

# CAROLYN HE

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Los Angeles, CA 90020

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## QUALITY ASSURANCE | CONFIGURATION MANAGEMENT

*Delivering quality, performance, reliability, and absolute integrity.*

Dedicated and motivated technologist brings more than 25 years of progressive experience in quality assurance, configuration management, and testing to further the success of any organization's business goals and objectives. Subject matter expert in applying methodologies, processes, and procedures in the execution of a full lifecycle approach. Fact-based decision maker applies excellent analytical abilities, a demonstrated aptitude to learn and utilize new and complex technologies, and the ability to establish trust-based rapport.

### Qualification Highlights:

- Chosen by a committee of peers and management as '*most valuable contributor*' during a two year installation, test, and acceptance project for a large scale Air Traffic Control System. Quiet, confident demeanor greatly facilitated final acceptance.
- Proved to government agencies that newly developed QA manual, process, and procedures fulfilled all requirements, providing organization the means to satisfy contract requirements for new business with the government.
- Appointed leader on QA and CM/DM workshop committees for well known industry associations (EIA and IEEE) to develop new requirements and standards for Department of Defense (DOD) contractors.
- Increased value to the customer through corrective and preventive action, including reducing life cycle time, cost, and defects. Developed a comprehensive matrix of CMMI and ISO requirements that mapped to all engineering organizations and the CM/QA organizations.
- Performed analysis of Statement of Work (SOW) requirements, and specifications to cost, and develop a test satisfaction matrix for both performance and acceptance details.

## PROFESSIONAL EXPERIENCE

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LENERA FEDERAL SYSTEMS

2008–Present

Contractor to U.S. Bureau of Labor Statistics

### Configuration Management Analyst

Certified that all software, hardware, and other components constituting the IT Infrastructure Common Operating Environment are developed, maintained, and compliant with external regulatory and non-regulatory agencies.

- Instrumental in performing required Internal Audits, providing recommendations for process improvements and updates.
- Developed and maintained configuration baselines to support diverse systems, utilizing best-practice configuration management (CM) processes and procedures to provide the right balance.
- Trained team on new processes and re-structuring of the electronic repositories.

LOCKHEED MARTIN CORPORATION

2003– 2008

### Software Quality Assurance/Configuration Management Engineer and Technical Lead

Performed the roles of a lead SQA and CM Engineer for a site of 100 programmers and testers designing, coding, implementing and testing a large-scale Air Traffic Control system.

- Instrumental in developing and implementing standards, processes, and procedures to fulfill ISO 9001/AS9100B and SEI/CMMI Level 4 (progressing to level 5) requirements, always meeting or exceeding customer expectations. *Results: on-time deliverables.*
- Conducted independent assessments covering requirements and process compliance, risk identification, testing, adequacy and suitability, and effectiveness and efficiency of engineering processes.

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LOCKHEED MARTIN CORPORATION

1998–2002

## **Quality Assurance/Configuration Management Manager**

Recruited for expertise in critical systems integration and customer acceptance. Assigned to new development of FAA Terminal Systems Air Traffic programs for 200 US and 4 off-shore airports.

- Strong customer relationships and active participation in contract negotiations guaranteed customer acceptance of tasks and associated funding.
- Performed QA and CM for Terminal Control Programs, including development site, initial hardware first articles, and final integrated system and acceptance testing.
- Scope of responsibilities encompassed system hardware and software design/development and production, and “sell off” to the FAA.
- Designed and implemented QA and CM/DM audit checklists for ISO and CMMI requirements.

CORALE CORPORATION

1994–1997

## **Remote Site Acceptance Test and Operations Management**

Won customer acceptance of a large scale Air Traffic Control System that resulted in on-time and delivery, deploying hardware and software to 200 United States airports.

- Performed all QA-CM/DM and test management on-site while providing technical and managerial direction to the home-based employees.
- Recognized for working hands-on to complete all tasks: Performed all factory audit activity and vendor surveillance; and provided on-site system integration and test oversight/support.
- Hired and trained personnel to support a 3 shift 24/7 operation at a remote site.
- Conducted on-site user acceptance testing and training, utilizing a large contingent of transient software, hardware, and test engineers, program management and support personnel.

SYSMAXRIX CORPORATION

1991–1993

## **Quality Assurance/Configuration Management Manager**

Drove development of quality management procedures and systems, and improvised plans to improve upon the existing quality standards.

- Convinced project engineers and program managers to accept newly developed QA functionality as ‘value added’ services, significantly reducing time to completion.
- Authored a comprehensive implementation manual for functional and physical audits necessary to prove acceptability of computer systems equipment and software, resulting in a revised implementation method that reduced total time and cost.
- Conducted concurrent product acceptance at three large manufacturing locations in three different states while controlling schedule slips and eliminating budget overruns.

UNISYS CORPORATION, **Quality Assurance Manager and Vendor Surveillance**

1986–1990

SPERRY UNIVAC CORPORATION, **Software Quality Assurance Manager**

1980–1985

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## **Education and Teaching**

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University of Minnesota, Bachelor of Arts in Sociology

Self-Taught: Performance of audits for requirement physical and functional satisfaction.

Teaching: Adjunct Professor, Software Design and Development, University of St. Thomas, Masters Program faculty