

## Jeffrey Parnes

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**Objective:** Manage and improve the quality of systems, services and products by the application of my extensive experience and skills in product assurance (quality assurance, process improvement, and configuration management).

**Areas of Expertise:** Configuration Management, Infrastructure Management, Product Assurance, Quality Assurance, Systems Analyst, Computers, and Management

**Technology Expertise:** UNIX, Linux, Macintosh, Windows; Subversion, Git, Rational Team Concert, Wiki, CA Harvest, Nexus, Jenkins, CA Rally (Agile Central), MKS Integrity, Jira, 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.

**Security Clearance:** Previously Secret / Top Secret Clearance (SCI) and DOJ (long form)

### Accomplishments:

- Managed and prepared the Quality Assurance and Configuration Management portions of winning proposal team for a multi-decade FAA services and support contract.
- Configuration Management lead on CMM and ISO audit response teams which earned company level 5 rating and ISO 9000 compliance
- 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.
- 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.
- Automated quality assurance and configuration management functions using Digital Control Language, Code Management System and Text Processing Utility, INGRES command procedures, and Dbase programming

### Professional Experience:

#### CSRA, Configuration Manager, Nov 2016—Aug 2017

- Provide CM expertise and leadership for the Department of Veterans Affairs (VA) Enterprise Veteran's Self Service Program (EVSS) agile development effort using the following tools in support of the CM effort: Subversion, Wiki, Jira, Jenkins, Maven and Nexus
- Work with VA CM staff and consultants to ensure use and adoption of best practices by government/contractor
- Automate subversion repository update process
- Provide internal project guidance as to best CM practices and build processes
- Develop CM Plan and Procedures
- Coordinate delivery of project software from project svn repositories to VA-controlled servers
- Controlled repository repurposing across scrums

#### ASM Research, Configuration Manager, Dec 2014—Oct 2016

- Provide CM expertise and leadership for the Department of Veterans Affairs (VA) Enterprise Health Management Platform (eHMP) agile development effort using the following tools in support of the CM effort: Git, Wiki, Rally, Jenkins, Rational Team Concert and Nexus
- Work with VA CM staff and consultants to ensure use and adoption of best practices by government/contractor
- Provide internal project guidance as to best CM practices and build processes
- Develop CM Plan and Procedures
- Generate release documentation such as Version Description Documents and Release Notes
- Serve as secretariat for Joint Project/Customer Change Control Board (CCB)
- Coordinate delivery of project software from project Git repositories to VA Rational Team Concert repositories
- Perform release audits comparing release documentation to change data contained in CA Rally (Agile Central)

#### Softcon Enterprises/Department of Labor, Configuration Manager, May 2013—Dec 2014

- Build and deploy software using Harvest, Ant, Maven, HP Quality Center and CA Service Desk
- Manage release and test scheduling and deployment with various DOL projects

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- Serve as CM liaison between Office of Information Systems and Technology and various DOL programs.
- Provide guidance as to best CM practices and build processes
- Develop scripts and evaluate tools for future process automation

### **Maximus**, Configuration Manager, Jan 2011—Apr 2013

- Build and deploy software using Subversion, Maven, JIRA, Software Planner 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

### **ITT Advanced Engineering & Sciences**, Product Assurance/Configuration Manager, Apr 2007—Feb 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), Prepared Quality System Plan, Configuration Management Plan, and Software Quality Assurance Plan.
- 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.
- 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)

### **Additional Relevant Experience** (Experience elaboration available upon request):

- **UNISYS**: Configuration Specialist
- **EDS**: Infrastructure Specialist/Configuration Manager
- **Northrop Grumman/Litton/PRC**: Systems Analyst/Configuration Manager
- **Orion Scientific Systems, Inc.**: Configuration Manager
- **Advanced Communications Systems, Inc.**: Senior Configuration Manager
- **Hughes Training/Aircraft, Inc.**: Configuration Management Manager/Software Quality Assurance Manager
- **Computer Sciences Corporation**: Software Quality Assurance Manager
- **Defense Logistics Agency**: Quality Assurance Specialist

### **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)

### **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)