

JEFFREY M. PARNES
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OBJECTIVE: Manage and improve the quality of systems, services and products by the application of my extensive skills in product assurance (quality assurance, process improvement, and configuration management).

KEY WORDS: Configuration Management, Infrastructure Management, Product Assurance, Quality Assurance, Systems Analyst, Computers, Management

TECHNOLOGIES: UNIX, Linux, Macintosh, Windows, MS-DOS, and VMS operating systems; Subversion, MKS Integrity, Bugzilla, Remedy, SharePoint, ClearCase, ClearQuest, MultiSite, and Office applications; Access, Xbase, Oracle, and INGRES data base management systems; and UNIX Shell, Windows, sed, HTML, Java, C/C++, Perl, Ada, DCL, TPU, Visual Basic for Office, BASIC and FORTRAN programming or command languages.

EDUCATION:

Master of Information Systems, Virginia Tech
Master of Science in Operations Research and Management Science, George Mason University
Bachelor of Arts in Mathematics, Syracuse University

CERTIFICATIONS:

Configuration Manager (National Defense Industrial Association)
Certified Quality Improvement Associate (American Society for Quality)
Certified Lean Six Sigma Green Belt (Northrop Grumman)

SECURITY CLEARANCE: Secret / Previously Top Secret Clearance (SCI) and DOJ (long form)

PROFESSIONAL EXPERIENCE:

Maximus, Configuration Manager, January 2011- date

- Build and deploy software using Subversion, Maven, and Nexus in Tomcat environments
- Support CMMI certification effort, served on Compliance team, generated work guides and templates, and review artifacts
- Update Oracle databases in conjunction with planned releases
- Support CCB and Baseline Release Planning meetings

ITT Advanced Engineering & Sciences, Product Assurance Manager/Configuration Manager
April 2007 – February 2010

Product Assurance Manager on the winning proposal team for a multi-decade FAA services and support contract (Surveillance and Broadcast Services Automatic Dependent Surveillance – Broadcast),

- Managed and prepared the Quality Assurance (QA) and Configuration Management (CM) portions of the proposal. Prepared the program's Quality System Plan (QSP), Configuration Management Plan (CMP), and Software Quality Assurance Plan (SQAP).
- Developed configuration management release system using Subversion and Vulcan. Developed implementing scripts using xml, Windows and Unix/linux shell scripts.
- Managed configuration of software, hardware and data assets over hundreds of deployment sites.
- Created Golden Copy schema for BladeLogic integrity check of deployed network
- Lead CM Database (CMDB) tool evaluation team – developed requirements, circulated RFP and prepared evaluation schema.
- Captured and maintained data (artifact identification, problem reporting, location and change history) for inclusion in CMDB
- Chair of software and documentation configuration control boards, managed and developed facility System Trouble Report/Discrepancy Report tracking system.
- Configuration management representative for Preliminary and Critical Design Reviews, Technical Risk Assessments, Program Progress Reviews and customer formal meetings;
- Facility focal point for Functional and Physical Configuration Audits.

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- Product Assurance team member for FAA DO-278 compliance audit
- Managed Bugzilla problem Tracking system, served as secretariat to Discrepancy Review Board
- Witnessed supplier performance testing
- Supported FAA Functional and System Acceptance Testing (FAT/SAT)
- Setup SharePoint architecture to support its use as a collaborative work environment tool (CWET)

UNISYS (contractor): Configuration Specialist,
December 2006 - April 2007

- Automated manual build process
- Managed ClearCase and ClearQuest installations for new hires
- Created deliverable instances for TSA and internal test

EDS: Infrastructure Specialist/Configuration Manager
January 2006—July 2006

- Conducted baseline inventories for Federal Reserve Information Technology (FRIT) Treasury Web Application Infrastructure (TWAI)
- Chaired Configuration Control Board for FRIT TWAI, processed changes in Remedy and Access databases. Maintained CMDB
- Verified FRIT TWAI Master Device List (MDL) and Environmental Roll-out Report (ERO)
- Information Technology Infrastructure Library (ITIL) taskforce member streamlining Change Management and Configuration Management reporting and processes and develop training material for implementation of revised process
- Generated statistical configuration status accounting reports for FRIT TWAI
- Conducted hardware, software and network configuration audits for FRIT TWAI
- Provided service end-of-life information regarding for FRIT TWAI devices and software to appropriate parties for ordering and planning purposes
- Maintained patch-level tracking for security audit and compliance purposes

Northrop Grumman/Litton/PRC: Systems Analyst/Configuration Manager
December 1998—January 2006.

- Managed configuration management effort using Rational ClearCase and ClearQuest in support of government TRICARE call center, integrating telephony and Oracle scripting in a system utilized by over 200 agents.
- Managed contractor configuration management effort for joint DOD/VA/IHS Government Computer-based Patients Records framework system using Rational ClearCase and ClearQuest
- Managed contractor configuration management effort for FBI Criminal Justice Information Services Integrated Automated Fingerprint Identification System Identification Tasking and Networking segment using Rational ClearCase and DDTs
- Managed configuration management effort for joint Northrop Grumman IT/Booz Allen Hamilton DISA Anti-Drug Network Support team using Rational ClearQuest
- Designed and developed Baseline Management Tool using Rational ClearQuest
- Performed Rational ClearCase and ClearQuest network installation and desktop implementation for National Defense Missile Team B.
- Chair of software and documentation configuration control boards, managed and developed facility System Trouble Report/Discrepancy Report tracking system.
- Chaired Systems Engineering Process Working Group
- Developed Systems Engineering Measurement and Analysis Plan
- Initiated Technical Performance Measurement Program, defined TPMs and associated Key Performance Characteristics, developed quad chart presentation and assessment presentation
- Managed Program Engineering Parameters Notebook, coordinated values, sources, and margined values, coordinated uploaded into DOORs
- Supported Engineering Review Board and Configuration Control Board deliberations
- Developed and maintained artifact and change data in CMDBs. Responsible for production of Version Description Documents (VDDs) based on CMDB data.
- Coordinated Systems Engineering response effort to Engineering Change Proposal
- Lean Six-Sigma task force member that streamlined Technical Performance Measurement process and provided more customer satisfaction across the whole organization, including external customer participation.

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- CMM and ISO audit response teams member which earned company CMM level 5 rating and ISO 9000 compliance, and member of team on another project that brought a level 0 organization to level 3

Orion Scientific Systems, Inc.: Configuration Manager
October 1995—November 1998.

- Developed an integrated Rational ClearCase and MultiSite configuration environment using UNIX Shell scripts
- Automated a manual build process using UNIX shell scripts to run as an unattended cron job.
- Developed and implemented a web-based software configuration management process for a Java, C/C++, HTML and perl software program for delivery to a military intelligence agency.
- Performed multi-platform daily builds utilizing Imake.
- Served as focal point for control and distribution of classified software.
- Performed system administration tasks for UNIX systems and Netscape Enterprise Servers

Advanced Communications Systems, Inc.: Senior Configuration Manager
August 1994—October 1995

- Managed Configuration Management support for Navy satellite communications program.
- Developed Configuration Management program for non-development item acquisition.
- Configuration Management and Software Development lead for SPAWAR Technical Risk Assessment Team (RAT).

Hughes Training/Aircraft, Inc.: Configuration Management Manager/Software Quality Assurance Manager: September 1988—July 1994

- Managed software and hardware configuration management for 400-person facility.
- Developed CMDDB to track change and problem reporting by artifact version. Responsible for production of Version Description Documents (VDDs) based on CMDDB data.
- Supported multiple baselines and configurations across over five product lines.
- Revised and standardized in-house release process to decrease paperwork by 100 percent by developing automated Configuration Management Release and Control Process utilizing Dbase; Digital Control Language, Code Management System and Text Processing Utility and UNIX shell scripts.
- Chair of software and documentation configuration control boards, managed and developed facility System Trouble Report/Discrepancy Report tracking system.
- Configuration management representative for Preliminary and Critical Design Reviews, Technical Risk Assessments, Program Progress Reviews and customer formal meetings;
- Facility focal point for Functional and Physical Configuration Audits.
- Managed quality assurance support in multi-program simulator facility operating under varying military specification requirements.
- Automated quality assurance and configuration management functions using Digital Control Language, Code Management System and Text Processing Utility, INGRES command procedures, and Dbase programming
- Implemented Total Quality Management/Continuous Measurable Improvement.
- Leader of cross-functional team reducing change activity flow time.

Computer Sciences Corporation: Software Quality Assurance Manager
May 1985—August 1988

- Chair of software and documentation configuration control boards, managed and developed facility System Trouble Report/Discrepancy Report tracking system.
- Managed Software Quality Assurance Program for Air Force command, control, and communication system project.
- Developed Software Quality Program Plans and portions of Software Development Plans.
- Conducted reviews and audits of software development, system engineering and system test.
- Performed site, facility, compliance and procedural audits.
- Developed and implemented quality activity and reporting system.
- Designed and implemented standardized problem reporting system.

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- Developed and implemented Quality Assurance program including supporting procedures covering quality assurance, configuration management, software development and test activities in compliance with requirements.
- Contact point for customer quality and related audits and surveys.
- Quality assurance representative for Preliminary and Critical Design Reviews, Program Progress Reviews and customer formal meetings.

Defense Logistics Agency: Quality Assurance Specialist

July 1974—May 1985

- Provided Quality Assurance of Computer Software training for Defense Logistics Agency, NASA, Air Force, and Canadian Department of National Defence.
- Defense Logistics Agency project team member responsible for developing policy, procedural guidance and training aids for computer software quality assurance.
- Trained as Quality assurance Staff Specialist – served on DCASR Atlanta Regional Staff and Head Quarters Defense Logistics Agency Procurement Staff

General Activities:

- Generated both contractor and government versions of Configuration Management Plans, Configuration Audit Plans, Software Development Plans, Version Description Documents, and developed facility-wide Configuration Management manual for contractor.
- Performed configuration management tasks in accordance with ISO/AS and MIL/DOD Standards (9000, 9100, 480, 483, 490, 498, 973, 1521, 1644, 1679 and 2167).
- Performed product assurance tasks in accordance with Mil-S-52779, MIL/DOD Standards 498, 1521, 1644, 1679, 2167, and 2168.
- Experienced with UNIX, VMS, Macintosh, Windows, and MS-DOS operating systems; Subversion, MKS Integrity, Bugzilla, SharePoint, ClearCase, ClearQuest, DDTs, MultiSite, Corel Draw, WordPerfect, and Office applications; Access, Xbase, Oracle, and INGRES data base management systems; and UNIX Shell, Windows, sed, HTML, Java, C/C++, Perl, Ada, DCL, TPU, Visual Basic for Office, BASIC and FORTRAN programming or command languages.
- Performed software development tasks in accordance with CMM/I model and MIL/DOD/FAA Standards or guidelines 278, 498, 1644, 1679 and 2167.

PROFESSION ORGANIZATIONS MEMBERSHIPS:

- American Society for Quality Northern Virginia Section 0511 (webmaster and board member)
- National Defense Industrial Association
- Washington Configuration Management Working Group (webmaster and board member)
- WINFORMS

COMMUNITY LEADERSHIP:

Fairfax County Transportation Advisory Commission: Chair, Vice-Chair and Sully District Representative, from 2003

Sully District Council of Citizens Associations: President, Vice-President, Board Member, Webmaster, from 1992

Greater Washington 2050 Coalition, Fairfax County Citizen Representative 2008-2010

Dulles Area Transportation Association, Fairfax County Citizen Representative from 2003

Metro Washington Area Configuration Management Working Group: Board Member and Webmaster from 2003

American Society for Quality Northern Virginia Section 0511 Treasurer, Webmaster and Board Member, from 2001

Chantilly Highlands Homes Association: President, Treasurer, Committee Chair, Board Member, Webmaster, from 1987

Chantilly Youth Association: Field Maintenance 1985-1995

Boy Scouts of America – troop/pack committee member: 1985-1992