

Donna J. Molinari

LEAD QUALITY ASSURANCE ENGINEER, SIPERIAN, INC

Summary

AUTHORED & PUBLISHED TECH SUPPORT WHITE PAPERS

- * How do I setup armaild on Unix with Sendmail
- * AR System and Informix Issues
- * How does Unix (Solaris) Memory Management work
- * How do you troubleshoot Unix (Solaris) memory leaks
- * What happens if you see Server Malloc() Errors on Unix
- * How do you add Sybase log device to the database for AR System Server
- * Installing AR System on local and remote Unix Oracle Databases

AUTHORED AND PUBLISHED REMEDY QA TIPS & TRICKS

- * AR System 5.1.2 Mid-Tier-Performance Tuning Apache 1.3.27 with ServletExec 4.1.1
- * Introduction to AR System Mid-Tier Performance Testing
- * Installing Two AR System Mid-Tier Instances on IIS with ServletExec
- * Installing Two AR System Mid-Tier Instances on Tomcat 5.0

PARTIAL LIST OF COURSES COMPLETED

- * Siperian MDM Hub Internal Training (2008)
- * Business Objects Data Integrator XI R2 11.7.0.0 Accelerated ETL (2007)
- * UCSC Software Quality Assurance and Testing (2005)
- * UCSC Perl Programming (2004)
- * C# .NET Programming an Introduction (2004)
- * Software Test Automation using Segue Silk Test (QA Partner) (2003)
- * UCSC Testing Internet Applications (2000)
- * UCSC Performance Prediction of E-Commerce Network (2000)
- * UCSC Database Access from Web Applications (2000)
- * UCSC JavaScript Programming (2000)
- * Introduction to Java Programming for non-programmers (1999) (Sun Microsystems)
- * Introduction to Java Programming (1999) (Technical University of Silicon Valley)
- * UCSC Java Servlets (1999)
- * UCSC XML Development (1999)
- * UCSC Database Tuning (1997)
- * UCSC Database Concepts and Design (1997)

COURSES IN PROGRESS

- * Introduction to Python Programming (Completed)
- * Software Test Automation Using QuickTest Pro (Completed)

COURSES PENDING

- * Introduction to Ruby Programming (Completed)
- * Software Test Automation Using Selenium IDE (Starts Sept 5th)

Specialties

Borland Silk Test, Borland Silk Performer, AutomateQA TestComplete, C# NUnit Automating QA Black Box, DB2, Oracle, MySQL, MS SQL Server, Informix, Sybase, Solaris, Linux (Suse, Red Hat), AIX,

HPUX, AT&T, SGI, Windows XP, 2003, 2000, NT, Vista, IBM WebSphere, BEA Weblogic, IIS, Apache, SunOne, JBoss, Tomcat, Macintosh OS X - Safari, IE (Windows), Netscape, Firefox (Windows and Unix), MetaSploits, Canvas, Paros, IBM AppScan, Web-Based Testing with J2EE, Ajax, Dojo, Json, XML, Siperian MDM Hub XUSP1, XUSP2 - AddressDoctor and Trillium, Business Objects Composer and Data Integrator, Remedy Action Request System (User Tool, Admin Tool, Mid-Tier), Remedy Action Request System (Help Desk, CMDB ITSM, Quality Management, Support), ServletExec, Tomcat

Experience

LEAD QUALITY ASSURANCE ENGINEER, SIPERIAN, INC, Foster City, CA

11/06 - 03/09

Tested Siperian (J2EE) MDM Server and Cleanse (AddressDoctor, Trillium) used Toad, PL/SQL snippets and SQL to verify back-end results for best version of the truth (BVT).

Tested and verified features: Data Manager, Merge Manager, Batch Group Manager, User Exits, Oracle Proxy User, Database Logging, Row Level Locking, Load by Rowid, Load by GBID, Load Tokenize data, Load Null on ForeignKey, Load by Distinct Immutable Sources.

Setup schema model, documentation and test cases to verify back-end results for new feature "Load by Foreign Key on Parent rowid_xref" for better performance during manual merges.

Verified owned features Load, Trust & Validation by organizing test cases to be readable & repeatable on legacy & new test cases with bugs merged back into the test suite. Created workflow in Visio for QA Team PowerPoint presentation. Resulted in approx increase of 50% easier execution of manual test for new hires and approx 75% improvement of test coverage.

Integrated and documented the successful installation of Siperian MDM Hub on Oracle 11g database with IBM WebSphere 6.1.0.11 JDBC ojdbc5.jar, Java JDBC with screenshots.

Performed SOA web services SIF API using SoapUI to test row-level locking feature XU SP2.

Performed database (Oracle, DB2) large volume (1 Million) rows in testing the Load functionality.

Used ANT to run sip_ant.bat script for migrating (updating) schemas to new builds and releases.

Created an overall reporting matrix for management weekly reports on testing accountability of all owned features per test suite including bug status. Used Problem Tracker to enter bugs.

Special award presented to me by the Tech Writers Team in helping them in documenting highly technical functional areas for Siperian customers.

SENIOR QUALITY ASSURANCE ENGINEER, BUSINESS OBJECTS (SAP), San Jose, CA

08/06 - 10/07

Tested Composer (J2EE: AJAX, DOJO, JSON, Tomcat, Java) - Full ownership of browser UI end-to-end testing for 9 months for ETL Design Modeling Tool. Data Integrator to test

Composer's model design's source and target data-stores using various databases.

Wrote, executed and revised test cases for testing product functionality on supported configurations. Participated in automation tools evaluation with UI automation proposals.

Organized and modified test cases to be repeatable well-defined procedures to promote better coverage of new and legacy features with merged bugs back into the test suite.

Worked closely with software developers to ensure a successful high quality releases.

Designed a Test Plan Template based on IEEE standards to management and implemented.

Installed and configured MySQL, DB2, Oracle 10g, and MS SQL Server for data-stores.

Isolated legacy major design flaws in user permission functionality for Composer that had to be rewritten in order to work correctly based on design specs and MRD. Test increase from 10 to 300 to cover all legacy and new functional area for user permissions.

Lead and coordinated and implementing the QA processes and guidelines using Wiki with approx 30-55% improvement as part of team collaboratio

SENIOR QUALITY ASSURANCE ENGINEER, DETERMINA, INC, Redwood City, CA

08/05 - 08/06

QA Test Lead of off-shore team resources to coordinate end-to-end manual and automated testing for Java web based (MySQL, Tomcat) Vulnerability Protection Suite (memory firewall).

Resolved concerns of offshore testing from management on holes in the testing coverage by implementing a new improved standard for the offshore team by coordinating the creation of well defined repeatable test cases by organizing them into a new format (test-id, test-type, description, repeatable steps, expected results, pass/fail, bug-id, automation test unit name and automated test suite name) with summary matrix of test results per feature in MS Excel. This resulted after six months approx 80-110% improvement of test coverage and QA process with the remote teams, via the VP of Engineering and development team comments.

Wrote, revised, executed and coordinated with off-shore team in testing scenarios of security functionality for features: Domain User Roles, User Page, Login, System Page, Domain Configuration, Domain Server & Server groups, Home Page, Events Page, Reports Page, Data Locking, Forensic data, History Page, SNMP, SMTP, LiveShield and Staging Mode and Domain Hierarchies LDAP Active Directory Integration.

Performed security testing using IBM AppScan & open-source Paros on the Vulnerability Protection console.

Performed security penetration testing using MetaSploits and Core Impact for buffer overflows against protected Windows core processes using installed protection suite agents.

Updated scripts & debugged Java errors UI Automation (JWebUnit & TestComplete) failures after completion of nightly execution results on VMWare (Windows XP, 2000, NT, 2003).

STAFF QUALITY ASSURANCE ENGINEER, BMC REMEDY, Sunnyvale, CA

03/99 - 07/05

Tested Remedy AR System (Mid-Tier, Server, Client User & Admin), CRM, Help Desk, ITSM CMDB BMC Atrium. Reviewed MRD, Functional/Design specifications implement test plans & test cases. Installed, configured, troubleshoot 3-Tier AR System Server, Mid-Tier on Windows and UNIX.

Volunteered and provided customer support for alpha and beta releases for AR System Mid-Tier on UNIX and Windows platforms.

Feature Lead for AR System 7.0 (Agile cross-functional teams). Project Lead for AR System 5.0 release for Web-Tier and ARWeb 5.0. Project Lead for RemedyWeb 4.5 Maintenance Release team of 4 contractors.

Designed real-world isolated network 2 VLANS & Cisco Local Director for AR Server & Web-Tier for performance and load testing projects. Setup basic JSP Snippet code in HTML from JavaServlets for ARWeb white-box testing.

Delivered eight Remedy Project releases including patches for AR System Server and Mid-Tier in waterfall & Agile SDLC.

Programmed data-driven Microsoft C# .NET NUnit code TestFixtureSetup using Visual Studio (.NET 2003 Pro) in existing harness with C# Remedy API.NET. Resulted in approx 85% of manual test cases of owned features were automated. Quickly switched to coding in C# NUnit from SilkTest in a few short weeks.

Programmed and executed Borland's non-record/SilkTest (4Test) in an existing harness for native Remedy AR User, AR Admin tool, and AR Web Mid-Tier browser functional test cases.

Programmed and tuned scenarios for web load testing using SilkPerformer 2.0-5.0 and analyzed results for the AR System Mid-Tier with various web servers on UNIX and Windows. Created full web site using Dreamweaver for tips on SilkPerformer and load testing.

Responsible for integrating Remedy Mid-Tier with new Unix platforms (AIX, HPUX, LINUX, SOLARIS) for Apache, Tomcat and connectors such as mod_jk. Used Make, GCC to compile Apache per platform. Completed full documentation to Remedy Customers with tuning tips for Apache, Tomcat, Operating system, etc.

Received yearly large cash and stock bonuses for being the top 5% and 10% in job performance for an individual contributors' companywide (between 1996 through 2003).

REMEDY WHITE PAPERS

Different ways of using entry points (Active Link JavaScript & CSS) with home pages

AR System Mid Tier-Performance Goals & Best Practices in Load Testing with Cisco Director

Installing AR System Mid-Tier with Apache 1.3 and Tomcat 4.0 with mod_jk on AIX 5.2

Tuning Apache 1.3.27 and ServletExec 4.1.1 for AR System 5.1.2 Mid-Tier-Performance

How to configure an IIS 5 Web Server with Secure Socket Layer (SSL) for Remedy Mid Tier

Installing Two AR System Mid-Tier Instances on IIS with ServletExec and Tomcat 5

Introduction to AR System Mid-Tier Performance Testing

LEAD / SENIOR TECHNICAL SUPPORT ENGINEER, REMEDY CORPORATION, Pleasanton, CA
10/95 - 03/99

PRODUCTS: Remedy ARS Server embedded Sybase & RemedyWeb 4.0 Support on Unix Platforms. First line support for the Sybase database issues. Reproduced customer bugs & escalated to Engineering. Installed & configured Solaris O/S for best performance standard partitions for Oracle, Sybase, Informix, and Ingres installs. Supported armaild Remedy's AR Server Unix email daemon using Sendmail (SMTP). Handled and troubleshoot server down issues, etc. Supported Remedy versions 2.x through 4.x.

SPECIALTY: Troubleshoot & resolved customer AR Server performance issues by analyzing SQL transactions for root-cause of bottlenecks. Performed AR System server SQL query optimization & performance tuning on Unix Platforms. Lead Unix Database team and installed web servers for AR Web App (CERN, Netscape, HTTP Server now Apache) in the early stages of the World Wide Web. In support worked under SLA Customer Agreements.

DB & PLATFORM: Oracle, Informix, Sybase, Ingres on Unix Platforms (Solaris, AIX, HP, AT&T, SGI)

UNIX TOOLS: IPC, TOP, RPCINFO, Unix Kernel Configuration for Databases (/etc/system)

WEB SERVERS: CERN, HTTP Server (currently Apache), Netscape Commerce Server

APPLICATIONS USED: Remedy Call Center application (Live and Beta) while doing the job.

AREAS OF RESPONSIBILITIES

Technical Team Lead & Back-line support for the Unix Server team. Troubleshoot and recreated escalated first line support calls and worked with Remedy Engineering for patches and resolution of customer defects. Some calls may need to be escalated to Engineering for new patch fixes.

Troubleshoot Unix RPC and Shared Memory issues with the Remedy AR Server shared memory feature.

Participated in helping with creating the Knowledge Base for Remedy Customers. Each team member based on their team had a task to write about 10 knowledge base entries at month.

Troubleshoot customers performance issues by analyzing SQL transaction response times using in-house tools (arlogtmr "arsql.log") for customer's AR Server performance issues from the Operating system level, Databases and AR System Workflow.

Recommended tuning enhancements after finding bottlenecks in order to resolve AR Server performance degradations. Helped in tuning their Unix operating systems, Databases and tuning the workflow for the best throughput.

Troubleshoot mission critical server down situations for Remedy's customers, Remedy versions 1.2 through 4.0 versions of the Action Request System. If needed, escalated critical

issues to Engineering.

Support of the Remedy Action Request System server on Unix Platforms and databases (Flat File, Sybase 11.x,

Oracle 7.x and 8.0, CA-Open Ingres 1.2, Informix 7.x). Supported & Resolved ARWeb 1.0 – 3.0 on Unix web servers.

Education

UCSC Extension Certification Courses Only, San Jose, CA 1998 - 2005

40 Plus classes with a approx grade point 3.8 for the following

UCSC Certificate in Internet Security (Feb 2005)

UCSC Certificate in E-Commerce Engineering (Nov 2000)

UCSC Certificate Web / Internet Systems Engineering (Mar 2000)

UCSC Professional Achievement Award for Hands-On Web Site Design & Integration (Mar 2000)

UCSC Certificate in Unix Solaris System Administration (Dec 1998)

<http://www.talentevolution.net/profile/1190>

