

**CHARLES MACKARNES**  
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[www.linkedin.com/in/charlesmackarness/](http://www.linkedin.com/in/charlesmackarness/)  
**916-412-3650**

*IT Leadership \* Performance Engineering \* SDLC Management \* DR \* Business Continuity*

A highly experienced, loyal and successful information technologies resource who has demonstrated the ability to excel with onsite and offshore teams of professionals to success in various highly competitive industries, newly breaking markets and fast-paced environments.

## RECENT ROLES

**Lead Quality Assurance Analyst**  
**FABFITFUN, ESTABLISHED, WEST HOLLYWOOD**  
*LIFESTYLE SUBSCRIPTIONS, 4/2018 – 4/2020*

**Consulting Performance Engineer**  
**GLOBAL ELECTRONIC TECHNOLOGIES, TORRANCE**  
*CREDIT CARD PROCESSOR, BANK ISO, 1/2018 – 4/2018*

**Director Development Operations, Quality Assurance, Incident Management & Performance**  
**TOTAL MERCHANT SERVICES, ESTABLISHED, WOODLAND HILLS**  
*CREDIT CARD PROCESSOR, BANK ISO, 9/2014 – 10/2017*

**Director DevOps, QA, NetOps & Perf Engineering**  
**MUSIC MASTERMIND, STARTUP, CALABASAS**  
*ENTERTAINMENT, 8/2012 – 5/2014*

**Senior Quality Analyst & Performance Manager**  
**HARBOR FREIGHT TOOLS, ESTABLISHED, CALABASAS**  
*LARGE SCALE RETAIL, 1/2011 – 8/2012*

**Senior Quality Analyst & Lead Performance Engineer**  
**HEALTH NET FEDERAL SERVICES, ESTABLISHED, SACRAMENTO**  
*LARGE SCALE HEALTHCARE (DEPT. OF DEFENSE), 5/2006 – 1/2011*

## NOTABLE ACCOMPLISHMENTS

Increased system performance across all enterprise systems >10%. Redesigned the Incident Management process to reduce headcount and increase throughput from average >90 tickets in the queue to <10. Increased Capital expenditure team hours from 12% to 60% improving EBDA (Earnings Before Depreciation and Amortization).

Incident Management issue turnaround time reduced from 20 days average to < 2 hours. Revamped QA process from 2-week turnaround per sprint to 5 days, reducing production defects and reducing time to production.

6,000,000 monthly expected active users, SLA of <4 seconds, performance engineering & recommended code and system changes allowed the product go to market. The application could only handle 25 users at 85 second response prior. Softlayer (IBM Cloud) data center design efforts achieved public recognition from IBM after 25,000 concurrent users and <4 second response time was achieved.

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Increased QA workflow through a re-engineering of the process to enter SDLC at the requirements phase. Successfully launched multiple high visibility projects including enterprise wide POS, WMS and 3PL. Combined company savings estimated over six million dollars over the life of the software.

Brought world-class quality assurance and performance engineering management to HealthNet Federal Services, producing a 40-fold increase in inbound service requests. Knowledgeable in HIPAA, ICD (9 & 10), CPT (Current Procedural Terminology), Edifacts Spec Builder and X12 (Health Care Claim Transaction set (837), Health Care Eligibility/Benefit Inquiry (270), Health Care Eligibility/Benefit Response (271) and lastly the Functional Acknowledgement Transaction Set (997). The resultant production increase leveraged the second consecutive \$15 Billion - 5-year contract for medical management for the US Executive Branch and Department of Defense.

Subject of a case study for SOASTA Cloud Test performance testing suite covering SQL direct performance testing techniques as well as my unique and successful methodologies.

Being known for:

1. Being clear on outcomes
2. Asking the right questions
3. Hiring and trusting others to be best at what they do

**EDUCATION SUMMARY**

**MECHANICAL ENGINEERING & ARCHITECTURE**

American River College 1983-1986  
University of California, Santa Barbara 1983-1983  
University of California, Davis 1983-1983

**CERTIFIED QUALITY ANALYST (CQA)**

Quality Assurance Institute, Orlando 2000

**MIDDLE PATH LEADERSHIP TRAINING**

Chris Holmburg, Los Angeles 2019

**MICROSOFT CERTIFIED PROFESSIONAL (MCP)**

Microsoft, Sacramento 1995

**CERTIFIED NOVELL ENGINEER (CNE)**

Novell, Sacramento 1988

**GENERAL MANAGEMENT TRAINING**

Time Management, Sacramento 1997  
Harassment in the workplace 2018

*Additional Technical resume follows -*

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### Summary of Qualifications:

Develops and supports SDLC and TDLC polices and processes. Organizes and manages onsite and offshore testing teams and their efforts. Creates reports from ongoing and end results metrics. Interfaces between dev, testing teams and upper management, and designs, executes and reports all testing efforts. Oversees white, gray and black box testing for system integration and regression testing. Leads and trains UAT testing, develops and documents MIS and business workflows and processes. Ability to interface with all levels of users. Uses testing automation where appropriate to save time and money.

### Experience: Apr 2018 to Apr 2020

FabFitFun, CA, Lifestyle Subscription, Established

*Lead Quality Assurance Analyst - Mentor junior teammates. Researched, planned and executed a large-scale warehouse management system install and startup with a team or 4 contractors. Established validation methodologies for retail web site.*

- Design, communicate & enforce system changes
- Performance test the eCommerce site
- Develop forward vision methodologies and strategies for continued success
- Ensured that all deliverables were high quality, including code and documentation
- Root cause analysis for defects and provide process improvement
- Effectively assessed the true user impact for user reported problems
- Work closely with cross-functional and business teams
- Designed, developed and executed automated test cases for performance and scalability using multiple tools including Selenium, Charles, SOASTA, Fiddler, jUnit and others.
- Analyzed results and reported findings to stakeholders

### Jan 2018 to Apr 2018

Global Electronic Technologies, CA, Credit Card Processing, Established

*Performance Engineering Consultant – Researched, planned and executed performance tests. Increased throughput to more than expected from less than 100 concurrent users.*

- Performance Engineering (LAMP stack)
- Design, communicate & enforce system changes
- Develop forward vision methodologies and strategies for continued success
- Ensured that all deliverables were high quality, including code and documentation
- Root cause analysis for defects and provide process improvement
- Effectively assessed the true user impact for user reported problems
- Work closely with cross-functional and business teams
- Designed, developed and executed automated test cases for performance and scalability using multiple tools including Selenium, Charles, SOASTA, Fiddler, jUnit and others.
- Analyzed results and reported findings to stakeholders

### Sept 2014 to Oct 2017

Total Merchant Services, Woodland Hills, CA, Credit Card Processing/Wells Fargo ISO, Established

*Manager Development Operations, Quality Assurance, Incident Management & Performance – 7 direct reports, on/offshore. Operational management of additional 18 (Dev, SCM, DB Ops) dotted line.*

- Performance Engineering (LAMP & Windows stacks)

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- Daily hands on management of the day to day effort of Quality Assurance, Incident Management and Performance Engineering teams.
- Design, communicate & enforce policy
- Develop forward vision methodologies and strategies for continued success
- Ensured that all deliverables were high quality, including code and documentation
- Participated in and lead cross-functional development, operations and testing activities
- Root cause analysis for defects and provide process improvement
- Effectively assessed the true user impact for user reported problems
- Work closely with cross-functional and business teams
- Designed, developed and executed automated test cases for performance and scalability using multiple tools including Selenium, Charles, SOASTA, Fiddler, jUnit and others.
- Analyzed results and reported findings to stakeholders
- Monthly delivery of Capital/Operational expense reports

Aug 2012  
to May 2014

Music Mastermind, Calabasas, CA, Entertainment, Startup

*Director DevOps QA & Performance Engineering – 8 direct reports, on/offshore*

- Performance Engineering
- Hands on management of the day to day effort of Quality Assurance, Network Engineering & Performance Engineering teams
- Wrote and communicated policy
- Developed forward vision methodologies and strategies for continued success
- Ensured that all deliverables were high quality, including code and documentation
- Participated in and lead cross-functional development, operations and testing activities
- Led others to ensure high levels of product quality
- Led and participated in root cause analysis for defects and provided process improvement
- Effectively assessed the true user impact for user reported problems
- Worked closely with cross-functional teams
- Reviewed requirements specifications and understood performance critical components
- Designed, developed and executed automated test cases for performance and scalability using multiple tools including Selenium, Charles, SOASTA, Fiddler, jUnit and others.
- Analyzed results and reported findings to stakeholders
- Worked closely with engineering and operations teams to identify and resolve performance bottlenecks and improvements
- Led and mentored design, development, and execution of cloud based and bare metal-based performance and automated functional testing scenarios for C++, Java and iOS mobile applications
- My functional and performance automation saved the company from hiring three additional resources, performing automated testing during off-hours.

Jan 2011  
to Aug 2012

Harbor Freight Tools USA, Inc., Calabasas, CA, Established, Large scale retail

*Senior Quality Assurance Analyst – 5 direct reports, on/offshore*

- SQA management of on-site and offshore testing resources for multiple high visibility projects including enterprise wide Epicure POS, Manhattan WMS and DHL 3PL.
- Performed contractor and vendor management.
- Blackbox (end to end, front end, UAT), Whitebox (targeted backend; DB, Legacy systems) and Greybox (middleware, SOA, ESB) testing and training of others.

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- Created Functional and Performance testing automation methodologies and procedures.
- Batch testing via EDI and testing harnesses.
- Jira administration including Greenhopper, Importers Plugin and various other plugins.
- Analyzed existing and proposed new process and procedures for increased productivity and lower costs.
- Produced optimized processes and procedures.
- Used SVN and VSS for source control.
- Designed, created and published reports using key SDLC metrics.
- Designed and delivered multiple personnel training classes (SQA process content: defect management, UAT, etc.).
- Led the development and implementation of SQA and Testing policies, processes and Standard Operating Procedures (SOPs).
- Led and directed others who are responsible for test execution in a matrixed environment.
- Assisted in the determination and maintenance of software release methodology for current and emerging initiatives.
- Reviewed and identified gaps and deficiencies in business requirements, technical specifications, and designs and testing documentation for completeness and testability.
- Assisted QA Management in department operational tasks.
- Tracked and reported on test status progress across multiple initiatives.
- Participated in cross-functional collaborative problem solving and defect management sessions.
- Proactively sought and shared information about relevant aspects of Quality Assurance and testing disciplines with business and IT stakeholders.
- Demonstrated flexibility in managing testing efforts as project priorities warranted.
- Collaborated with other areas within IT and business to identify and improve testing processes.
- Led testers in Oracle AIM Methodology for our R12 upgrade.
- Directed the work of others.

May 2006  
to Jan. 2011

Health net Federal Services – Tricare ITG, Sacramento, CA,  
Established, Large scale medical management

*Sr. Quality Assurance Analyst – 14 direct & indirect reports, on/offshore*

- Performance tested UNIX and Wintel systems using LoadRunner – OS, JVM's, Java Apps, ASP.NET apps, etc.
- EDI functional and performance testing.
- EDI gateway administration (test environment).
- HP Quality Center (Mercury Test Director) administration.
- Blackbox (end to end, front end, UAT), Whitebox (targeted backend; DB, Legacy systems) and Greybox (middleware, web services as SOA, ESB) testing and training of others.
- Functional and Performance testing automation methodologies and creation.
- Batch testing via EDI and testing harnesses.
- Produced optimized processes and procedures.
- Designed, created and published reports using key SDLC/HL7 metrics.
- Tested and led testing of Ajax, SOAP, JavaScript, HTTP and CSS.
- Used SVN, VSS, CVS, and PVCS for source control and worked with tagging and deployment.

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- Some HTML and XML development work.
- Suggested performance modifications saved the company nearly \$5m annually.

Jan 2004  
to Apr 2006

Gallery Jewelers (Self-employed), Startup, Sacramento, CA  
Owner, manager and bench jeweler.

Feb 2000  
to Dec 2003

DST Output, Eldorado Hills, CA, Established, large scale manufacturing  
*QA and Research team manager – 5 direct reports, on site*

- Designed and created a new department for Independent Testing of enterprise software and process and managed that department and test lab.
- Led a team of system analysts and testers in proving and testing in-house and COTS applications.
- Researched and tested software according to business requirements and specs.
- Blackbox (end to end, front end, UAT), Whitebox (targeted backend; DB, Legacy systems) and Greybox (middleware, web services as SOA, ESB) testing and training of others.
- Planned & designed disaster recovery and business continuity efforts

Technical Skills:

- Organize and manage onsite and offshore testing teams and efforts.
- SOASTA CloudTest and TouchTest Admin and advanced user.
- Performance testing, analysis and architect modifications.
- Observant and accurate candidate interviewer, having interviewed over 600 IT candidates in the last 17 years.
- Knowledge / Experience in Warehouse Management (WMS), Transportation Management (TMS) and Distribution Order Management (DOMS)
- Microsoft Word, Excel, PowerPoint, Lotus Notes and Outlook.
- Administrate/use QTP, LoadRunner, Quality Center, Jira & Soap/UI
- Administrate/use BizTalk EDI, Edifacts Spec Builder.
- Uses tools such as Google Lighthouse, wire shark, AWS, SoftLayer AppDynamics to aid in task completion.

Certifications:

- QAI certified CQA (Certified Quality Analyst).
- Microsoft Certified MCP (Microsoft Certified Professional).
- Mercury interactive Test Director, WinRunner and LoadRunner training for administrators and advanced users.