

# David Erlain, PMP

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## Profile

Forward-thinking business professional seeking an opportunity to make an impact in a growing organization as a valued team member. Hands-on manager with progressive and accomplished experience leading and contributing to large-scale projects within matrix organizations. Innovative thinker with big picture vision and the ability to work with customers and technical teams to convert complex requirements into sound solutions.

- Project Manager recognized for delivering high-quality products on-time and defect-free, despite changing requirements, multiple demands, and challenging schedules.
- Proficient in establishing priorities, managing risk and driving completion of multiple concurrent projects within high-pressure environments.
- Strong team-builder and mentor, skilled at mediating conflict with tact and diplomacy and gaining consensus.
- Quality Assurance Team Leader proficient in regression, system verification, integration, and release management.
- Highly-skilled in analyzing problems, developing and simplifying procedures, and finding innovative solutions. Proven ability to work effectively with development and test teams to produce quality products adhering to customers' requirements and within schedule and budget.

## Skills Summary

- Project Management
- Quality Assurance
- Release Management
- SDLC
- Systems Analysis / Design
- Requirements Analysis
- Change Management
- Simulation
- Telecommunications
- Private Networks
- Distributed Switching
- Call Processing/Routing
- Call Detail Billing
- WAN/LAN
- ISDN/PRI
- Wireless
- MQC, QTP
- WinRunner, Loadrunner
- Relational Databases
- UNIX
- C Programming
- SQL
- MS Project
- MS Office

## Professional Experience

### PROJECT MANAGEMENT

- Project managed total delivery and installation process of telecommunications systems between clients and vendors.
- Contracted as Project Manager for a data migration project at Loyola Hospital in Maywood, IL with a team of 4 IT professionals to migrate individual users and PCs from Microsoft NT platform to Microsoft Active Directory System.
- Scheduled data migration time slots by coordinating time and PC usage agreements between department managers/users with team members for the work to be performed.
- Served as main point of contact to field questions and issues from users or team members. Coordinated the answers and resolutions to the open issues for the project.
- Served as hands-on Project Leader within a secure QA lab environment on a proprietary telecommunications software implementation. It was critical that this project was deployed on schedule and 100% defect free.
- Increased efficiency, enhanced service levels, and saved customers an average of 40-50% in costs by deploying a new feature-rich Private Network.

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- Managed a full life cycle development of an Advanced Intelligent Network that enhanced Call Processing/Routing services for businesses to customize client accounts providing the customer less service interruptions, less cost, streamlined service and allowed for faster and easier implementation. This feature was completed successfully and integrated into the end user's network 2 months ahead of schedule.
- Directed Assistive Technologies Project that focused on cutting edge technologies to link individuals with disabilities to computers and to automated work opportunities. Systems analysis and integration with emphasis on job retention workflow and equipment analysis. Applications training on most software applications along with training and implementation for home and corporate environments.
- Performed Project Management role which produced a profitable first year and additional growth of 55% in 2009 by defining and tracking tasks to accomplish quality initiatives for Startup Company. Provided project management for the development and management of schedules. Determined risk assessment and product management of integration activities.

## QUALITY ASSURANCE

- Completed design, test scripts, and product testing of the proprietary telecommunications project on-time and with zero defects, despite multiple last minute enhancements requiring extensive testing in a secure lab environment on a constrained schedule.
- Resolved toll-free 800 number depletion problems by providing technical QA leadership for the creation, development and implementation of a test base to verify NS800 toll-free dialing capabilities during regression, system verification and integration testing.
- Completed all validation of requirements for unit and system testing on time, meeting strict schedules for SS7 trunking enhancement feature to utilize public and private network calls over a shared SS7 facility. Project delivered within schedule and quality requirements.
- Directed a team of 6 QA engineers accountable for testing all types of call originations/terminations between tandem, central and local offices where customers utilized VoIP technology which saved an average of 30% in costs by streamlining operations. Categorized, prioritized, and tracked problem resolution. Developed, implemented and tracked metrics for all load lines.
- Managed QA team responsible for integration, system test, regression test and software update testing for the business Automatic Route Selection (ARS) call processing feature. Incorporated system level tests into the testing coverage scheme. Defined and implemented both testing intervals and testing content over the SDLC.
- Coordinated test strategies, test plans, and schedules between multiple test sites. Delivered written and oral reports regarding schedule, progress, and open issues to management.
- Provided ongoing communication and customer service and support. Work with customers to provide solutions with any issues involving installation, setup, and usage of their systems.

## SOFTWARE DEVELOPMENT

- Lead for project planning, design, development, testing, and deployment of enhancements for routing through multiple switching networks without changing existing telecom architecture.
- Developed requirements and design for ARS feature enhancements to allow voice/data information for public and private calls to be sent over single integrated network using PRI and SS7 trunks.
- Seamlessly integrated requirements and features to end-user's network before scheduled deadlines, resulting in significant telecommunications savings and fewer service interruptions.
- Generated requirements, design, code, and customer support for Private Facility Access features using C Programming language.

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## Employment History

• Apartment Solutions, Naperville, IL	Relocation Consultant	2012-present
• Follett Educational Services, Aurora, IL	Processor/Encoder	2011-2012
• Emkal Communications, Chicago, IL	Project Manager	2011-2011
• Logix Computer Consulting, Elk Grove Village, IL	Project Manager	2011-2011
• Peak Marketing & Sales, Inc., Naperville, IL	Project Manager	2007-2011
• Alcatel-Lucent, Naperville, IL	Project Lead / QA	2004-2007
• Assistive Technologies, Naperville, IL	Application Consultant	2003-2004
• World Group Securities, OakBrook, IL	Reg. Representative	2001-2003
• Alcatel-Lucent, Naperville, IL	Project Lead / QA	1995-2001

## Education

• Six Sigma Green Belt Training	2010
◦ Chicago Deming Association, Naperville, IL	
• Project Management Professional (Version 4) Certification	2010
◦ Project Management Institute	
• M.S., Computer Science, North Central College, Naperville, IL	1989-1991
• B.S., Electronic Engineering Technology, DeVry Institute, Chicago, IL	1977-1981
• Prior TS/SCI Clearance obtained	