
ROBERTA “ROBBIE” J ERICSON, MBA, CTFL

PERSONAL PROFILE

PROFESSIONAL SUMMARY

Robbie Ericson is an IT professional with over 20 years' experience in CIS design and implementations. She has configured modules in a variety of billing systems with a focus on collections and financial reporting. She is a certified software tester through the International Software Testing Qualifications Board (ISTQB) and works with her clients to aligning technology with business strategy to implement industry best practices.

KEY ROLES AND TECHNICAL SKILLS

ROLES	YEARS EXPERIENCE
Test Lead/Quality Assurance Management	22
Business Analyst/Functional Lead	22
Software Applications Training	10
TECHNICAL SKILLS AND APPLICATIONS	PROFICIENCY
Relational database data models	Expert
Oracle Customer Care & Billing (CC&B) Application	Expert
Oracle Revenue Management & Billing (RMB) Application	Expert
PeopleSoft Enterprise Revenue Manager (PS-ERM)	Basic
Ventyx Customer Suite (CIS) – SCT Utilities Banner	Advanced
SQL – SQL Developer	Advanced
Unix	Basic
HP Quality Center	Advanced
Jira	Advanced
SOAP UI	Intermediate
Fagan Inspections	Intermediate
Microsoft Office suite of applications	Advanced
Microsoft Project	Intermediate

SUMMARY OF EXPERIENCE

ORGANIZATION	ROLES	DATES
Raftelis Financial Consultants - WBE subcontractor for: City of Philadelphia (PA), North East Ohio Regional Sewer District (OH), City of Dallas (TX), Pinellas County (FL)	Various roles including but not limited to database integrity validation, software testing for proprietary stormwater billing applications, test methodology development and advisement, rate case studies and operations support.	Oct, 2013 - Present
Pricewaterhouse Coopers – subcontractor for two full lifecycle ORMB implementations	Functional Lead/Test Lead	Apr, 2013 – Mar, 2016
Green Mountain Power	Test Lead	Jul, 2012 – Feb 2013
Artesian Water Company	Core Team Trainer	Jul 2012
Power NI, Northern Ireland	Client QA Team - Test Manager	Feb, 2011 – May, 2012
City of Cleveland, Division of Water	Client QA Team - Functional Lead/ Test Lead	Oct, 2007 – Jan, 2011
Barbados Light and Power Company	Client QA Team - Training Coordinator	Aug, 2007 – Oct, 2007
Orlando Utilities Commission	Oracle Test Coordinator	Oct, 2006 – Apr, 2007
Aqua America Water Co	Testing Project Manager	Jan, 2004 – Aug, 2006
Georgia Natural Gas	Quality Assurance Lead	May, 2003 – Dec, 2003
Northern Virginia Electric Power Cooperative (NOVEC)	Project Manager/ Business Analyst	Oct, 2001 – Apr, 2003
Allegheny County Sanitary Authority	Business Analyst/ Test Lead	Sept, 2000 – Sept, 2001
SCT Utilities, Inc	Various development/testing/mgt positions	Mar, 1994 – Aug 1998

SCHEDULE OF EXPERIENCE

OCTOBER, 2013 – PRESENT WBE SUBCONTRACTOR FOR RAFTELIS FINANCIAL CONSULTANTS

Business Analysis/Software Design/Test Lead

- Various roles on consulting project including but not limited to
 - Business Analyst for Customer Affordability initiative for Philadelphia Water Department, April 2016 - present
 - Software test lead for proprietary stormwater billing applications for City of Dallas and Northeast Ohio Regional Sewer District, March 2016 – present
 - Participant in Water Department Management Audit, Philadelphia Water Department, December 2015
 - Participant in Utility Business Case and Rate Sustainability Study, Pinellas County August, 2014

APRIL, 2013 – MARCH 2016 SUBCONTRACTOR FOR PRICEWATERHOUSE COOPERS

Functional/Test Lead

- Two full lifecycle ORMB implementations for Fortune 500 companies who were consolidating their billing systems due to growth and business acquisitions
- Design lead and test lead for credit and collections business stream
- Develop new business processes documentation
- Provide functional support for all members of project team
- Provide QA test planning support, create and execute test cases, report metrics, research and resolve unexpected test results
- Develop and deliver end user training
- Functional lead for post go-live production support

JULY, 2012 – FEBRUARY, 2013 GREEN MOUNTAIN POWER, BURLINGTON VT

Test Manager

- Oracle CC&B billing implementation for 90k customer base electric utility
- Plan, manage and implement the testing of custom solution during functional and system test phases of the project. Solution includes interfaces to GIS, BI, TPSI, Oracle MDM and Oracle CSS with SOA
- Develop and run SQL queries for test data mining and develop/run queries to assist in defect analysis
- Conduct CC&B overview training for new testers
- Provide metrics of test progress
- Business process documentation for new business procedures

JULY, 2012 ARTESIAN WATER COMPANY, NEWARK DE

Core Team Trainer

- Delivered 3 weeks of CC&B training to implementation core team
- Developed all training materials, labs, and practice exercises

FEB, 2011 – MAY, 2012 POWER NI, ANTRIM NORTHERN IRELAND, UK

Test Manager

- Oracle CC&B billing implementation for 800k customer base electric and gas utility entry to Northern Ireland and Republic of Ireland deregulated market
- Plan, manage and implement the testing of custom solution during client owned test phases, which include User Acceptance, Business Assurance and Data Migration
- Audit and verify testing conducted by the System Integrator during SI owned test phases, which include Unit Test, Link Test, System Test and Implementation Test
- Manage client team of 18 testers
- Liaise with system and development groups to determine the business and technical functions that need to be tested and subsequently resolve issues raised during testing
- Research root causes of test failures, which include environment, configuration, base code, custom code and migrated data
- Provide test metrics to senior management, deliver test closure reports which include requirements traceability matrix, test coverage and the integrator's fault resolution plan

OCT, 2007 – JAN, 2011 CITY OF CLEVELAND, DIVISION OF WATER

Functional Lead/Test Lead

- Oracle CC&B billing implementation for 500k customer base municipality, billing for water, sewer, storm water and solid waste
- Led client quality assurance reviews of gap analysis, scope, functional design and code deliverables from System Integrator
- Test Management, including analysis, resolution, design and test execution to resolve faults in configuration, data, procedures and/or software through all phases of testing
- Liaise with system and development groups to determine the business and technical functions that need to be tested
- Report test metrics to Senior Management
- Support of business process documentation
- Lead Business Analyst during post implem. add-on projects such as storm water and waste collection
- Post implementation production support
- Training delivery for new business processes

AUG, 2007 – OCT, 2007 BARBADOS LIGHT AND POWER CO

Training Coordinator

- Oracle CC&B billing implementation for 100k customer base electric utility
- Integrate utility business rules into end user training documentation
- Manage training delivery schedule and milestones
- Monitor training risks, document and escalate when required

OCT, 2006 – APRIL, 2007 ORLANDO UTILITIES COMMISSION

Test Coordinator

- Oracle PeopleSoft billing implementation for 250k customer municipality offering electric, gas, water, sewer and solid waste services
- Develop final integration test plan to emulate end-to-end production activities, including interfaces with outside vendors
- Liaise with system and development groups to identify and resolve the business and technical issues raised during testing procedures.
- Liaise with system and development groups to determine the business and technical functions that need to be tested.
- Manage and carry out the simulation of system failures in order to assess system resilience
- Support change request assessment
- Monitor and troubleshoot process exceptions
- Provide test metrics to upper management

JAN, 2004 – AUG, 2006 AQUA AMERICA WATER COMPANY

Test Project Manager

- \$12M SCT Banner CIS project to consolidate four billing systems across 13 states into one CIS system and three call centers resulting in customer base of approximately 1 million customers
- Functional lead for testing data migration and new development
- Business process re-engineering, requirements documentation, new development design, and defect management

MAY, 2003 – DEC, 2003 GEORGIA NATURAL GAS

Quality Assurance Lead

- SCT Banner CIS migration project for deregulated gas utility with over 1 million customers
- Quality assurance management including analysis, resolution, design and test execution to resolve faults in configuration, data, procedures and/or software
- Capture and report on test metrics to Senior Management

OCT, 2001 – APRIL, 2003 NORTHERN VIRGINIA ELECTRIC COOPERATIVE (NOVEC)

Project Manager/Business Analyst

- CIS implementation project interfacing ista and Daffron billing systems for participation in Competitive Electric Retail Market (Customer Choice) for Virginia
- Manage project schedule, track the critical path and resolve project issues
- Document As-Is business processes and as well as facilitate development of To-Be re-engineered business processes
- Implement quality initiatives such as change control, issues tracking database and test plan templates
- Management of all testing activities, including development of Acceptance Test plans and support in test execution

SEP, 2000 – SEP, 2001 ALLEGHENY COUNTY SANITARY AUTHORITY (ALCOSAN)

Business Analyst and Test Lead

- CIS remediation project for 320k customer base municipality providing water and wastewater services
- Responsible for design of interface to load consumption data from outside agencies into the current CIS billing system.
- Development of Acceptance Test plans for both the migration acceptance and the data interface acceptance.
- Development of Test Scenarios and support in their execution

MARCH, 1994 – AUG, 2000 SYSTEMS & COMPUTER TECHNOLOGY (SCT UTILITIES, INC.)

QA Testing Manager

- Manager of 22 testers who tested modified code for over 20 custom projects in various stages of implementation
- Member of assessment team that traveled to CIS implementation sites to identify critical success criteria not being met on the projects.

Functional Consultant

- Develop functional solutions to meet industry requirements and to be incorporated in base CIS software billing system

Business Analyst

- Develop requirements and functional design documents for custom software implementations
- On-site support for software testing, general implementation and post go-live production support.

Applications Consultant

- Trainer for customers and employees on CIS billing system
- Sales support
- Implementation support

EDUCATION

UNIVERSITY OF SOUTH CAROLINA, COLUMBIA, SOUTH CAROLINA

Masters of Business Administration

CLEMSON UNIVERSITY, CLEMSON, SOUTH CAROLINA

Bachelor of Science, Business Administration

CERTIFICATIONS

Certified Software Tester, Foundation Level – International Software Testing Qualifications Board (ISTQB)

<http://www.astqb.org/sections/list-of-certified-testers.php>

PRESENTATIONS:

International Institute for Software Testing (IIST)

Bringing Order to Chaos, September, 2003 and March, 2004

MEMBERSHIPS

Project Management Institute (PMI)

Network of Women in Computer Technology (NWCT)