



Wayne Ellyson

wellyson@gmail.com (614)-893-0527

- Performed testing of remote tower and dispatch sites while creating the Ohio MARCS system.
- Created functional specifications for building new Oracle based ERP application.
- Managed team monitoring MARCS tower sites for failures.
- Trained new employees to support remote clients of TFCC proprietary systems.
- Coordinated several vendors to facilitate installation, testing and troubleshooting of POTS and T1 lines.

Halcyon Solutions

(Jan – Feb 2012)

Software Quality Assurance

Participated in a rigorous, hands-on, classroom based training session on Software Quality Assurance. The trainer led sessions which included workshops, group problem solving, assignments and use of testing software.

- A strong foundation in various software development methodologies including agile, waterfall and iterative
- Thorough understanding of the software testing lifecycle including strategy, planning, design and execution
- Strong concepts and usage of testing process including defect tracking, triage, and requirements traceability
- Experience with software testing tools – HP Quality Center (QC), Quick Test Professional (QTP) and LoadRunner

Twenty First Century Communications: Client Support

(2008 – Present)

Senior Support Engineer

Function as subject matter expert and provide comprehensive external client support for users of TFCC proprietary software systems.

- Supported significant upgrade of Universal Communications System / TFCCAlert (mass outdial)
- Improved communication throughout departments through recommended changes to corporate wiki
- Trained new employees to support remote clients of TFCC proprietary systems
- Recognized with Annual Quality Award 2010 and Top Performance Award 2009
- Support clients using High Volume Call Answering (HVCA) application
- Monitor internal systems and take appropriate action when discrepancies found
- Perform tasks in Sun Solaris, other Unix, and Windows environments

Northrop Grumman: Testing and Monitoring

(2002 – 2006)

Lead Network Monitor

Oversaw operations and helpdesk support throughout 24/7/365 network operation center supporting Ohio State Highway Patrol, Ohio Department of Natural Resources, and all other users of State of Ohio Multiple Agency Radio Communications System (MARCS).

- Ensured performance of 5 direct reports responsible for monitoring MARCS system
- Trained Northrop Grumman and State of Ohio personnel to properly monitor MARCS system
- Created and configured new sites using HP Openview
- Created DACS (digital cross connect) reports, tested T-1s
- Coordinated vendor maintenance of remote communication sites

Eramet Marietta/Elkem Metals: Various IT

(1998 – 2000)

Programmer/Analyst

Facilitated creation of and migration to new in house Enterprise Resource Planning (ERP) system.

- Held user meetings In U.S., Canada, and Europe to determine required functionality of ERP system
- Created functional specifications for use by developers of new ERP system
- Tested applications and instructed system users on testing
- Performed SQL programming as required in Oracle SQL *Plus
- Served as Project Manager on Customer Dissatisfaction Reporting project

Education

Ohio University - B.S. Information and Telecommunication Systems

Military

United States Navy – Nuclear Reactor Operator / Electronics Technician