

Resume of Mark A. Yeo

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Experience/Skills Summary

- 25 years of direct experience in Quality Assurance and Quality Engineering lifecycle activities
- Implemented and currently maintain a CMMI compliant QA system for the JEDMICS program
- Thorough understanding of Quality Assurance, Software Quality Engineering, Process/Quality Improvement methods, in software development, system integration/production work environments.
- Thorough understanding of various CMMI models, subject matter knowledge in all CMMI process areas, strong understanding of the ISO9001:2000 QMS standard
- As a Quality Engineer, contributed on two projects assessed to Level 5 compliance against the SW-CMM, one project assessed to Level 5 compliance against the CMMI-SE/SW/IPPD/SS, and one project that achieved ISO9001 registration
- Experience in Risk Management, Release Management, Configuration Management and Peer Review
- Hold a Certified Software Quality Engineer (CSQE) certification from the American Society for Quality (ASQ), senior member of ASQ since 1984
- Strong interpersonal, communication, facilitation, and organizational skills, detail oriented, ability to work independently and within a team environment, proficient in MS Office applications
- Hold a Secret level DoD clearance

Professional Experience

9/2006 – Present Northrop Grumman IT, Defense Group, SW Quality Engineer 4 Quality Manager – Joint Engineering Data Management Information and Control System (JEDMICS)

- Provide QA lifecycle activity support ensuring continued program compliance to the CMMI for Development model (planning, scheduling, audit, review, corrective action, metrics, reporting)
- Facilitate quality/process improvement teams within the project utilizing various methodologies and tools (QI teams, lessons learned, defect prevention, surveys)
- Provide release management and configuration management support for final product delivery
- Facilitate peer reviews of program products and participate in all risk management cycles
- Chair the Engineering Process Group (EPG) for the program, maintain the process inventory, facilitate all process improvement actions within the program, ensuring closure
- Represent the JEDMICS program at Defense Group (DG) EPG meetings in support of organizational initiatives in quality and process improvement
- Participate on organizational level QI teams in response to critical process issues

6/1999 – 9/2006 Northrop Grumman Corp, SW Quality Engineer 4, Systems and Process Engineering Group / JEDMICS Quality Manager

- Participated as a member of the DG QA organization within S&PE; assisted with determining the focus, direction and implementation of organizational wide QA activities for the Defense Group.
- Assigned to the Logistics System Operating Unit as a Quality Engineer, providing QA support, maintaining indirect budget for QA activities within LS
- Assisted with pre-assessment of the FSAS program in preparation for CMMI level 5 appraisal

- Concurrently assigned to the JEDMICS program as the QA Manager, providing QA lifecycle support activities to the program (80-90% charge time)
- Successfully developed and implemented a quality system which directly contributed to the program's achievement of a level 5 certification against the SW-CMM in February 2001, and subsequent program participation in organizational level 5 certifications against the CMMI-SE/SW/PPD/SS in December 2002 and March 2005
- Performed peer reviews, defect prevention cycles, lessons learned and risk identification cycles as part of the continuous improvement effort within the program to maintain the level 5 certification

**8/1995 - 6/1999 Northrop Grumman Corp, Sr. Quality Engineer,
Advanced Weather Interactive Processing System (AWIPS)**

- Appointed as the lead QA engineer at the Integration Center for the production and deployment of 137 hardware/software weather systems (35 million dollars of inventory).
- Performed internal ISO audits of project processes and developed/tracked corrective actions
- Validated Bills of Materials for each system prior to release to production
- Defined, documented and maintained the inspection criteria used by QC personnel during the integration/production of AWIPS hardware systems
- Participated as a QA staff member in the ISO9001 registration process for AWIPS, with the project achieving BSI ISO registration

**11/1984 - 8/1995 Northrop Grumman Corp, Sr. Engineer,
Hardware QA/CM Task Manager, US Patent & Trademark Office (USPTO)**

- Developed the initial QA plan, QA manual and quality system procedures for the project
- Established an effective incoming inspection system for all hardware and COTS receipts
- Maintained configuration control of all hardware, provided status accounting reports
- Monitored engineering acceptance tests of all USPTO procured hardware

**2/1982 - 11/1984 Science Applications, Inc., QA Engineer
Royal Saudi Naval Forces (RSNF) C3**

- Developed and implemented Mil-Std-9858A compliant QA procedures and instructions
- Conducted source surveys/audits of RSNF supplier QA organizations (supplier QA audits)
- Monitored first article and factory acceptance tests of RSNF hardware at supplier facilities
- Supervised four QA incoming inspection personnel

Education/Professional Development Highlights

Business Management Studies, Lynchburg College

Business Management/Accounting Studies, Northern Virginia Community College

Certified Software Quality Engineer (CSQE), American Society for Quality (ASQ)

Lean Six Sigma Overview, Advanced Quality Engineering, NGIT

Software Capability Evaluation (SCE) Participant Training, NGIT

SW-CMM Appraisal Team Member Training, NGIT

ISO9000:2000 Lead Assessor (Auditor) Training, CEEM

ISO9000:1994 Lead Assessor (Auditor) Training, Stat-A-Matrix Institute

Personal Software Process (PSP), NGIT