

Brian K. Jenks

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Summary of Qualifications

Dedicated, results-oriented individual with 23 years of experience in various technical roles. A resourceful person with a passion for technology who works well both independently and within teams to exceed organizational goals. Areas of expertise include:

- Business Applications Testing and Integration
- Quality Assurance Management
- Software Development and Application Lifecycle Management
- Technical Communications and Training

Professional Experience (Since 2001)

Business Application Testing and Integration

- Analyze, recommend, and approve application software and hardware for 6000 end users.
- Quality Control testing coordinator and lead tester of business application software.
- Technical liaison between internal project and development teams to both external customers and software vendors/suppliers.
- Transition/conversion specialist for client-server applications.

Quality Assurance Management

- Provide software quality assurance recommendations to executive and team leadership.
- Establish and maintain Software Development Life Cycle processes.
- Govern synchronous, multi-team testing direction for enterprise and small scale projects.
- Produce and monitor IT project plans and testing estimates; create test scripts and results documents; manage system and testing resources.
- Generate business project reporting and multimedia presentations.

Technical Communications and Training

- Author technical guidelines and best practices for 10,000 University faculty and staff.
- Design, create and manage instructional screencasts and interactive PC-based training.
- Create and approve web-based technical and training documentation.
- Provide second level technical support for Call Centers, Help Desks and Training areas.

Key Skills and Competencies

- Microsoft Office (2007 – 2013 suites): *Word, Excel, PowerPoint, Visio, Project, SharePoint.*
- Windows Operating Systems: *Vista, Windows 7, Windows 8; Mac OS X: 10.5 through 10.8.*
- Multimedia/Web: *Camtasia, Jing, Prezi; Web 2.0/social media applications; IE, Google, Firefox and Safari browsers.*
- Manual and Automated Software Testing Methodologies (*HP LoadRunner and QTP/UFT*).
- Knowledge and experience with Software Development Life Cycles.

Professional Employment History and Achievements

Michigan State University 2009 – Present

- Coordinated software testing of enterprise business systems for HR (SAP), Business Intelligence (Cognos) and Finance (Kuali).
- Researched and obtained approval to purchase suite of HP testing tools.

Bank of America 2007 – 2008

- Provided technical analysis and support of LaSalle software applications after purchase by Bank of America.
- Identified and assisted with conversion of legacy customer data to new systems

LaSalle Bank 2001 – 2007

- Acted as a Subject Matter Expert for the design, testing and communication of new enterprise Teller and Banker software applications.
- Change Management approver for all hardware and software systems before they were released to retail branch locations.

Michigan National Bank 1991 - 2001

- Project team member for one of the first Online Banking websites in the United States in 1997 (IBM's Integrion, and Security First).
- Designed, developed and tested Brightware application, an early artificial intelligence software for analyzing email and returning dynamic responses.

Education

Master of Arts – Educational Technology

Michigan State University, East Lansing, MI.

- Concentration in Learning, Design and Technology
- Graduate Certificate in Educational Technology

Bachelors – Business Administration

Northwood University, Midland, MI.

- Concentration in Management and Marketing
- Honors: Summa Cum Laude; President's List [twice]; Dean's List [once]
- GPA: 3.89/4.00