



DAWN HAYNES

Senior Trainer and Consultant
PerfTestPlus, Inc.



PROFESSIONAL OVERVIEW:

Dawn Haynes is a Senior Trainer and Consultant for [PerfTestPlus](#), and Secretary of the [Association for Software Testing](#). A highly regarded trainer of software testers, she blends experience and humor to provide testers of all levels with tools and techniques to help them generate new approaches to common and complex software testing problems. In addition to training, Dawn is particularly passionate about improving the state of performance testing across the industry. She has more than 20 years of experience supporting, administering, developing and testing software and hardware systems, from small business operations to large corporate enterprises. Dawn holds a BSBA in MIS with a minor in programming from Northeastern University.

TRAINING COURSES INSTRUCTED:

- **How To Break Software** via PerfTestPlus, Inc.
 - Learn 25 distinct methods for effective "on the fly" software testing
 - Discover ways to test software capabilities instead of features through any user interface
 - Develop skills for testing the file system, dependent software and operating system interfaces
 - See a demonstration of how to use a software tool to inject faults for file system and operating system testing
- **Systematic Software Testing (SST)**: via Software Quality Engineering
 - Learn a flexible, risk-based approach to testing for both small and large organizations
 - Design "testware" that finds important bugs faster and with less effort
 - Develop effective testing strategies and plans, execute them efficiently, and measure your results
 - Prevent software defects and failures by integrating testing into your development process
 - Improve your software testing practices and the quality of your organization's software
- **Mastering Test Design (MTD)**: via Software Quality Engineering
 - Design effective and efficient test cases using both formal and informal approaches
 - Examine both functional and structural approaches to test design
 - Practice test case design techniques using instructor supplied case studies or your own project
- **Software Testing Certification**: via Software Quality Engineering
 - Basics of Testing - goals and limits, risk analysis, prioritizing, and completion criteria
 - Testing in the Software Development Lifecycle - unit, integration, system, acceptance, and regression testing
 - Test Management - strategies and planning, roles and responsibilities, defect tracking, and test deliverables
 - Static Testing - reviews, inspections, control flow, and complexity analysis
 - Dynamic Testing - equivalence classes, boundary value analysis, condition testing, white-box testing and exploratory testing
 - Test Tools - available test tools, selection process, and implementation guidelines
- **Strategic Software Test Planning**: via Quality Tree Software:

A 2-day interactive workshop focused on test planning and management. Emphasizing the idea that testing is an information service, this course gives software test leads and managers a framework for guiding the test effort to provide accurate, relevant, and timely information to enable project decision makers to steer the project and reduce risk.

TRAINING COURSE DESIGN and DEVELOPMENT:

- **Lead Designer:**
 - **How To Break Software** (PerfTestPlus version)
 - **Essentials of IBM Rational Performance Tester**
 - **Rational TeamTest Fundamentals for Performance Testing**
- **Contributing Designer:**
 - **Principles of Performance (POP)**, 1-day Workshop
 - **Performance Testing Principles**, 3-day, Workshop, Tool Agnostic
 - **How To Break Software** (Security Innovations version)
 - **Essentials of Functional Testing with Rational Robot**
 - **Essentials of TestManagement with Rational Test Manager**

TECHNICAL TESTING COMPETENCIES:

Technical Testing Competence implies an ability to effectively use, read, apply, customize, script in, and/or install with no more learning curve than is required to transition between particular versions of the tool or application. This does not imply greater than mid-level competency as a developer, administrator or DBA in any particular technology.

- **Languages:** C, C++, VUc, Visual Basic, SQA Basic, Java, HTML, Unix Shell Script, SQL, UML
- **Operating Systems and Environments:** Windows 2003/XP/2000/NT Server/98/95, Unix (Sun OS, Solaris, HP/UX, IBM AIX, SGI, Motorola, SCO), Mainframe/Mini (IBM, Wang), Macintosh, OS/2, Novell
- **Databases:** Oracle, MS SQL Server, SQL Anywhere, DB2, MS Access
- **Testing Tools:** Microsoft Visual Studio Team System, Rational TestStudio, Rational PerformanceStudio, Rational TestManager, Rational Functional Tester, Rational Performance Tester, RadView WebLOAD
- **Technologies/Applications:** Apache, IIS, WebSphere, Java/J2EE, VisualBasic, PowerBuilder, SAP, PeopleSoft, Siebel, Oracle Forms, Oracle Financials, Custom
- **Other Software:** Visual Studio (Professional, Team Edition and Team Foundation Server), MS Office, PerfMon, Crystal Reports

EXPERIENCE:

2007-Current; Senior Trainer and Consultant, PerfTestPlus, Inc.

As a Senior Trainer and Consultant for PerfTestPlus, Dawn delivers both public and on-site, basic and customized training for software testers, test managers and software development teams; provides consulting services to organizations facing challenges within her areas of expertise; develops and enhances training material; and coordinates training and conference events. Her ability to connect with testers on a one-on-one level and adapt her teaching style on the fly to compliment a students learning style enables her to students to experience exceptionally effective knowledge transfer.

2007-Current; Member, Association for Software Testing

- 2007-Current** – Secretary
- 2007-Current** – Member, Executive Committee
- 2007-Current** – Member, Board of Directors
- 2007-Current** – Member

The Association for Software Testing (AST) is a nonprofit professional society dedicated to the advancement, understanding and practice of software testing. The AST serves a community of scholars, students, and software development practitioners by providing forums for discussion of all aspects of software testing through conferences, publications, web sites, and other services common to professional societies.

2004-2007; Independent Consultant, Midnight Dawn Consulting

As an independent consultant, Dawn primarily developed, enhanced and delivered training for software testers. The primary reseller of the courses she taught included:

- Security Innovation, Inc.
- Software Quality Engineering, Inc.
- Quality Tree Software
- RapidSQA
- IBM Corporation
- Northeastern University

2003-2004; Technical Training Manager, Ipswitch, Inc.

As a technical training manager, Dawn's primary responsibilities included:

- Managed all internal, customer-facing and channel training programs
- Coordinated all logistics associated with planning and delivering public course offerings
- Brought a new course offering to market within four months of joining the company
- Trained and coached six new instructors to assist with delivering public courses
- Managed the development of training modules and a web site to support Channel Sales staff
- Procured and rolled out a web-based training tool for live and recorded training sessions
- Supervised course development staff and coordinated subject matter experts for content development

1996-2003; Rational Software

While working for Rational Software, Dawn held several positions including:

- **Technology Evangelist, Technical Marketing**, Testing Solutions
- **Product Manager, Rational University**, Performance Testing
- **Corporate Education Engineer**, Worldwide Technical Support
- **Systems Engineer, Sales**, North American Field Organization

1991-1996; Xerox Imaging Systems

As an employee of Xerox Imaging Systems, Dawn held several positions including:

- **Senior Applications Engineer**, API Support – Developer's Toolkit Products
- **Software Quality Assurance and Testing Engineer**, Quality Assurance – Commercial Products
- **Technical Support Engineer**, Commercial Products

1989-1991; Softbridge Microsystems

During her tenure with Softbridge Microsystems, Dawn served in the following positions:

- **Technical Consultant**, Consulting and Sales Team
- **Project Administrator**, Project Management Team

1985-1989; Financial Systems Coordinator, New England Medical Center - TMCA

1984-1985; John Hancock Mutual Life Insurance Company

Dawn held the following positions while working for Jon Hancock Mutual Life Insurance Company:

- **Network Analyst**, Field Operations Systems Group
- **System Administrator/Administrative Coordinator**, Public Relations & Internal Communications

SELECT PUBLICATIONS:

- **IBM Developerworks – The Rational Edge**
 - “Automated Testing: A Silver Bullet?”

SELECT PRESENTATIONS:

- **PNSQC**, Accelerating Performance Testing – A Team Approach, 2006
- Better Software Conference, Test Automation (Lightning Talk), 2006
- **STARs East and West** (multiple), 2004-06
- **Rational User Conference (multiple), 1996-2004**

SELECT PEER WORKSHOPS (Invitation Only):

- **Workshop on Open Certification (WOC)**, 2007
- **Workshop on Heuristic and Exploratory Testing (WHET)**, 2007 (Boundaries)
- **Workshop On Performance and Reliability (WOPR)**, 2004 (Robustness), 2006 (Innovations)
- **Austin Workshop on Test Automation (AWTA)**, 2002 (Performance Testing)

SELECT CERTIFICATIONS:

- ASTQB/ISTQB Certified Tester Foundation Level (CTFL)
- ASTQB/ISTQB Certified Tester Advanced Level – Functional Tester (CTAL-FT)

FORMAL EDUCATION/TRAINING:

2003 - Develop Training that anyone can Deliver, Padgett-Thompson

2001 - High-Impact Presentations, Dale Carnegie

1999 - How to be a Better Trainer, AMA

1996 - Instructional Design for Trainers, AMA

1994 - B.S.B.A. Management of Information Systems, magna cum laude, Northeastern University, Boston, MA

AFFILIATIONS:

- Association for Software Testing (AST), member
- American Society for Quality (ASQ), member
- American Society for Training and Development (ASTD), member
- Association for Computing Machinery (ACM), member
- Context-Driven School of Testing