support and Intranet Development.

- Windows server administration, performance monitoring, desktop support and disaster recovery.
- Web master for Vice-President, Sr. Manager and the Mass Markets Billing Production Support Teams.
- Converted the MCI ticketing system from Cold Fusion to ASP to save over \$50k annually in licensing.
- Implemented JCL/COBOL fixes saving thousands in reoccurring errors and enhanced system stability.
- Developed a parallel billing system that utilized actual production data as inputs that nearly eliminated all production billing errors. This system is still in place today and continues to be a solid auditing keystone.

---

## Technical Proficiencies

- |                                       |                           |                 |
|---------------------------------------|---------------------------|-----------------|
| ➤ HP Unified Functional Testing (UFT) | ➤ HP Quality Center (ALM) | ➤ Agile / Scrum |
| ➤ HP QuickTest Professional (QTP)     | ➤ VBScript / HTA / WSH    | ➤ HTML / XML    |
| ➤ KeyNote DeviceAnywhere              | ➤ JavaScript              | ➤ ASP / ASP.Net |
| ➤ Windows Server/Desktop Admin        | ➤ CA LISA / DevTest       | ➤ SQL           |

---

## Education & Certifications

**COLORADO STATE UNIVERSITY — Pueblo, CO**

BS in Computer Science, 1997

**NEW HORIZONS OF COLORADO — Colorado Springs, CO**

Microsoft Certified Professional (MCP), 2002