

Keith Klain

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Summary

A software quality management and testing professional with extensive multi-national experience managing enterprise-wide testing programs for financial services and global IT consulting firms. Proficient in building and coaching global test teams, including offshore teams for 24/7 project and test environment support. A proven leader with both strategic and tactical abilities in Software Testing, Test Process Improvement, Quality Assurance, internal audit and regulatory responses, and managing distributed test teams. Professional speaking engagements include client presentations, media / press interviews, and professional / vendor conferences.

Specialties: Software Testing, Context-Driven Testing, Test Process Improvement, Test Management Mentoring, Tester Career Coaching

Professional Experience

Doran Jones Inc.

2014 - Present

CEO, New York, NY

Founded in 2010 and based in New York, Doran Jones is a technology services firm that specializes in software engineering and testing consulting and outsourcing. Its clients include Fortune 100 banking and financial services firms across the continental United States. Managed by a world-class executive team with extensive experience in all aspects of software development and testing, they are backed by a board with a strong track record in financial services and community investment.

- Managed service development and delivery, financial operations, marketing and business development for software testing and development practices.
- Increased project depth with existing clients and new business with Wells Fargo, TD Bank, Viacom, untapt, Raymond James Financial, AQR, Liberty Mutual, Exxon, Apervita, MIO Partners, Wegmans, and Liquidnet.
- Formed partnership with Per Scholas to incorporate workforce development and urban on-shoring into service offerings and invited to the White House and Dept. of Veterans Affairs task force on State Technology.

Association for Software Testing

2012 - Present

Executive Vice President, New York, NY

The Association for Software Testing (AST) is a professional non-profit association that is dedicated to advancing software testing and strives to build a testing community that views the role of testing as skilled, relevant, and essential to the production of faster, better, and less expensive software products.

- Executive Vice President as a member elected unpaid volunteer, responsible for financial oversight, public relations, marketing committee chair, and general operational responsibilities as part of the AST BoD.
- Head of AST Grant committee responsible for chairing, approving and distribution of grant proposals for research and community building events globally
- Co-Chair 2013 AST Conference (CAST) responsible for sponsorship, program oversight, \$100k+ budget, operations and keynote speaker selection for the annual AST conference in New York.

Barclays

2010 to 2013

Director, Co-Head of Barclays Test Service: Singapore; New York, NY

As Co-Head of the Barclays Test Service was responsible for all quality assurance and software testing activities across all asset classes and businesses for 1700+ employee and vendor staff in Barclays Bank. Managed a \$50m budget for the Corporate, Investment Bank and Wealth Management functional test teams. Managed staff, vendor relationships and strategic partnerships across Singapore, Pune, Kiev, Prague, London, Glasgow and New York.

- Reduced 60% of operational overhead of management structure through role consolidation, reallocation of test leads and location strategy. Averaged 25-30% reduction in testing effort for selected projects through implementing agile and Rapid Software Testing techniques.
- Achieved -4% annualised attrition by restructuring the GTC to include talent management, test training curriculums, CIO level MIS, and test management mentoring (FYE 2011, 2012)

Citigroup

2008 to 2010

Director, Global Head of Business Testing: New York, NY

As Global Head of Business Testing was part of the senior management team in the Global Transaction Services (GTS) Service Quality Program (SQP) responsible for best practice implementation of test strategy and planning, requirements management, defect management, performance testing and test automation for technology and UAT.

- Reduced Severity 1 incidents caused by testing deficiencies by 58% YOY in 2008 (22% in 2008 versus 52% in 2007) through leading the testing work stream for a \$42m program to standardize testing practices for over 130 applications globally.
- Identified continual improvement activities including a dashboard for metrics collection through a continual improvement model integrated into incident and problem management focused on defect trend analysis.
- Created and implemented an Operational Risk Assessment process baselined to the ITIL service management model to measure, track, and report on application release risk.

UBS Investment Bank

2003 to 2008

Executive Director, Head of Equities IT QA: London, UK; Stamford CT

As Head of Quality Assurance was part of the senior management team in Equities IT responsible for software quality, testing and environment management for a £250m IT operation. Was responsible for creating and meeting financial, quality and testing objectives while coordinating project delivery for IT and business teams including Front and Back Office, Derivatives, Electronic Trading, and Hedge Fund Services.

- Created and lead a management team for 250+ QA / Release Management staff on a \$20m budget across locations in Europe, North America, India, and APAC.
- Reduced average direct costs by 30% whilst increasing headcount by 60% through extensive employee evaluation and redeployment and an aggressive outsourcing approach to test execution.
- Averaged a 95% release quality rating for 2005/06 for the whole of Equities IT (avg 250 changes per month) whilst maintaining a 2006 monthly avg. (1162) of critical defects found in QA (up 80% from 2005).
- Achieved a 30% reduction in direct costs equating to 2-year transition savings of \$6m through an outsourcing strategy utilizing onshore as well as offshore locations

Mission Testing

2001 to 2003

Principal Consultant: London, UK

As a Principal Consultant was responsible for business development, conducting strategic client assessments for industry best practice, project scope and initiation, proposals, Quality Assurance progress reviews and participating in various industry events such as EuroSTAR and the BCS SIGiST.

Spherion

1997 to 2001

Director, Software Quality Management: Chicago, IL; London, UK; Denver, CO

As the SQM Director was responsible for leading and developing 100+ consultants and conducting QA reviews to ensure success of engagements as well as business development, sales support and initiating strategic alliances with various industry vendors. Served as an on-site facilitator for questions, issues and concerns that arose during the daily project activities.

- *Deutsche Bank:* As a Managing Consultant conducted a Test Strategy Review between the London/Frankfurt Group Risk Technology teams and delivered a process improvement plan for requirements definition, project initiation, Quality Assurance, automated testing, documentation standards, and parallel testing.
- *JP Morgan:* As a Managing Consultant lead a series of strategy sessions to overhaul the approach to testing the London / Paris back office systems addressing strategies, measuring the quality of the testing process, and a phased validation of functional and non-functional requirements.
- *Robert Flemings:* As a Senior Consultant conducted Quality Assurance reviews on over 200 system integration test plans improving the level of rework from 60 to 15 percent while managing three Group Internal Audit Quality Assurance reviews and two FSA Ernst & Young Year 2000 audits.

BCI Systems

1996 to 1997

Quality Assurance Manager: Denver, CO

The Chicago Corporation

1993 to 1995

Options Operations: Chicago, IL

Education: BA - Illinois State University 1992

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