

# John T. Underhill, Jr.

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## ENVIRONMENTS

Unix (AIX)  
Windows (All versions)  
MS-DOS  
Mac

## SOFTWARE/TOOLS

Mercury WinRunner,  
QuickTest Pro, LoadRunner,  
and TestDirector (Quality  
Center)  
Rational ClearQuest, ClearCase  
and Requisite Pro  
Compuware QARun and  
QADirector  
J2EE  
.NET  
Servlets  
JSP  
ASP  
SQL Server  
DB2  
AQT  
Oracle  
IBM WebSphere  
Apache Tomcat  
BEA Weblogic  
IIS  
Word  
Excel  
PowerPoint  
Access  
Outlook  
Visio  
Project  
HTTP  
TCP/IP

## LANGUAGES

C  
C++  
C#  
VB  
Java  
JavaScript  
VBScript  
TSL  
HTML  
XML  
CSS

## EDUCATION

Major: Economics and  
Information Technology  
University of Cincinnati

## CAREER SUMMARY:

John Underhill has over 7 years of Information Technology experience in all phases of the system development life cycle including analysis, design, development, testing, and implementation. He possesses a strong foundation in system/software testing of service oriented architecture, web-based, object-oriented, wireless, client-server and multi-tier applications. He also has experience in various software development methodologies including Waterfall, Iterative (RUP), and Agile System Development.

Mr. Underhill has extensive experience and understanding of **Project Management** and **Quality Assurance** processes. Much of his experience includes **Test Management, Configuration Management, Quality Management** and **Project Management**. He has expertise and understanding of formal testing methodologies including **white-box (unit), black-box (system testing – specifically integration, security, user interface, regression, performance) and user acceptance**. He has expertise in **writing test plans**, and **creating test cases** from requirements, use-cases, design documentation (UML, Data Flow, and User Interface diagrams), boundary value analysis, and error checking. John's experience extends from creating test strategies across release and build schedules to managing large project quality assurance efforts across an enterprise. John has extensive experience designing functional test automation **using Mercury WinRunner, Mercury QuickTest Professional, and Compuware QARun.**

John Underhill has strong requirements analysis and project management experience including expertise in requirements management processes for system development, including requirements identification, documentation, and revision. His project management experience includes involvement in project initiation, requirements analysis, system design, development, testing, and implementation. John has extensive experience managing projects throughout the system development life cycle in and across large financial institutions, with extensive experience in Financial Institution conversion and financial applications. His experience includes managing multiple projects and technologies simultaneously with extensive experience in Test Management. Additionally, John has been involved in process improvement projects, which include mapping current processes, identifying issues/disconnects, presenting root-cause analysis, and identifying areas for potential process improvement. He has solid experience with test tool implementation, administration, and governing processes. John has extensive experience in providing guidance and mentoring team members and colleagues through leadership roles and training.

## PROFESSIONAL EXPERIENCE:

**Fifth Third Bank, Cincinnati, OH**  
***Senior Quality Assurance Lead/Engineer***

11/2006 – 06/2007

### **Responsibilities**

- Test Manager/QA Lead for Commercial Internet Banking product
- Identify and recommend Quality Assurance processes and procedures
- Develop Test Automation strategy for Information Technology projects
- Create and execute test plans for Information Technology projects
- Create software test automation suite for new and existing applications
- Report and manage defects throughout System Development Life Cycle
- Train team members on process and procedures, mentor on tool sets and processes
- Manage test initiatives across multiple IT projects, simultaneously
- Promote industry best practices, and provide guidance and leadership across test and project teams

**Environment: Mercury QuickTest Professional 8.2, Mercury TestDirector 8.0, Mercury Performance Center 7.8**

**TEKsystems, Cincinnati, OH** 12/2005 – 11/2006  
*Senior Quality Assurance Lead/Engineer – Great American Insurance Co. [Client]*

**Responsibilities**

- Develop Test Automation strategy for Information Technology Systems
- Identify and recommend Quality Assurance processes and procedures
- Test Manager for Enterprise Service Oriented Architecture Information Systems
- Create and execute test plans for Information Technology projects
- Create software test automation suite for new and existing applications
- Report and manage defects throughout System Development Life Cycle
- Train team members on process and procedures, mentor on tool sets and processes
- Manage test initiatives across multiple Service Oriented Architecture projects, simultaneously
- Promote industry best practices, and provide guidance and leadership across test and project teams

**Environment:** Mercury WinRunner 8.2, Mercury QuickTest Professional 8.2/9.0, Mercury Quality Center 8.2

**Custom Business Solutions, Ann Arbor, MI** 07/2005 – 12/2005  
*Senior Quality Assurance Lead/Engineer – University of Michigan Health System [Client]*

**Responsibilities**

- Identify and recommend Quality Assurance processes and procedures
- Define QA strategy for creating manual test cases using test tools
- Implement test automation strategy to integrate with manual test case strategy
- Create software test automation suite for existing applications, and integrate with manual testing processes
- Create and execute test plans and test cases for Information Technology systems
- Create manual test cases for Information Technology projects

**Environment:** CareWeb, Mercury QuickTest Professional 8.2, Mercury WinRunner 8.0, Mercury Quality Center 8.2 with Business Process Testing

**TEKsystems, Cincinnati, OH** 02/2005 – 07/2005  
*Senior Quality Assurance Lead/Engineer – Fifth Third Bank [Client]*

**Responsibilities**

- Create and execute test plans and test cases for Retail Information Technology systems.
- Create manual test cases for Retail Information Technology projects
- Create software test automation for existing applications, and integrate with manual testing processes
- Test Management for Internet Banking projects, including create project documentation, report test results and project status, and assist with implementation of Internet Banking releases

**Environment:** RAFT, ACE, Internet Banking, Bill Pay Warehouse, Mercury QuickTest Professional 8.0, Mercury LoadRunner 8.0, Mercury TestDirector 8.0

**Triple I Corporation, Cincinnati, OH** 08/2004 – 02/2005  
*Senior Quality Assurance Lead/Engineer – National City Mortgage [Client]*

**Responsibilities**

- Recommend Quality Assurance methodology and best practices through the following activities: process assessment, identify issues/disconnects, root-cause analysis of

issues/disconnects, and identify a process improvement road map, that includes industry best practices

- Identify and recommend a quality assurance methodology and formal testing processes within client's information technology division
- Implementation of Mercury Test Tools, WinRunner, QuickTest Pro, LoadRunner, and TestDirector
- Create software test automation suite for existing applications, and integrate with manual testing processes

**Environment: AS/400, Windows 2000/2003 Server, SQL Server 2000, Internet Explorer, Mercury WinRunner 7.6, Mercury QuickTest Professional 8.0, Mercury LoadRunner 8.0, Mercury TestDirector 8.0 (Quality Center 8.0)**

**TEKsystems, Louisville, KY**

**05/2004 – 08/2004**

***Senior Test Analyst/Engineer – Airlines Reporting Corp. [Client]***

#### **Responsibilities**

- Identify, educate and recommend formal software quality assurance methodology and best practices, focusing on formal testing processes, within client information technology department
- Implement and integrate software testing automation with existing manual testing processes.
- Creating automated and manual test cases to validate the requirements for the application under test
- Manage the testing process as the test lead, coordinate enterprise testing, and defect management
- Identify, document, and test defects while working close with project/development team
- Participate in project review meetings to resolve defect related issues identified during artifact/deliverable reviews

**Environment: Windows 2003 Server, SQL Server 2000, Sun Solaris, BEA Weblogic, J2EE, Internet Explorer, Mercury QuickTest Professional 6.5/8.0, Mercury TestDirector 8.0**

**Ajilon Consulting, Cincinnati, OH**

**02/2004 – 05/2004**

***Senior Test Analyst/Engineer – Great American Insurance Co. [Client]***

#### **Responsibilities**

- Identify and educate business unit on formal test practices, specifically focusing on user acceptance test processes
- Review analysis documentation, create test plan, and design test cases for system test and User Acceptance Test
- Identify test coverage through requirements traceability matrix
- Manage the testing process as test lead, execute system test, coordinate user acceptance testing, and monitor defect management process using TestDirector
- Identify, document, and test defects while working close with project/development team
- Assist Business Analysts with user acceptance test execution, and defect management
- Participate in defect review meetings to resolve bug related issues with project team
- Gather and provide daily/weekly metric information for project team

**Environment: Windows 2000 Server, SQL Server 2000, ASP.NET, Internet Explorer, Mercury QuickTest Pro 6.5, Mercury TestDirector 8.0**

**Cincinnati Financial Corporation, Fairfield, OH**

**01/2003 – 02/2004**

***Senior Test Analyst/Engineer***

#### **Responsibilities**

- Understand the requirements and formulate the test plan based on requirements
- Review requirements and design documentation to remove defects prior to development.
- Create test suite from requirements and design artifacts
- Identify test coverage/Requirements Traceability Matrix
- Create manual and automated test cases to validate the requirements for the system under test
- Execute system (black-box) testing through manual testing and automated (data-driven) test case execution
- Create checkpoints to test the state of various objects, and develop user defined functions to handle unexpected errors, and update the test results
- Defect management using TestDirector to track, monitor, and retest defects
- Identify, document, and test defects while working close with development team
- Gather and provide daily/weekly metric information for project team

**Environment: Windows 2000 Server, SQL Server 7/2000, Visual Basic 6.0, Mercury WinRunner 7.5, Mercury QuickTest Pro 6.5, Mercury TestDirector 8.0**

**Underhill Solutions – Cincinnati, OH**  
**Consultant**

**06/2002 – Present**

**Responsibilities**

- Provide IT consulting and training services to help businesses establish realistic goals while building upon their own core competencies as they create a unique web presence
- Plan, design, develop and maintain web sites for small businesses
- Evaluate existing business practices to determine how to best use the internet to maintain customer relationships while establishing new business
- Effectively address customer issues and ensure customer satisfaction
- Project Manager for many small to mid-sized projects

**Environment: UNIX, Windows 2000, 98, XP, CE, HTML, XML, CSS**

**Firststar/U.S. Bank, N.A. - Cincinnati, OH**  
**Technology Analyst**

**06/2000 – 09/2002**

**Responsibilities**

- Coordinate the test planning of multiple projects for Firststar Internet Banking, as Test Lead / Test Analyst
- Test analyst for U.S. Bank retail application projects
- Organize and conducted mainframe conversion testing to support Internet Banking integration/merger efforts for Firststar and U.S. Bank conversions.
- Test integration/conversion between Internet Bill Payment services and CheckFree services/applications
- Support the ongoing re-development, deployment, and associated updates of all web-based applications associated with Internet Banking, including Financial Management software and Open Financial Exchange (OFX)
- Lead Analyst/Project Manager for all OFX implementation/conversion projects across the organization
- Create test plan and test cases, schedule batch tests, log and track defects using Mercury TestDirector

**Environment: WebSphere, J2EE, DB2, Mainframe (Hogan, ICS, ALS), Internet Explorer, Netscape Navigator, Mercury TestDirector**