

RON SHANON

(310) 375-9840 – Direct

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rshanon@yahoo.com

SUMMARY

Detail oriented Quality Assurance Manager who has been able to combine experience from project management, quality assurance, business analysis, software development, IS auditing, and problem resolution, in successfully managing a staff in testing combined software/hardware/network products in preparation for production implementation. Have applied skills in multiple industries such as medical billing, manufacturing, banking, retail point-of-sale (POS), card payment processing, and healthcare. Accomplished in supervising/evaluating a quality assurance staff and directing all test activities through proper planning, scheduling, resourcing, test script maintenance, and test automation. Have authored process improvement proposals and/or templates for standardization and utilization on departmental projects.

Strengths include:

- Project Management
- Quality Assurance (QA) Management
- Process Improvement
- Vendor Management
- Prioritization and Resource Planning
- Interpersonal Skills
- Meeting Facilitator
- Management Presentations
- Problem Resolution and Troubleshooting
- Communication Skills (Oral and Written)
- Software Development Lifecycle (SDLC)
- Change Management

PROFESSIONAL EXPERIENCE

Cedars-Sinai Medical Center, Los Angeles, California

Project Manager

2006 - 2008

Member of the Information Technology department leading project teams through the implementation of products/services to various medical center departments. Methodology included documentation and execution of requirements definition, vendor selection process, contract negotiation, scope definition, risk assessment, implementation, testing, support plan, status meetings/reporting, and production turnover.

- Implemented vendor product assisting epidemiologists with surveillance of hospital acquired infections (HAI) relieving them of excessive and costly hours of labor in addition to promoting improved patient safety. Project budget was approximately \$600K.
- Managed the implementation of access to a digital imaging archive data base (PACS) via high resolution monitors within 30 operating rooms phasing out film processing. Access to CD/DVD stored images from other medical institutions was also supported.

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- Implemented and performed final integration testing of a 2D bar code inventory system tracking freezer stored specimen vials used for cancer research.
- Authored a standardized test plan strategy template to be used as a planning document defining all test activities required by any project to be managed by the enterprise information systems department.

PayPoint Electronic Payment Systems / First Data Corporation, Los Angeles, California

Quality Assurance Manager / Project Manager

1998 - 2006

Managed and evaluated the performance of a QA staff responsible for testing and release of point-of-sale products (software/hardware/network) combined with card payment services (debit, credit, gift, pre-paid, etc.). Served as project manager as needed.

- Re-engineered the POS terminal certification process to meet increased sales demand without the additional cost of staffing or impact to the delivery of quality products.
- Project manager leading the deployment of a 130 store retailer (over 200 stores since rollout) generating significant transaction volume (increased revenue). Led 15 stakeholders (internal staff, retailer, vendors) and conducted/documented project planning, status meetings, status reporting, and customer support escalation flow. Project budget was approximately \$250K.
- Under an aggressive schedule, managed the tasks required to implement and test a new product on beta customers in preparation for meeting a marketing forecast of 2000 customers and establishing the relationship with a national third party sales force.

ARCO Products Company, Los Angeles, California

Systems Control Analyst

1997 - 1998

Consulted and conducted control reviews using Information Systems (IS) auditing techniques for various departments and/or projects in understanding the integrity and linkage of supporting IT systems relative to their business needs.

- Developed and documented project management guidelines customized to the assigned business unit so that a controlled project life cycle methodology would be efficient but still meet quality standards and timely delivery to perspective customers.

PayPoint Electronic Payment Systems / ARCO Products Company, Los Angeles, California

Senior Systems Analyst

1990 - 1997

Technical staff member responsible for systems analysis, software management, testing, troubleshooting, and sales support for Point of Sale (POS) products and services.

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- Tested and certified over 60 different POS retail systems allowing a wide diversity of new retailer customers to be implemented as well as the establishment of relationships with third party vendors potentially serving as a sales extension force.
- Configured and tested SNA network link (LU 6.2) between Tandem and IBM computer systems for support of a new major grocery chain contributing to increased revenue.

EDUCATION / PROFESSIONAL AFFILIATION

Bachelor of Arts, Geography-Ecosystems, University of California, Los Angeles

Project Management Institute (PMI) member
Southern California Quality Assurance Association (SCQAA)

PROFESSIONAL DEVELOPMENT

Certification of Completion, Project Management (based on the PMBOK),
California State University, Dominguez Hills

ScrumMaster Training and member of Scrum Alliance (CSM Certificate), Danube Technologies

TECHNOLOGY

Project Management	MS-Project
Industry Application Systems	<ul style="list-style-type: none">• Various Hospital systems (clinical and business)• Point-of-sale (POS) online payment processing• Oracle data base web based query system• Banking online transaction processing (ATM, Teller, transaction card payment processing)• Manufacturing• Medical Billing
Programming Languages	TAL , COBOL, BASIC, Assembler
Software	MS-Office (WORD, Excel, PowerPoint, Visio), MS Project Outlook TheraDoc Infection Control PACS HL7 HealthStream Learning Management System, Applied Communications Inc. (ACI) BASE24, IBM Mainframe, IBM 3600/4700
Operating Systems	Windows-NT, Windows-XP, MS-DOS, Tandem (Compaq) Guardian, IBM 4700, IBM Mainframe, Microdata minicomputers (PIC)
Network	TCP/IP, X.25, SNA, Bisync, Async

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VPN, satellite, frame relay, leased line, dialup
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