

fiona.charles@quality-intelligence.com  
www.quality-intelligence.com

North America cell: +01-647-274-2595  
UK mobile: +44 07519 120370

## Professional Memberships

- ❖ Association for Software Testing
- ❖ Toronto Association for Systems and Software Quality (TASSQ) - Board Member, 2004 to 2008
- ❖ Shape Forum (Software as a Human Activity Practiced Effectively—Gerald M. Weinberg's online community for consultants and computer professionals) – 2001-2008 (Shape end) - Volunteer moderator, 2007
- ❖ IBM Canada Test Community of Practice, Core Team – 2003-2006

## Education and Professional Development

<b>University of Toronto</b>	❖ Bachelor of Arts, 1981
<b>Quality Assurance Institute</b>	❖ Certified Software Test Engineer (CSTE), 1998
<b>Workroom Productions, London</b>	❖ Getting a Grip on Exploratory Testing, 2009
<b>Weinberg &amp; Weinberg, Albuquerque</b>	❖ Designing Experiential Sessions and Workshops, 2009 ❖ Consulting Skills Workshop, 2006 ❖ Problem Solving Leadership, 2001
<b>AYE (Amplifying Your Effectiveness) Conference, Phoenix</b>	❖ 2009, 2008, 2007, 2005, 2004, 2003, 2002 (presented in 2006)
<b>CAST (Conference of the Association for Software Testing), Toronto</b>	❖ 2008, volunteer facilitator
<b>Agile Alliance</b>	❖ Agile Conference, Toronto, 2008
<b>IBM</b>	❖ Blue Horizon Conference: 2004, 2003 ❖ Rational Test Tools, 2004 ❖ Rational Unified Process Concepts Workshop, 2004 ❖ IBM Global Services Methods, 2000
<b>Satisfice, Inc.</b>	❖ Rapid Software Testing, 2006
<b>Los Altos Workshop on Software Testing</b>	❖ LAWST 14: "Test Modeling", 2002
<b>Quality Assurance Institute (QAI)</b>	❖ Effective Methods of System Testing, Quality Assurance Institute, 1998 ❖ International Conference on Software Testing, Orlando, 1999, 1997
<b>NADUM</b>	❖ Facilitating Skills, 1996
<b>GE Advanced Concepts Center</b>	❖ Object Oriented Methodology, 1993
<b>Quality College of Scotland</b>	❖ Software Quality System Assessment (TickIt, ISO 9001): Lead Assessor Training Course, 1993
<b>Technology Training Corp.</b>	❖ Applied Software Measurement, 1992 ❖ ISO 9001/9000-3: Applying ISO Guidelines for Software Quality, 1992
<b>Rick Ball &amp; Associates</b>	❖ Software Inspections, Walkthroughs and Reviews, 1991