

Attachment 10 includes a separate form (Excel file) for each Key Staff position and contains two (2) parts that must be completed for each proposed candidate:

### **Part 1 - Resume Tab**

**Instructions:** Include a Resume for all proposed Key Staff. The template prescribes the required content that must be submitted with Proposals in response to the RFP. This format should also be used by the successful Contractor for the duration of the Agreement.

**Key Staff Background:** Provide Contractor name, Key Staff name, Role of Key Staff within the Contractor organization, duration (in years) in that Role and a description of the Key Staff's role within the organization,

**Key Skills:** Provide a summary of all skills and qualifications the proposed Key Staff candidate possesses in support of the Key Staff position.

**Education/Certifications:** Provide education and any relevant certifications. Start with the most recent.

**Relevant Experience:** This section is optional. For any Projects not cited within Part 2, contractors may provide additional Projects that illustrate experience or background to support their Key Staff candidate. Start with the most recent experience and add as many rows as necessary.

### **Part 2 - Key Staff Minimum Qualification Tabs (\$24 - \$27)**

**Instructions:** Complete the Staff Project qualifications portion on each of the tabs of the form (all fields with a white background). All fields on the form must be completed, providing sufficient information to allow the Consortium to validate that the proposed Staff person meets the Minimum Qualifications (MQs).

For each Project, identify the name of the Project, Project/Project Role details, Description of the relevant Project Experience, and Project Contact information.

**Project/Project Role details:** Provide the Contractor name, Project start and end dates, percentage of time on the Project (100%, 50%, etc.), and name of Role on the Project.

**Description of Relevant Experience:** Provide a description that includes sufficient detail to verify that the Key Staff role/experience on the Project is relevant the MQ definition.

**Contact Information:** Provide the name, company/org name, role, email and phone number of a Client/Customer contact for this Project. Contact Information must be provided for a Project to be considered valid.

A full-time equivalent (FTE) is estimated to be approximately 1,920 hours annually. Proposed Staff may not cite full-time experience gained working simultaneously on multiple Projects.

If more than six (6) Projects must be cited in order to satisfy the MQ, insert the additional Project and Contact Information and a corresponding new summary table row.

Do not enter any data into the summary section of the tab. All summary table data will be populated from the Project details provided.

If a Project's start and/or end date is prior to the start time of the MQ or a Project does not comply with a specified Project detail, the form provides some basic "error" messaging. This messaging is informational. Contractors are responsible for the accuracy of their submissions and alignment of each Project with the details of the Minimum Qualifications (MQs).

BENEFITSAL TEST MANAGER			
PART 1 – RESUME			
Contractor	Accenture LLP		Candidate Name Lynnel Silva
Position in the Company	Testing Senior Manager Test planning and execution, automated testing, test and data environment management		Length of Time in Position 5 years
Project Position & Responsibilities	Test Manager Project responsibilities will be as defined in RFP section 11.1.3.6.7.		
Skills & Qualifications for Project Position	<p><b>Skills:</b> Lynnel is responsible for complete test management planning from formulating test strategy and approaches to the development, preparation, and execution of all test activities. She assembles Test teams and coordinates functional manual and automated regression testing relevant to the phases in the software development lifecycle (SDLC), often against rigorous timelines. In tandem, she manages the implementation and deployments of all changes, including SCRs and defect resolutions.</p> <p><b>Qualifications:</b> Originally assigned to the C-IV Consortium project, Lynnel transitioned to the CalSAWS project. Combined, she has 20 years of experience on California health and human services projects and seven years in the Test Manager capacity (<b>MQ S24: Exceeds</b>). She has nine years of experience planning, preparing for, executing, and managing system test, user acceptance testing (UAT), and regression tests in compliance with a recognized standard, such as IEEE and ISO (<b>MQ S25: Exceeds</b>). Lynnel has two decades of extensive testing experience as a Java developer and a test manager for Java web-based applications, software interactions with Oracle databases, web services, and cloud services (<b>MQ S26: Exceeds</b>). Additionally, she has seven years of experience providing oversight for testing applications with multiple stakeholders and customers with varied business priorities and levels of experience with automation systems (<b>MQ S27: Exceeds</b>).</p>		
Education (add rows as needed)			
Start	End	Degree / Course of Study	School
8/1/1999	5/1/2004	B.S., Computer Science	California State University, Sacramento
Professional Certifications or Designations (add rows as needed)			
Certification or Designation	Organization	Dates	
None	N/A	N/A	

PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name -	Lynnel Silva	
Minimum Qualification - S24	A minimum of five (5) years of experience within the past ten (10) years as Test Manager or Lead on Projects in a health and human services or health care services Project.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/30/2024	100%	64.9	64.9
C-IV	6/1/2015	3/3/2019	100%	45.1	45.1
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			Totals	109.9	109.9

PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S24	A minimum of five (5) years of experience within the past ten (10) years as Test Manager or Lead on Projects in a health and human services or health care services Project.				
Project #1			Contact		
Company Name:	CalSAWS Consortium		Contact Name & Role:	Michele Peterson, Test/Release Manager Section Director	
Project Name:	CalSAWS		Company/Org Name:	CalSAWS Consortium	
Start Date (MM/DD/YYYY):	3/4/2019	End Date (MM/DD/YYYY):	7/30/2024	Phone Number:	
Staff Role:	Test Manager	Percentage of Time:	100%	Email:	

Description of relevant experience:	<p>The CalSAWS project is a complex IT system with similar services to this project:</p> <ol style="list-style-type: none"> <li>1. The <b>CalSAWS solution integrates custom Java code with COTS applications</b> (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).</li> <li>2. The CalSAWS solution <b>interfaces and exchanges with 50 external systems</b>. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKS Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.</li> <li>3. The CalSAWS solution is <b>accessed by an average of 18,500 daily users across 125 locations</b>. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.</li> <li>4. The CalSAWS <b>contract value is \$1,425,495,842</b>.</li> <li>5. The CalSAWS core eligibility application <b>includes a multi-tiered processing architecture</b>, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.</li> </ol> <p><b>As the CalSAWS Test Manager for the last five years</b>, Lynnel's responsibilities on this <b>health and human services project</b> include:</p> <p><b>Project scope</b></p> <ul style="list-style-type: none"> <li>• <b>Serves as the Test Manager on CalSAWS, which is a complex IT system in a health and human services project</b></li> <li>• Manages all test planning, scripting, preparation, and execution of system test compliant with IEEE and ISO standards, and in accordance with the approved CalSAWS Design, Application Development Work Plan, and Master Test Plan</li> <li>• <b>Manages and oversees regularly scheduled high-visibility and mission-critical CalSAWS Project testing efforts</b> with multiple stakeholders with separate business priorities and varying level of experience with CalSAWS with activities including C-IV and CalWIN Converted Data Test (CDT), Interface Partner Testing (IPT), C-IV and CalWIN User Acceptance Test (UAT), and County validation</li> <li>• Tests and manages efforts using methodologies including waterfall SDLC models and mixed models to support bi-monthly, priority release (For each bi-monthly baseline release, the team drafts and executes on average 1,100 end-to-end scripts to validate enhancements to CalSAWS.)</li> <li>• <b>Collaborates with policy, committee, and project groups</b>, with varying levels of experience with automation systems, to determine requirements and orchestrate solutions</li> <li>• Executes urgent and critical system test scenarios to support high-priority or complex test efforts associated with enhancements of defect resolution for the CalSAWS Application (a Java web-based application software that interacts with Oracle databases, web services, and cloud services)</li> </ul>
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<b>Description of relevant experience:</b>		<ul style="list-style-type: none"> <li>Oversees and monitors M&amp;E testing activities from the creation of test scripts through unit, system, integration, and user acceptance testing</li> <li>Manages the daily activities of the Accenture Test team and coordinates all testing activities with the Development, Business, and Technical teams</li> <li><b>Manages the development of all test-related deliverables</b>, including 14 successfully completed CalSAWS migration deliverables to-date (Master Test Plan, RTM, UAT Support Plan, and UT Readiness Reports for C-IV and CalWIN)</li> <li>Manages the SCR test process</li> <li>Manages all system test modifications and deployments</li> <li>Oversees all manual and automated regression testing</li> <li>Oversees planning, development, and execution of M&amp;E testing</li> <li>Provides guidance to UAT testers on working in accordance with the UAT Plan and the effective execution of their roles</li> <li>Manages and provides input to modifications to Jira as a System Administrator in accordance with the CalSAWS business process to promote efficiency in all stages of the SDLC for Application teams</li> </ul>			
		<b>Documentation</b> <ul style="list-style-type: none"> <li><b>Documents and tracks all requirements met through system test tasks</b></li> <li>Confirms proper documentation and tracking of requirements</li> </ul>			
		<b>Defect resolution</b> <ul style="list-style-type: none"> <li>Tracks all test defects through retest and timely resolution</li> <li><b>Drives discussions and reports status of overall defect statuses to client stakeholders</b></li> <li>Assists the Consortium in determining defect severity levels for all defects</li> </ul>			
		<b>Quality assurance and reporting</b> <ul style="list-style-type: none"> <li>Assists the Quality Assurance team in preparation of test result reports for input into release green light meetings</li> <li><b>Communicates recommendations promoting applications into the production environment</b> based on test results and exit criteria</li> </ul>			
<b>Project #2</b>				<b>Contact</b>	
<b>Company Name:</b>	C-IV Consortium			<b>Contact Name &amp; Role:</b>	Karen Rapponotti, Policy/Design Director
<b>Project Name:</b>	C-IV			<b>Company/Org Name:</b>	CalSAWS Consortium
<b>Start Date:</b>	6/1/2015	<b>End Date:</b>	3/3/2019	<b>Phone Number:</b>	
<b>Staff Role:</b>	Test Manager	<b>Percentage of Time:</b>	100%	<b>Email:</b>	

The C-IV project is a complex IT system with similar services to this project:

1. The C-IV System **integrated custom Java code with multiple COTS applications** (e.g., Oracle database and middleware products, Adobe LiveCycle, Perceptive ImageNow, AWS Connect, and IBM Operational Decision Manager). Additionally, the core eligibility application interfaced with other custom applications (e.g., OCAT, Child Care Portal, and C4Yourself).
2. C-IV was the largest integrated eligibility system in the United States. The system had **more than 50 batch and real-time interfaces with external systems** including the Statewide Client Index, EBT Host-to-Host, and CalHEERS.
3. As of year-end 2021 (end of contract), C-IV was used by 39 California counties and served approximately 30% of California's public assistance caseload (approximately 4.8 million Californians). The C-IV System **supported 18,000 internal system users across more than 250 public assistance offices**.
4. The C-IV **contract value was \$1,879,699,002**.
5. The C-IV system included a **multi-tiered processing architecture**, a presentation tier optimized for multiple user interface platforms (web browsers, tablets, kiosks), an application tier, and a data tier.

As the **C-IV Test Manager for almost four years**, Lynnel's responsibilities on the **healthcare services project** included:

**Project scope**

- **Served as the Test Manager on C-IV, a complex IT system in a health and human services project**
- Managed all test planning, scripting, preparation, and execution of system test compliant with IEEE and ISO standards, and in accordance with the approved C-IV Design, Application Development Work Plan, and Master Test Plan
- **Tested and managed efforts using different methodologies such as waterfall and agile** (Proactive Texting and C4Y Mobile App) SDLC models and mixed models to support bi-monthly, priority release
- Collaborated with policy, committee, and project groups, with varying levels of experience with automation systems to determine requirements and orchestrate the best solution
- **Tested C-IV** (a Java web-based application software that interacts with Oracle databases and web services) **in urgent and critical**

Description of relevant experience:	<ul style="list-style-type: none"> <li>• <b>Tested C-IV</b> (a Java web-based application software that interacts with Oracle databases and web services) <b>in urgent and critical scenarios to support issue escalation and complex projects</b></li> <li>• <b>Oversaw and monitored M&amp;E testing activities from the creation of test scripts</b> through unit, system, integration, and user acceptance testing</li> <li>• <b>Coordinated all testing activities with the Development, Business, and Technical teams</b></li> <li>• Managed the daily activities of the Accenture Test team</li> <li>• Coordinated and supported the Consortium-provided UAT and County validation testers</li> <li>• Led the development of all test-related deliverables for the C-IV Project</li> <li>• Managed the SCR test process</li> <li>• Managed all system test modifications and deployments</li> <li>• Managed all manual and automated regression testing</li> <li>• Oversaw planning, development, and execution of M&amp;E testing</li> </ul>						
	<b>Documentation</b> <ul style="list-style-type: none"> <li>• Documented and tracked all requirements met through system test tasks</li> <li>• <b>Drove discussions and reported status of overall defect statuses to client stakeholders</b></li> <li>• Confirmed proper documentation and tracking of requirements</li> </ul>						
	<b>Defect resolution</b> <ul style="list-style-type: none"> <li>• Tracked all test defects through retest and timely resolution</li> <li>• Assisted the Consortium in determining defect severity levels for all defects</li> </ul>						
	<b>Quality assurance and reporting</b> <ul style="list-style-type: none"> <li>• Assisted Quality Assurance team in preparation of test result reports for input into release green light meetings</li> <li>• Communicated recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>						
Project #3							
Company Name:				Contact Name & Role:			
Project Name:				Company/Org Name:			
Start Date (MM/DD/YYYY):		End Date:		Phone Number:			
Staff Role:		Percentage of Time:		Email:			
Description of relevant experience:							
Project #4							
Company Name:				Contact Name & Role:			
Project Name:				Company/Org Name:			
Start Date (MM/DD/YYYY):		End Date:		Phone Number:			
Staff Role:		Percentage of Time:		Email:			

Description of relevant experience:			
Project #5		Contact	
Company Name:			Contact Name & Role:
Project Name:			Company/Org Name:
Start Date (MM/DD/YYYY):	End Date:		Phone Number:
Staff Role:	Percentage of Time:		Email:
Description of relevant experience:			
Project #6		Contact	
Company Name:			Contact Name & Role:
Project Name:			Company/Org Name:
Start Date (MM/DD/YYYY):	End Date:		Phone Number:
Staff Role:	Percentage of Time:		Email:
Description of relevant experience:			



PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name -	Lynnel Silva	
Minimum Qualification - S25	A minimum of five (5) years of experience planning, preparing for, and executing system test, UAT, and/or regression tests in compliance with a recognized standard, such as IEEE or ISO.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/31/2024	100%	64.9	64.9
C-IV	6/1/2015	3/3/2019	100%	45.1	45.1
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			Totals	110.0	110.0

PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S25	A minimum of five (5) years of experience planning, preparing for, and executing system test, UAT, and/or regression tests in compliance with a recognized standard, such as IEEE or ISO.				
Project #1				Contact	
Company Name:	CalSAWS Consortium			Contact Name & Role:	Michele Peterson, Test/Release Manager Section Director
Project Name:	CalSAWS			Company/Org Name:	CalSAWS Consortium
Start Date (MM/DD/YYYY):	3/4/2019	End Date (MM/DD/YYYY):	7/31/2024	Phone Number:	
Staff Role:	Test Manager	Percentage of Time:	100%	Email:	
	<p>As the CalSAWS Test Manager, Lynnel's responsibilities <b>planning, preparing for, and executing system test, UAT, and regression tests</b> include:</p> <p><b>Project scope</b></p> <ul style="list-style-type: none"> <li><b>Serves as the Test Manager on CalSAWS, a complex IT system in a health and human services project</b></li> <li><b>Manages all test planning, scripting, preparation, and execution of system tests, compliant with IEEE and ISO standards</b>, and in accordance with the approved CalSAWS Design, Application Development Work Plan, and Master Test Plan</li> <li><b>Executes urgent and critical system test scenarios to support high-priority or complex test efforts</b> associated with enhancements of defect resolution for the CalSAWS Application (a Java web-based application software that interacts with Oracle databases, web services, and cloud services)</li> <li><b>Manages and oversees regularly scheduled high-visibility and mission-critical CalSAWS Project testing efforts</b> with multiple stakeholders with separate business priorities and varying level of experience with CalSAWS with activities including C-IV and CalWIN Converted Data Test (CDT), Interface Partner Testing (IPT), C-IV and CalWIN User Acceptance Test (UAT), and County Validation</li> <li>Tests and manages efforts using different methodologies such as waterfall SDLC models and mixed models to support bi-monthly, priority release (For each bi-monthly baseline release, the team drafts and executes on average 1,100 end-to-end scripts to validate enhancements to CalSAWS.)</li> <li><b>Collaborates with policy, committee, and project groups, with varying levels of experience with automation systems</b>, to determine requirements and orchestrate the best solution</li> </ul>				

Description of relevant experience:	<ul style="list-style-type: none"> <li>• Oversees and monitors M&amp;E testing activities from the creation of test scripts through unit, system, integration, and UAT</li> <li>• Provides guidance to UAT testers on working in accordance with the UAT Plan and the effective execution of their roles</li> <li>• Manages all system test modifications and deployments</li> <li>• Oversees all manual and automated regression testing</li> <li>• Oversees planning, development, and execution of M&amp;E testing</li> <li>• Manages the daily activities of the Accenture Test team and coordinates all testing activities with the Development, Business, and Technical teams</li> <li>• Manages the development of all test-related deliverables, including 14 successfully completed CalSAWS Migration deliverables to date (Master Test Plan, RTM, UAT Support Plan, and UT Readiness Reports for C-IV and CalWIN)</li> <li>• Manages the SCR test process</li> <li>• Manages and provides input to modifications to Jira as a System Administrator in accordance with the CalSAWS business process to promote efficiency in all stages of the SDLC for Application teams</li> </ul>					
	<b>Documentation</b> <ul style="list-style-type: none"> <li>• Documents and tracks all requirements met through system test tasks</li> <li>• Confirms proper documentation and tracking of requirements</li> </ul>					
	<b>Defect resolution</b> <ul style="list-style-type: none"> <li>• Tracks all test defects through retest and timely resolution</li> <li>• Drives discussions and reports defect status to client stakeholders</li> <li>• Assists the Consortium in determining defect severity levels for all defects</li> </ul>					
	<b>Quality assurance and reporting</b> <ul style="list-style-type: none"> <li>• Assists the Quality Assurance team in preparing test result reports for input into release green light meetings</li> <li>• Communicates recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>					
Project #2						
Company Name:				C-IV Consortium	Contact Name & Role:	Karen Rapponotti, Policy/Design Director
Project Name:				C-IV	Company/Org Name:	CalSAWS Consortium
Start Date:		6/1/2015	End Date:	3/3/2019	Phone Number:	
Staff Role:		Test Manager	Percentage of Time:	100%	Email:	

<p><b>Description of relevant experience:</b></p>	<p>As the C-IV Test Manager, Lynnel's responsibilities <b>planning, preparing for, and executing system test, UAT, and regression tests</b> included:</p> <p><b>Project scope</b></p> <ul style="list-style-type: none"> <li>• <b>Served as the test manager on C-IV, a large and complex IT system in a health and human services project</b></li> <li>• Tested C-IV (a Java web-based application software that interacts with Oracle databases, and web services) in urgent and critical scenarios to support issue escalation and complex projects</li> <li>• <b>Led all test planning, scripting, preparation, and execution of system tests, compliant with IEEE and ISO standards</b>, and in accordance with the approved C-IV Design, Application Development Work Plan, and Master Test Plan</li> <li>• Tested and managed efforts using different methodologies such as waterfall and agile (Proactive Texting &amp; C4Y Mobile App) SDLC models and mixed models to support bi-monthly, priority release</li> <li>• <b>Collaborated with policy, committee, and project groups, with varying levels of experience with automation systems</b>, to determine requirements and orchestrate the best solution</li> <li>• <b>Oversaw and monitored M&amp;E testing activities from the creation of test scripts through unit, system, integration, and user acceptance testing</b></li> <li>• Managed the transition from a legacy change management tool (Tracker) to RTC</li> <li>• Managed the transition from RTC to Jira to support the project's effort to modernize the system and its underlying project management tools for maintenance and enhancements</li> <li>• Facilitated ongoing discussions with the Consortium Management and Consortium QA Contractor to provide updates and assess upcoming priority releases</li> <li>• <b>Coordinated all testing activities with the Development, Business, and Technical teams</b></li> <li>• Managed the daily activities of the Accenture Test team</li> <li>• <b>Coordinated and supported the Consortium-provided UAT and County validation testers</b></li> <li>• Led the development of all test-related deliverables for the C-IV Project</li> <li>• Managed the SCR test process</li> <li>• Managed all system test modifications and deployments</li> <li>• <b>Managed all manual and automated regression testing</b></li> <li>• Oversaw planning, development, and execution of M&amp;E testing</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• <b>Documented and tracked all requirements met through system test tasks</b></li> <li>• Drove discussions and reported overall defect status to client stakeholders</li> <li>• Confirmed proper documentation and tracking of requirements</li> </ul> <p><b>Defect resolution</b></p> <ul style="list-style-type: none"> <li>• Tracked all test defects through retest and timely resolution</li> <li>• Assisted the Consortium in determining defect severity levels for all defects</li> </ul> <p><b>Quality assurance and reporting</b></p> <ul style="list-style-type: none"> <li>• Assisted the Quality Assurance team in preparation of test result reports for input into release green light meetings</li> <li>• Communicated recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>
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PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name - Lynnel Silva		
Minimum Qualification - S26	A minimum of five (5) years of experience with testing JAVA web-based applications, Software interaction with Oracle databases, web services, and/or cloud services.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/31/2024	100%	64.9	64.9
C-IV	6/1/2015	3/3/2019	100%	45.1	45.1
C-IV	7/1/2004	5/31/2015	40%	131.0	52.4
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				241.0	162.4

PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S26		A minimum of five (5) years of experience with testing JAVA web-based applications, Software interaction with Oracle databases, web services, and/or cloud services.			
Project #1				Contact	
Company Name:		CalSAWS Consortium		Contact Name & Role:	Michele Peterson, Test/Release Manager Section Director
Project Name:		CalSAWS		Company/Org Name:	CalSAWS Consortium
Start Date (MM/DD/YYYY):		3/4/2019	End Date (MM/DD/YYYY):	7/31/2024	Phone Number:
Staff Role:		Test Manager	Percentage of Time:	100%	Email:
		As the CalSAWS Test Manager, Lynnel's responsibilities <b>testing JAVA web-based applications, software interaction with Oracle databases, web services, and cloud services</b> include:			
		<b>Project scope</b> <ul style="list-style-type: none"><li>• Serves as the Test Manager on CalSAWS, a complex IT system in a health and human services project</li><li>• Manages all test planning, scripting, preparation, and execution of system tests, compliant with IEEE and ISO standards, and in accordance with the approved CalSAWS Design, Application Development Work Plan, and Master Test Plan</li><li>• <b>Executes urgent and critical system test scenarios to support high-priority or complex test efforts associated with enhancements of defect resolution for CalSAWS (a Java web-based application software that interacts with Oracle databases, web services, and cloud services)</b></li><li>• Manages and oversees regularly scheduled high-visibility and mission-critical CalSAWS Project testing efforts with multiple stakeholders with separate business priorities and varying level of experience with CalSAWS with activities including C-IV and CalWIN Converted Data Test (CDT), Interface Partner Testing (IPT), C-IV and CalWIN User Acceptance Test (UAT), and County Validation</li><li>• Tests and manages efforts using different methodologies such as waterfall SDLC models and mixed models to support bi-monthly, priority release (For each bi-monthly baseline release, the team drafts and executes on average 1,100 end-to-end scripts to validate enhancements to CalSAWS.)</li><li>• Collaborates with policy, committee, and project groups, with varying levels of experience with automation systems, to determine requirements and orchestrate the best solution</li><li>• Oversees and monitors M&amp;E testing activities from the creation of test scripts through unit, system, integration, and user acceptance testing</li><li>• Manages the daily activities of the Accenture Test team and coordinates all testing activities with the Development, Business, and Technical teams</li></ul>			

<b>Description of relevant experience:</b>	<p>technical teams</p> <ul style="list-style-type: none"> <li>• Manages the development of all test-related deliverables, including 14 successfully completed CalSAWS Migration deliverables to-date (Master Test Plan, RTM, UAT Support Plan, and UT Readiness Reports for C-IV and CalWIN)</li> <li>• Manages the SCR test process</li> <li>• Manages all system test modifications and deployments</li> <li>• Oversees all manual and automated regression testing</li> <li>• <b>Oversees planning, development, and execution of M&amp;E testing</b></li> <li>• Provides guidance to UAT testers on working in accordance with the UAT Plan and the effective execution of their roles</li> <li>• <b>Manages and provides input to modifications to Jira as a System Administrator in accordance with the CalSAWS business process to support efficiency in all stages of the SDLC for Application teams</b></li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Documents and tracks all requirements met through system test tasks</li> <li>• Confirms proper documentation and tracking of requirements</li> </ul> <p><b>Defect resolution</b></p> <ul style="list-style-type: none"> <li>• Tracks all test defects through retest and timely resolution</li> <li>• Drives discussions and reports overall defect status to client stakeholders</li> <li>• Assists the Consortium in determining defect severity levels for all defects</li> </ul> <p><b>Quality assurance and reporting</b></p> <ul style="list-style-type: none"> <li>• Assists the Quality Assurance team in preparation of test result reports for input into release green light meetings</li> <li>• Communicates recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>
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Project #2				Contact	
Company Name:	C-IV Consortium			Contact Name & Role:	Karen Rapponotti, Policy/Design Director
Project Name:	C-IV			Company/Org Name:	CalSAWS Consortium
Start Date:	6/1/2015	End Date:	3/3/2019	Phone Number:	
Staff Role:	Test Manager	Percentage of Time:	100%	Email:	
	<p>As the C-IV Test Manager, Lynnel's responsibilities <b>testing JAVA web-based applications, software interaction with services, and cloud services</b> included:</p> <p><b>Project scope</b></p> <ul style="list-style-type: none"> <li>• <b>Tested C-IV (a Java web-based application software that interacts with Oracle databases, web services, and cloud services) in urgent and critical scenarios to support issue escalation and complex projects</b></li> <li>• Managed all test planning, scripting, preparation, and execution of system tests, compliant with IEEE and ISO standards, and in accordance with the approved C-IV Design, Application Development Work Plan, and Master Test Plan</li> <li>• Served as the test manager on C-IV, a complex IT system in a health and human services project</li> <li>• Tested and managed efforts using different methodologies such as waterfall and agile (Proactive Texting and C4Y Mobile App) SDLC models and mixed models to support bi-monthly, priority release</li> <li>• Collaborated with policy, committee, and project groups, with varying levels of experience with automation systems, to determine requirements and orchestrate the best solution</li> <li>• Oversaw and monitored M&amp;E testing activities from the creation of test scripts through unit, system, integration, and user acceptance testing</li> </ul>				

<b>Description of relevant experience:</b> <ul style="list-style-type: none"> <li>Managed the transition from a legacy change management tool (Tracker) to RTC</li> <li>Managed the transition from RTC to Jira to support the project's effort to modernize the system and its underlying project management tools for maintenance and enhancements</li> <li>Facilitated ongoing discussions with the Consortium Management and Consortium QA Contractor to provide updates and assess upcoming priority releases</li> <li>Coordinated all testing activities with the Development, Business, and Technical teams</li> <li>Managed the daily activities of the Accenture Test team</li> <li>Coordinated and supported the Consortium-provided UAT and County validation testers</li> <li>Led the development of all test-related deliverables for the C-IV Project</li> <li>Managed the SCR test process</li> <li>Managed all system test modifications and deployments</li> <li>Managed all manual and automated regression testing</li> <li>Oversaw planning, development, and execution of M&amp;E testing</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>Documented and tracked all requirements met through system test tasks</li> <li>Drove discussions and reports on overall defect status to client stakeholders</li> <li>Confirmed proper documentation and tracking of requirements</li> </ul> <p><b>Defect resolution</b></p> <ul style="list-style-type: none"> <li>Tracked all test defects through retest and timely resolution</li> <li>Assisted the Consortium in determining defect severity levels for all defects</li> </ul> <p><b>Quality assurance and reporting</b></p> <ul style="list-style-type: none"> <li>Assisted the QA team in preparation of test result reports for input into release green light meetings</li> <li>Communicated recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>																																		
<table border="1"> <thead> <tr> <th colspan="4">Project #3</th> <th colspan="2">Contact</th> </tr> </thead> <tbody> <tr> <td>Company Name:</td> <td colspan="3">C-IV Consortium</td> <td>Contact Name &amp; Role:</td> <td>Peggy Macias, Customer Engagement Director</td> </tr> <tr> <td>Project Name:</td> <td colspan="3">C-IV</td> <td>Company/Org Name:</td> <td></td> </tr> <tr> <td>Start Date (MM/DD/YYYY):</td> <td>7/1/2004</td> <td>End Date:</td> <td>5/31/2015</td> <td>Phone Number:</td> <td></td> </tr> <tr> <td>Staff Role:</td> <td>Release Manager, Online Team Lead, Correspondence Lead, Fiscal Team Deputy, and Java Developer</td> <td>Percentage of Time:</td> <td>40%</td> <td>Email:</td> <td></td> </tr> </tbody> </table>					Project #3				Contact		Company Name:	C-IV Consortium			Contact Name & Role:	Peggy Macias, Customer Engagement Director	Project Name:	C-IV			Company/Org Name:		Start Date (MM/DD/YYYY):	7/1/2004	End Date:	5/31/2015	Phone Number:		Staff Role:	Release Manager, Online Team Lead, Correspondence Lead, Fiscal Team Deputy, and Java Developer	Percentage of Time:	40%	Email:	
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Staff Role:	Release Manager, Online Team Lead, Correspondence Lead, Fiscal Team Deputy, and Java Developer	Percentage of Time:	40%	Email:																														
<p>In her various roles, Lynnel's responsibilities testing Java web-based applications, software interaction with Oracle databases and web services included:</p> <p><b>Online AppDev Lead</b></p> <ul style="list-style-type: none"> <li>Led a Development team responsible for design, build, unit test, assembly test, and maintenance of 500 online pages of the C-IV system (a Java web-based application software that interacts with Oracle databases and web services)</li> <li>Served as the Online Team Lead on C-IV, a complex IT system in a health and human services project</li> <li>Represented the Online AppDev team in bi-weekly Change Control Board (CCB) meetings</li> <li>Managed a cross-functional team effort onshore and offshore to modernize the look and feel of the C-IV system while verifying no impact to the end users</li> <li>Developed and maintained training materials</li> <li>Worked with Consortium business analysts and regional managers</li> </ul>																																		

<p><b>Description of relevant experience:</b></p>	<ul style="list-style-type: none"> <li>• Managed the functionality of the lobby management kiosk in the County Lobby used to assist with the check-in process and document drop-off</li> <li>• Managed maintenance of the C4Yourself portal</li> </ul> <p><b>Correspondence AppDev Lead</b></p> <ul style="list-style-type: none"> <li>• <b>Led Development team responsible for the design, build, unit test, assembly test, and maintenance of 300 forms and 1,500 snippets for C-IV dynamically generated Notice of Actions (NOAs), using Adobe LiveCycle and JRules</b> to determine snippet order on resulting NOAs (in 13 threshold languages) sent from the C-IV system based on policy and regulation</li> <li>• Served as the Correspondence Lead on C-IV, a complex IT system in a health and human services project</li> <li>• Maintained active work plan to verify at minimum six months of active backlog of scheduled work</li> <li>• Collaborated with client teams to gather requirements for functional and policy changes</li> </ul> <p><b>Fiscal AppDev Deputy</b></p> <ul style="list-style-type: none"> <li>• Conducted functional peer reviews, unit test, and assembly test</li> <li>• Served as the Fiscal team deputy on C-IV, a complex IT system in a health and human services project</li> <li>• Assisted in the daily operations of the Fiscal Development team</li> <li>• Gathered and developed functional requirements</li> <li>• Reviewed developers' code to verify compliance with strict requirements and standards of C-IV software development</li> </ul> <p><b>Senior Java Developer</b></p> <ul style="list-style-type: none"> <li>• <b>Developed, unit tested, and assembly tested Java/J2EE/SQL programs to interface with County agencies</b></li> <li>• Managed automated batch jobs that issued main payroll and nightly payroll benefits as well as interface file that provide payroll information to each county</li> <li>• Managed EBT functionality to issue EBT benefits and demographic change information to EBT account holders</li> <li>• Modified EBT process from daily batch jobs to real-time interface with EBT agency</li> </ul>
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PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name - Lynnel Silva		
Minimum Qualification - S27	A minimum of three (3) years of experience overseeing or testing applications with multiple advocates/customers with varied business priorities and varying levels of experience with automation systems.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	3/4/2019	7/30/2024	100%	64.9	64.9
C-IV	6/1/2015	3/3/2019	100%	45.1	45.1
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				109.9	109.9

PART 2 – TEST MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S27		A minimum of three (3) years of experience overseeing or testing applications with multiple advocates/customers with varied business priorities and varying levels of experience with automation systems.			
Project #1				Contact	
Company Name:		CalSAWS Consortium		Contact Name & Role:	Michele Peterson, Test/Release Manager Section Director
Project Name:		CalSAWS		Company/Org Name:	CalSAWS Consortium
Start Date (MM/DD/YYYY):		3/4/2019	End Date (MM/DD/YYYY):	7/30/2024	Phone Number:
Staff Role:		Test Manager	Percentage of Time:	100%	Email:
		As the CalSAWS Test Manager, Lynnel's responsibilities <b>overseeing or testing applications with multiple advocate business priorities and varying levels of experience with automation systems</b> include:			
		<b>Project scope</b> <ul style="list-style-type: none"><li>• <b>Collaborates with policy, committee, and project groups, with varying levels of experience with automation systems, to determine requirements and orchestrate the best solution</b></li><li>• <b>Manages and oversees high-visibility and mission-critical CalSAWS Project testing efforts with multiple stakeholders with separate business priorities and varying level of experience with CalSAWS</b> with activities including C-IV and CalWIN Converted Data Test (CDT), Interface Partner Testing (IPT), C-IV and CalWIN User Acceptance Test (UAT), and County Validation. These efforts are executed concurrently to regularly scheduled testing</li><li>• <b>Manages all test planning, scripting, preparation, and execution of system tests, compliant with IEEE and ISO standards, and in accordance with the approved CalSAWS Design, Application Development Work Plan, and Master Test Plan</b></li><li>• <b>Tests and manages efforts using different methodologies such as waterfall SDLC models and mixed models to support bi-monthly, priority release (For each bi-monthly baseline release, the team drafts and executes on average 1,100 end-to-end scripts to validate enhancements to CalSAWS.)</b></li><li>• <b>Executes urgent and critical system test scenarios to support high priority or complex test efforts associated with enhancements of defect</b></li></ul>			



Description of relevant experience:	<ul style="list-style-type: none"> <li>• Executes urgent and critical system test scenarios to support high priority or complex test errors associated with enhancements or defect resolution for CalSAWS (a Java web-based application software that interacts with Oracle databases, web services, and cloud services)</li> <li>• Oversees and monitors M&amp;E testing activities from the creation of test scripts through unit, system, integration, and user acceptance testing</li> <li>• <b>Manages the daily activities of the Accenture Test team and coordinates all testing activities with the Development, Business, and Technical teams</b></li> <li>• <b>Manages the development of all test-related deliverables</b>, including <b>14 successfully completed CalSAWS Migration deliverables to-date</b> (Master Test Plan, RTM, UAT Support Plan, and UT Readiness Reports for C-IV and CalWIN)</li> <li>• Manages the SCR test process</li> <li>• Manages all system test modifications and deployments</li> <li>• Oversees all manual and automated regression testing</li> <li>• Oversees planning, development, and execution of M&amp;E testing</li> <li>• <b>Provides guidance to UAT testers on working in accordance with the UAT Plan and the effective execution of their roles</b></li> <li>• <b>Manages and provides input to modifications to Jira as a System Administrator</b> in accordance with the CalSAWS business process to promote efficiency in all stages of the SDLC for Application teams</li> </ul>				
	<b>Documentation</b> <ul style="list-style-type: none"> <li>• Documents and tracks all requirements met through system test tasks</li> <li>• Confirms proper documentation and tracking of requirements</li> </ul>				
	<b>Defect resolution</b> <ul style="list-style-type: none"> <li>• Tracks all test defects through retest and timely resolution</li> <li>• <b>Drives discussions and reports overall defect status to client stakeholders</b></li> <li>• Assists the Consortium in determining defect severity levels for all defects</li> </ul>				
	<b>Quality assurance and reporting</b> <ul style="list-style-type: none"> <li>• Assists the QA team in preparation of test result reports for input into release green light meetings</li> <li>• Communicates recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>				
Project #2				Contact	
Company Name:	C-IV Consortium			Contact Name & Role:	Karen Rapponotti, Policy/Design Director
Project Name:	C-IV			Company/Org Name:	CalSAWS Consortium
Start Date:	6/1/2015	End Date:	3/3/2019	Phone Number:	
Staff Role:	Test Manager	Percentage of Time:	100%	Email:	

<p><b>Description of relevant experience:</b></p>	<p>As the C-IV Test Manager, Lynnel's responsibilities <b>overseeing or testing applications with multiple advocates/customers with varied business priorities and varying levels of experience with automation systems</b> included:</p> <p><b>Project scope</b></p> <ul style="list-style-type: none"> <li>• <b>Collaborated with policy, committee, and project groups, with varying levels of experience with automation systems, to determine requirements and orchestrate the best solution .</b></li> <li>• Served as the Test Manager on CalSAWS, a complex IT system in a health and human services project</li> <li>• Managed all test planning, scripting, preparation, and execution of system test compliant with IEEE and ISO standards, and in accordance with the approved CalSAWS Design, Application Development Work Plan, and Master Test Plan</li> <li>• Tested and managed efforts using different methodologies such as waterfall SDLC models and mixed models to support bi-monthly, priority release (For each bi-monthly baseline release, the team drafted and executed on average 1,100 end-to-end scripts to validate enhancements to CalSAWS.)</li> <li>• Executed urgent and critical system test scenarios to support high-priority or complex test efforts associated with enhancements of defect resolution for the C-IV Application (a Java web-based application software that interacts with Oracle databases, web services, and cloud services)</li> <li>• Oversaw and monitored M&amp;E testing activities from the creation of test scripts through unit, system, integration, and user acceptance testing</li> <li>• Managed the transition from a legacy change management tool (Tracker) to RTC</li> <li>• Managed the transition from RTC to Jira to support the project's effort to modernize the system and its underlying project management tools for maintenance and enhancements</li> <li>• <b>Facilitated ongoing discussions with the Consortium Management and Consortium QA Contractor to provide updates and assess upcoming priority releases</b></li> <li>• <b>Managed the daily activities of the Accenture Test team and coordinated all testing activities with the Development, Business, and Technical teams</b></li> <li>• Managed the development of all test-related deliverables</li> <li>• Managed the SCR test process</li> <li>• Managed all system test modifications and deployments</li> <li>• Oversaw all manual and automated regression testing</li> <li>• Oversaw planning, development, and execution of M&amp;E testing</li> <li>• <b>Provided guidance to UAT testers on working in accordance with the UAT Plan</b> and the effective execution of their roles</li> <li>• Managed and provided input to modifications to Jira as a System Administrator in accordance with the CalSAWS business process to promote efficiency in all stages of the SDLC for Application teams</li> </ul> <p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Documented and tracked all requirements met through system test tasks</li> <li>• Confirmed proper documentation and tracking of requirements</li> </ul> <p><b>Defect resolution</b></p> <ul style="list-style-type: none"> <li>• Tracked all test defects through retest and timely resolution</li> <li>• Drove discussions and reported overall defect status to client stakeholders</li> <li>• Assisted the Consortium in determining defect severity levels for all defects</li> </ul> <p><b>Quality assurance and reporting</b></p> <ul style="list-style-type: none"> <li>• Assisted the Quality Assurance team in preparation of test result reports for input into release green light meetings</li> <li>• Communicated recommendations promoting applications into the production environment based on test results and exit criteria</li> </ul>
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