

# Andy McDonough

Release/Project Manager, Tester, Technical Writer

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## Objective

*To build better IT products and services through solid communication and team-based innovation.*

## Technical Skills

Sun Solaris/Linux/UNIX, shell, Perl, PHP, HTML, SQL, system administration and performance tools and testing, automated test tools (JavaStar, Silk, Xrunner), MS/Open Office, Adobe CS, project management tools (MS-Project, VPMO), database installation and configuration experience with Oracle, Informix and AT&T Datastore. Sablime Configuration Management System. IBM Tivoli Unified Process (ITUP) and other process frameworks.

Experienced in all aspects of SDLC (Software Development Life-Cycle) in environments ranging from classic "waterfall" methodology to agile and extreme models with rapid-cycle and real-time decision-making processes by specialized teams (SCRUM). Focus on definition and prioritization of issues and tasks to be done; thoughtful planning; identification and evaluation of potential project risks and process pitfalls; problem solving through solid communication between teams; overall, facilitating the execution of projects in either high-intensity, frequent work cycles or steady progress over time as project demands. Relied upon to review and publish progress and evaluate completed projects with openness to constructive criticism and ideas for improvement.

Experienced and published technical writer and photographer.

## Experience

### AT&T Middletown, NJ

*Deployment  
Manager/Developer  
Feb. 2008-Feb. 2011  
Robert Kelley,  
Supervisor*

- Managed deployment of hardware and software for multiple, simultaneous projects supporting AT&T's WIPM (Worldnet Internet Performance Monitoring) and applications used to manage/monitor capacity and performance of AT&T's internal and customer-managed WAN networks.
- Responsible for coordination of all process documentation
- Coordinated and tracked events from funding allocations through to production with client's virtual project management tools (VPMO) and AT&T inventory databases.
- Established and monitored project milestones and deliverables making regular progress reports and weekly updates to management and external teams.
- Served as 'Process Angel' to both assist developers with documentation and to improve practices and workflow, representing development's interests on weekly process calls. As development liason, was key in efforts to modify existing process to more accurately reflect industry best practices by adapting process descriptions, work products, roles, tools and scenarios.
- Audited project documentation for four critical applications, as well as verified proper approvals, timely completion,

distribution and posting to online systems. Acted as coordinator for teams, hosting calls and maintaining 'master' documents for cross-team development efforts.

- Created documentation templates and tip-sheets to help developers reduce the time needed to meet documentation requirements and improve overall quality.
- As part of development team, tested, configured, installed or otherwise provided tier support to production as needed.
- Coordinated software deliverables with developers and customer-facing teams to meet aggressive schedules for major customers, like IBM and General Motors.
- Established teams as necessary to debug and solve production issues including those related to networking, firewalls, OS installation, database installations and configuration, as well as AT&T PMOSS architecture.
- Coordinated efforts of application and other stake owners, lead developers and operations to successfully migrate multiple applications to a dynamic Solaris/RAS (Reliability, Availability and Serviceability) high-reliability environment built on a dynamic Solaris and SPARC M5000-based mid-range computing architecture.

## **LearningFirm Media**

Middletown, NJ

*Technical Writer/Internet  
Marketing*  
Jan. 2006-Jan. 2008

- Contributed articles on networking, storage, security, Voice Over IP (VOIP) and maintenance to major print and online publishers, including CMP Media, Byte, CRN, Data Networking, Network Computing and Campus Technology Magazines.
- Authored and edited papers and chapters on network and related security issues including trends in the use of high-powered, back-end analytics software, public video surveillance and airport security practices and controversial passenger scanning technologies.
- Created print and internet marketing strategies for clients using web, automated-email and social media.
- Designed print and online marketing materials.
- Created and revamped presentations and documents for global leader in mergers and acquisitions to more effectively communicate key financial concepts and business goals to global clients.
- Optimized web site effectiveness for clients using SEO (Search Engine Optimization) tools and techniques.
- Authored and delivered in-service training programs for New Jersey educators.
- Designed online services, including NJJazzList.com using Adobe Creative Suite, PHP, PERL, HTML and SQL to promote the arts and artists in New Jersey. Accomplishments included ground-up design, of website, calendar/contact management and automated email marketing applications.

## **AT&T Middletown, NJ**

*Project Manager/Tester*  
Dec. 2002-Dec 2005  
Robert Kelley,  
Supervisor

- Rehired by client to be responsible for project planning and quality assurance of a suite of complex software applications, including NetView and CMT (Capacity Management Tool) used to design and manage WAN capacity.
- Coordinated all development and delivery schedules to fully integrate a network design module (NDT) into CMT, making

regular bi-weekly reports to management and user communities.

- As lead tester, created and maintained all test plans and schedules for CMT and NetView applications.
- Monitored unit testing and conducted all system and regression testing, created and tracked modification requests to deployment.
- Responsible for maintaining synchronization of version, configuration and code changes through release cycles across production, test and local support systems.
- Responsible for all beta testing of new features, user training programs, emergency bug fixes
- Provided tier support for users, including AT&T's Network Operations Center, Service Development and Network Operations.
- Designed and implemented a robust set of shell and Perl utility programs to deploy router configuration updates to production network.

## **AT&T** Middletown, NJ

*Project Manager/Tester*  
Aug. 1999-Aug 2002  
Robert Kelley,  
Supervisor

- Responsible for project planning and quality assurance of a suite of complex software applications used to design, view & manage WAN capacity.
- Coordinated development efforts to redesign a web-friendly version of Capacity Management Tool (CMT), created wireframe design and coordinated development, maintaining delivery schedules. Received department recognition award for this effort.
- Established a bi-weekly roundtable status call for system engineering, development and user community to discuss current issues and brainstorm on new features.
- As lead tester, created and maintained all test plans and schedules for three applications AT&T's NetView (interactive network visualization), CMT (Capacity Management Tool) and NDT (Network Design Tool).
- Conducted all system-level and regression testing including performance testing, created and tracked modification requests.
- Responsible for all beta testing of major releases, plus pre-deployment testing of all major and point releases.
- Established a regular forum for user training, emergency bug fixes and support for users, including AT&T's Network Operations Center, Service Development and Network Engineering.

## **Lucent Technologies** Middletown, NJ

*Quality Assurance/  
Developer*  
February 1997-1999

Chuck Vincenti,  
Supervisor

- Responsible for a four-person test team tasked with ensuring the stability and functionality of Lucent's CORBA-compliant OneVision Enterprise network management platform.
- Built a test lab for HP OpenView SNMP testing, including several installations of HPOV and OneVision servers.
- Coordinated teams in building-out and testing complex network configurations to simulate customer environments and automate testing.
- Created a suite of tools to simulate network activity using Java, C++, ksh and Orbix database client software to generate SNMP traps and network traffic. Tools also

collected timing, throughput, OS performance and SNMP alert messages.

- Responsible for all performance testing and tuning of kernel variables to support the application.
- Established a working protocol for rapid-cycle testing of baseline features and created a web-based Visual Basic tool to log and report results in real time.
- Represented test team results in regular weekly meetings with management and development teams.
- Represented system test in MR review board meetings and vendor calls.
- Worked with external partners, including Agile, Cajun Networks, Bay Networks, Cisco, to track/resolve problems with hardware and native network management elements.

## **AT&T**

Middletown, NJ

*Lead Tester*

1994-1997

Carole Lake, Supervisor

- Responsible for all laboratory services, network, testbeds and software to test AT&T's WORLDSPAN Service, including central office and customer premises installations.
- Worked closely with vendors to aggressively conformance test network hardware and software to increase capacity and reliability.
- Accomplishments included a successful track record of work managing hardware vendors (PrimaryAccess, Telematics) to provide software bug fixes.
- Jointly led a team that explored the use of ATM protocol and components of AT&T's Interspan ATM service for use in Worldspan/Worldnet architectures.
- Built prototype networks in AT&T's Digital Services Lab using products built on emerging ATM standards.
- Developed strategies for testing and certification of multimedia applications, primarily gaming and transfers of compressed audio over ATM backbones.
- ISO 9000 compliance coordinator.
- Implemented, documented and maintained a 5,000 sq. ft. test lab as a reproduction of central office environment.
- Quality Assurance Lead AT&T/Paradyne, Middletown, NJ
- Network Administrator at NEC Research, Princeton, NJ
- Marketing Manager at Kemper Insurance Group
- Professor of Music at Monmouth University
- Communications Specialist at Syntrex, Eatontown, NJ
- Developer at General Mills Toy Group, Red Bank, NJ
- Monmouth University, W. Long Branch, NJ BS 1977
- Monmouth University 30+ credits core MBA program.
- Courses: Advanced C and UNIX internals, SNMP, ATM and Broadband CG3410, Sun Systems Administration, Cisco Router Configuration, TCP-IP DC32244, Sonet, SEO (Search Engine Optimization) and Internet Marketing Techniques.
- Member of IEEE .

## **Prior to 1997**

## **Education/ Affiliations**