

Dear Mr. Long,

I wish to apply for the current vacancy on the Somerville Licensing Commission. I am a lifelong Somerville resident (SHS '92). I am currently raising my family in [REDACTED] and have been excited, frustrated, anxious and nervous. These are just a few of the wide-ranging emotions experienced while living throughout all the changes going on in and around this great city.

I have a strong history of working in and around the community all my life. In the past, I have volunteered at the late Boys & Girls Club on Somerville Ave, helping at various BINGO nights at the Amory on Highland and other locations across the city. I also volunteered for 8 years as a Youth Coach/Mentor at the Saturday Morning, Somerville Recreation Youth Basketball Program (2x Champion).

I have been working in the Government industry for the past 9 years. I currently lead the Accessibility Compliance team for the Executive Office of Health and Human Services at the State. Where I provide validation and approvals for all applications before they can go live, my current responsibilities are to ensure these applications adhere to WCAG2.1 Accessibility standards/laws. I also play a critical role as the lead Vulnerability analysts for all EOHHS applications, helping to protect the States assets from cyber security threats/attacks. Part of my responsibilities include running Vulnerability scans to ensure all OSWAP ASVS standards are being met.

I feel with my experience working and living in the community as well as my current experience working in a government compliance/regulation environment, that I will be a great asset to the Somerville Licensing commission. I have participated in past US2 Zoning meetings at the Argenziano and Licensing Commission meetings via ZOOM. I fully understand the commitment required to fulfill this important role. Thank you for your time and consideration. State and local references are available. I look forward to hearing from you. In the interim, If you need any additional information, please don't hesitate to reach out.

Sincerely,

**[REDACTED] Thomas**

Executive Office of Health and Human Services  
Vulnerability/ADA Compliance

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



## PROFESSIONAL SUMMARY

Accessibility and Vulnerability compliance lead responsible for the establishment, measurement, maintenance and enforcement of OSWAP security standards & state approved WCAG protocols. Experience in compliance and controls include support and governance for 15 Executive Office of Health and Human Services agencies, with over 50 applications on the Virtual Gateway. Provide fix recommendations and guidance for Application Security, ADA Policy and Controls, User Acceptance, Browser Compliance, Application Development Process, and JAWS/ADA certification efforts.

## EDUCATION

Wentworth Institute of Technology, Boston, MA - 1998  
Bachelor of Science, Computer Engineering Technology

## CERTIFICATION

International Institute for Software Testing, San Antonio, TX  
Software Test Professional (STP) Certification.

## TECHNICAL SKILLS

Project Management: Requirements Analysis, Project Scheduling, Risk Analysis, ROI Analysis, Agile and Waterfall Methodologies.

IT Project Lifecycle: Software Accessibility Compliance WCAG2.1 (GRC), Systems Engineering, System Migrations/Integration, Enterprise Implementation, Software, QA/Rollout/Support, SDLC

Languages: C, JAVA, XML, VBA

Web: CSS, AJAX, JavaScript, Perl

Tools: IBM AppScan, DeQue Accessibility Checker, WCAG2.1(508) Selenium-IDE, HP WinRunner, QTP, Silk Test (Segue), TOAD, ClearQuest, ANT, TeamTrack, JIRA, JAMA, OnTime, BugZilla, Eclipse, Maven, Blockchain Security, Graphic design

OS: IOS/Android Mobile, Windows 10 Enterprise, Linux, Mac OS X, IOS

Protocols: LAN/WAN, Internet Protocol (IP), TCP/IP, Virtual Private Networks, IIS, Apache, Virtual LAN technology, Public Key Infrastructure (PKI), SQL, DHCP, SSL, HTTPS, USB-IF (2.0), OSI model with focus on Layer 3, Network Security, KEON Security Server, Web Security, Desktop Support/Security, Siemens, ICD-9 codes & Medical Terminology.

## **EXPERIENCE**

### **Massachusetts Executive Office of Health and Human Services Accessibility/Vulnerability Compliance Lead**

**Feb 2012 – Present**

- Provide approvals and technical support for Application Security developers, Audit Controls, ADA Policy and Controls, User Acceptance, Browser Compliance, and JAWS Certification.
- Lead Vulnerability threat assessor on State EOHHS websites responsible for providing risk assessments and mitigation recommendations.
- Assist IT application developers and businesses in complying with state and federal accessibility laws, guidelines and standards.
- Enforce laws and WCAG2.1 standard to ensure application compliance with state and federal laws. All must follow Section 508 standards- WCAG 2.1 and Title II of the Americans with Disabilities Act (ADA) regulations.
- Collaborate with agencies and the Commonwealth's IT team to promote and maintain accessibility standards.
- Provide technical support to agencies, businesses and developers in order to support a centralized standard for accessibility for web-based applications.
- Conduct and lead training sessions on State Accessibility laws and tool usage, screen reader technology and proper implementation of content to be accessible to users with disabilities.
- Lead JAWS validation efforts to ensure Accessibility laws and third-party tools are within compliance limits pre and post integration.

### **Sierra Vista Group - Boston, MA SQA Manager**

**Nov 2010 – Jan 2012**

- Provide front and back-end support for MSC vast Healthcare management systems.
- Successfully managing a team of engineers at local and remote site (India).
- Actively involved in executing Functional, Black/White box, Regression, Automation and System level testing of all core Web-based CSRD functions within an Agile Development Life Cycle.
- Review cross functional Test Plans, Test Methodologies for complete Code Coverage.
- Make smart risk, schedule and resource allocation decisions using risk analysis, technical knowledge and learned knowledge of the product architecture.
- Manage software release process for new software features, Hot Fixes and Stored Proc updates.
- Work with customer support tier-1, tier-2, Sales, Business Analyst, Project Managers and marketing to gather and incorporate customer input to improve system testing procedures.

**Hachette Book Group - Boston, MA****Mar 2010 – Dec 2010****QA Analyst**

- Provide front and back-end validation for PubTracker application across multiple platforms.
- Responsible for the overall quality of all new BIS Portal applications which contained over 15 business critical modules used by Internal Sales, Marketing and external groups world-wide.
- Develop and execute test cases for projects and change requests. This also included critical system, functional, automation and regression level testing of all new releases.
- Developed and Implemented new reporting module which integrated with Jama Contour to provide key testing statistics to upper management.
- Data validation using SQL queries to verify front and back-end data.
- Lead consultant for automation development using Selenium IDE and Universal Test Framework.
- Provide front end support for all Help Desk tickets. Facilitated bug verification for development all the way through user acceptance testing.

**Harvard University - FAS Cambridge, MA****Dec 2008 – Jan 2010****Automation Engineer**

- Implemented new automation test repository using eclipse and open-source Selenium-IDE tool.
- Provide front end support for issue verification using RO-Help to verify and provide detailed steps to reproduce as well as resolve any issues with all student facing applications.
- Data validation using SQL queries to verify correct mappings from data tables to front end.
- Created and developed automation test plans, scripts and front-end data validation for all college applications.
- Used defect tracking system Test Director for defect tracking, bug and various trend reports.

**Fresenius Medical Center Lexington, MA****Sept 2007 – June 2008****QA Analyst – (Contractor)**

- Main focus on internal and enterprise applications system and functional level end-to-end testing of medical application used to administer dialysis.
- Performed critical Functional and End to End dialysis test validation.
- Tested newly delivered functionality and identify deficiencies as well as creating new use requests/enhancement based on patient feedback.
- Created, developed and maintained software test plans, scripts and use cases. Used defect tracking system QTP for bug tracking and automation issues.
- Provided desktop support for test labs and end-user application tier1support. Replicate and triage end-user issues with development in order to expedite the debugging and resolution process.

**IAC Interactive Boston, MA**  
**Lead QA Engineer**

**March 2005 – Oct 2007**

- Developed and implemented QA processes, test plans and test cases, tools and infrastructure to improve quality of the software application.
- Validated software builds for automation readiness, then create and maintain these automation scripts using HP QuickTest Professional.
- Performed all aspects of verification, including feature testing, functional testing, database queries using SQL, unit testing, regression, load and performance testing.
- Created and executed detailed test plans, manage bug tracking and provide informative updates as requested.
- Worked with team members to continually expand on and improve the Software release process.
- Performed content and software updates to the online systems and recommend tools for release deployment to multiple servers.

**EMC Corporation Waltham, MA**  
**Senior QA Analyst**

**April 2002 – May 2005**

- Performed grey box testing for the complex FormWare/IA document capture multi-platform Client/Server product line.
- Created, updated test plans and test cases, and assisted customer support in replicating problems.
- Participated early during the software development phase to ensure marketing requirements are met.
- Assisted development team in debugging and replicating problems in a black/white box testing.
- Lead escalation engineer responsible for core regression testing of all released patches.
- Effectively argued issues and concerns from the customer perspective, executed test plans, tracked defects in database, and helped maintain the lab test equipment.

**Virtual-Ink Corporation Boston, MA**  
**2002**  
**Engineering Services QA/End User Support**

**Nov 2001 –March**

- Worked with developers in regression, functional and system level client/server testing environment allowing end-users to integrate ideas across local and wide area networks using patent software.
- Customer service tier 1 representative resolved customer issues in a timely and professional manner. Became key contact for high volume customers.
- Used XML Spy software to perform string replacement test and verify GUI integrity for OEM customization kits.
- Organized and ran meetings with CEO, VP's and developers to demonstrate functional and non-compliant features of our commercial products and recommend best course of action which resulted in greater customer satisfaction.

- Designed and maintained entire corporate SQA intranet website.

**RSA Security, Inc. Bedford, MA**  
**Software QA Engineer II**

**Oct 1998 – Nov 2001**

- Performed operating system upgrades in a laboratory environment and evaluation of the entire KEON PKI client/server product line.
- Traveled abroad to Sweden to facilitate training and support for VPN client software.
- Used load test techniques to simulate 100k-user environment. Created test plans and test cases; shell scripting for UNIX server software; set up test bed environments, Failure Analysis, regression testing and fix verification.
- Performed functional Y2K test simulations on server side
- Team Network Admin i.e., assigning passwords, add/remove users, group assignments and establishing SSL security parameters.
- Designed and maintained entire corporate SQA intranet website.

**Lucent Technologies Concord, MA**  
**Network/Desktop Support Engineer**

**July 1997 – August 1998**

- Engineered, maintained documentation, configuration, execution and setup of Routers and ATMizer server products in a complex ISO 9002 certified lab environment.
- Used HP and Solaris platforms to complete functional and system level test, tracked defects and created detailed analytical reports and tracked trends, which were used for weekly staff meetings.
- Executed and maintained a complex suite of functional and integration test.
- Tier 1 level support for network configuration/implementation issues
- Maintained corporate SQA intranet website and file-server documents.

**Bell Atlantic Mobile (Verizon) Woburn, MA**  
**(Intern – Converted to Full time)**  
**Software Engineer**

**May 1996 – June 1997**

- Engineered and generated translation orders to build new network of cell sites and grow existing cell sites; engineered translations orders to re-arrange cell sites and associated facilities to support radio growth, undualizations, frequency changes and spectrum swaps.