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 Employment History: (Present) (2000)(1999)(1997) (1995) (1994) (1993) (1992)] [Education]

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Certifications:

PADI  OWD (Open Water Diver) 7/2009	
ISC²  CISSP (Certified Information Systems Security Professional) 8/2004	GIAC - Global Information Assurance Certification 09/06  GCIH - (GIAC Certified Incident Handler)
Microsoft Since 01/96  MCP (Microsoft Certified Professional)	Novell Since 01/95 CNE 3, CNE 4, CNE 5 (Certified NetWare Engineer) CNA 3, CNA 4, CNA 5 (Certified NetWare Administrator) 
Palindrome  Advanced Network Archivist 04/93	Canon  Image Filing Expert 06/95



Military Experience:

- ☛ 1985-1989 **United States Marine Corps**, Active – Norfolk, VA; Washington, D.C.
- ☛ 1989-1993 **United States Marine Corps**, Inactive Reserve, Milwaukee, WI

Professional Experience:

- ✿ **Government Clearance:** Top Secret (current)

- ✿ **Awards:**



1998 Stenograph Presidents Award



Symantec A++ Award (5 awards)–
8/2001, 3/2002, 6/2002, 9/2002, 6/2005
Symantec Applause Awards (6 awards)

Symantec Applause Awards (10)

- ✿ **Publications:**

- ✿ **Smart Computing** - March 2002 - "Fit the Pieces Together - 20 Tips For Setting Up A Home Network"
- ✿ **Word for Word** - Quarterly Technical Articles - 1995 through 1999

Experience and Qualifications Overview

- ✿ Top Secret Clearance
 - ✿ 15 Years in Software and Hardware QA
 - ✿ 10+ Years Management Experience
 - ✿ 5+ Years Technical Support - Software and Hardware
 - ✿ Multiple Full Product Lifecycle QA experience, including new (1.0) and sun-setting products.
 - ✿ Create full Test Strategies, Test Activity, Test Planning, Test Script creation
 - ✿ Test Automation Experience – Tool evaluation, selection and use
 - ✿ Experience with Startup and Mature companies
 - ✿ Experienced in small to very large Enterprise Applications (1,000's of Seats)
 - ✿ Experienced in Technical, Training, and Web Documentation
 - ✿ Ability to analyze functional requirements, translate them into test cases, and prepare a detailed test plan utilizing knowledge of the functional application.
 - ✿ Execute the test plan, which includes application, system, regression testing and logging defects.
 - ✿ Support Liaison to Development, Marketing, Sales, Technical Support, Beta Teams, External Customers
 - ✿ Experience creating, developing QA teams and resource
 - ✿ Experience in delivering in a multi-project environment, with parallel delivery schedules
-

Employment History

8/2000- Present

Symantec

Culver City, CA



Sr. Principal QA Engineer - Enterprise Systems Division

Create and Manage Test Strategy, Plans, Cases and tests based on object oriented testing designs for Enterprise Systems Division Software created by Symantec. Lead US and Offshore teams. Competitive Analysis Reports. Specify hardware and materials needed for projects and labs. All products tested created for Enterprise Systems, Large and small-scale network in multi-platform environments. Beta Process, Strategy, scripting – working directly with Live Customers, Beta Customers and Sales Engineers. Training – Internal (Support and Sales and Sales Engineers) and External customers, Create and Maintain Information 'hubs' via http, nntp, ftp. Liaison and knowledge center for integrating product teams. Defect submission, tracking, scrubbing. Build Acceptance Testing, Reporting and Feedback. Web and Application Testing – c, c++, java. Documentation Authoring, Review, and certification.

Member of the Customer Response Team - Managing incoming issues from Large Enterprise customers, validating updates to existing products, onsite and phone visits with customers and SE's in high escalated situations.

Testing Platforms and technologies used: Windows 7, Windows Vista, Windows 2008, Windows NT 4.0, Windows 2000 Server, Advanced Server, Professional, Windows 2003 Server, SE/EE, Windows XP Pro, Home, Windows 95/98, Windows ME, Linux (RH, Fedora), Sun Solaris 7, 8, 9, 10, Netscape, Internet Explorer, Mozilla, JRE/JDK, LDAP, IIS, Java, NetWare 3.x, 4.x, 5.x, TCP/IP, IPX/SPX, DSL, PPPoE, Bluetooth, WLAN – 802.11a,b,g,n DB2, Oracle, .jsp, Adobe Flex

Tools Used: Lotus Notes, MS Office, Perforce Configuration Management, SQL7, IIS, STS, Linkbot, Test Director, New Atlanta Servlet Engines, IBM Websphere, Tools designed in house, IBM Websphere, HTTP Server, SecureWay, DB2, Apache HTTP Server, Tomcat, JDK/JRE

Previous Positions at Symantec: QA Manager, QA Supervisor, Principal QA Engineer, Sr. QA Specialist

3/2000- 8/2000

Hot Samba

Schaumburg, IL



QA Manager

Manage QA Department for a startup Internet (dot-com) company. Duties include creating a department from 'scratch', evaluating and purchasing necessary testing tools. Forecast and budget to meet growing goals of the company

Other duties include Test Planning of all software products created by company, test scripting both manual and automated. Testing environment includes testing of applications based on Java, JSP, Servlets, HTML, C++, CGI, to include all Specification Documents. QA the Corporate Web Site. Work with Beta sites to accomplish final phase testing. Documentation of all scripting procedures, test plans, project goals and deadlines.

Products consisted of Online B2B Catalog/Supply/Procurement. Products based on Oracle DB using JSP to deliver HTML

QA Tools uses: Mercury WinRunner (Automated Testing Tool), TestDirector (Test Planning Tool), Defect Tracking, LinkBot Pro, Astra Site Manager. Familiar with Rational Robot and Segue Silk products

Other software used: Microsoft 2000 Office, FrontPage 2000, FTP applications, Photoshop 5, Norton Ghost, Power Quest Partition Magic, BootMagic (Multiple OS Boot), Instant Messaging, Internet Explorer, Netscape, Outlook, Personal Web Server, more upon request.

Note: Company dissolved during the 'dot-com' era in 8/2000

1999-2000

Castle Metals

Franklin Park, IL



Network Administrator

Manage a 1500 user 50 server WAN/LAN for a large metal distributor, using a mix of NetWare (4.x & 5) and NT 4.0 Servers. Servicing Ethernet, Token Ring and FDDI topologies over the WAN via T1 connections. >> Network Topology Design and management >> AS400 and Mainframe to PC and printer connectivity >> Backup and archival planning and implementation >> Anti Virus planning, implementation and recovery >> Manage a 8-12 user helpdesk >> Implementation of VPN and other Remote access methods >> Workstation and Server 'Ghosting/Imaging' >> Departmental Intranet management >> Using the following Utilities and applications:

ArcServeIT Manager, ArcServeIT 6.6 for NetWare, ArcServeIT 6.x for NT, Attachmate Extra!, Client Access, Microsoft NetMeeting, PCAnywhere 9.0, MS Network Admin Tools, Microsoft Office 2000, Front Page, Canon NetSpot, HP Jet Admin, LexMark Markvision, Citrix WinFram, OTG Application Extender, Remedy Action Request, Bendata Heat, GroupWise 5

1992-1999

Stenograph, L.L.C.

Mt. Prospect, IL



***Quality Assurance Manager & Beta Manager, Product Development
Department
Network Director & Internet Manager (NetWare and NT)***

Network Duties: : >> Install, configure and Manage 5 Windows NT 4.0 Servers, Windows 2000, 2 NetWare 4.11 servers and 1 NetWare 3.12 Server. >> Install, configure and manage Microsoft Exchange Server (5.5) >> Manage NetWare Connect Server (Dial in/out) >> T1 line connected to Cisco Router >> Switch configuration and management, >> Network Topology Design and management, >> Firewall Configuration and management (Raptor NT 6.0). >> Intranet design and authoring. >> AS400 to PC connectivity via TCP/IP (internal and external users) >> Coordinate Hardware/Software changes and upgrades to servers, gateways and workstations >> Implement and Maintain Backup strategies >> Determine Training needs for end users >> Software and Hardware Auditing >> Obtain and configure official network names and numbers >> Evaluate software and hardware products for future implementation

QA & Beta Manager Duties: >>Manage Software/Hardware testing department >> Web site Creator, and Administrator for all Beta related products >> Company LAN Manager. >> Write quarterly articles for a Court Reporting Magazine >> Ensure quality of software and hardware created by Stenograph >>Create and follow testing standards, scripts and procedures >>Manage Beta Site customers >>Create and administer Internet Web pages and documentation for Beta Testing >>Test and qualify computer hardware for use with software

>>Liaison to Technical Support Department to provide training and quality control for products created by company >>Training high-profile customers on software created by Stenograph >>Seminar and conference training >>Member of Product Design and Specifications Team

Secondary Duties: >>Write and review technical documents for user guides, technical publications, newsletters and journals >>Provide high-level technical support of products via CompuServe and the Internet.

1995-1997 **Stenograph, L.L.C.** Mt. Prospect, IL

Technical Support Advisor, Technical Support Department

Primary Duties: » Top-level escalation of support. » Provide top-level support for internal Technical Support Reps covering 12 different software products. » Create and maintain call escalation procedures. » Chart and forecast customer support trends.

Secondary Duties: » LAN Supervisor » Manage network connections to AS400 using NetSoft and IBM Client Access » Create and maintain Technical Support Internet web site. » Hardware Supervisor: Suggest, purchase and maintain hardware for departmental use. » Customer and internal employee training on software products. » Customer and Employee training of NetWare and network theories. » Write and review technical documentation of internal use and external customers. » Create and maintain internal Helpdesk system, including writing contents of Helpdesk entries. » Write fax back technical documents. » Provide technical support via CompuServe and Internet.

1994-1995 **Stenograph Corporation** Mt. Prospect, IL

Team Leader, Technical Support Department

Primary Duties: » Manage a team of Customer Support Representatives » Provide upper-level technical support for internal reps.

Secondary Duties: » LAN Administration. » Technical Support of customers via CompuServe forums. » Provide second-level support for customers.

1993-1994 **Stenograph Corporation** Mt. Prospect, IL

Customer Support Representative II

Primary Duties: » Provide upper-level technical support for customers. » 1st step in call escalation process for Customer Support Reps. » Beta test new products created by Stenograph.

1992-1993

Stenograph Corporation

Mt. Prospect, IL

Customer Support Representative I

Duties: » Provide first-level support for customers, via phone.

Education:

1984-1985

University of Wisconsin



Madison

Major: Computer and Electrical Engineering

1989-1992

University of Wisconsin



Milwaukee

Major: Computer Science

Minor: Meteorology



Novell.



C N E

Novell.



C N A

Microsoft
CERTIFIED
Professional

