



Dawn E. Onufrak-Suter, SCPM

Founder, Technology in Learning

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Languages

Native Language
English

Other Languages

German B1/B2
Swiss German A2
Spanish A2

Nationality

Swiss and US American

Skills

Leadership, Analytical Thinking, Strategic Planning, Communication, Project Management, ICT Expertise

Work History

Technology in Learning (2014 – Present)

A non-profit organization providing services and solutions to enhance education with technology.

mFormation Technologies (2005 – 2009)

Startup company acquired by Alcatel-Lucent, provides mobility management solutions and device management software for service providers.

UTStarcom Inc. (2003 - 2005)

Manufacturer and supplier of packet optical transport, broadband access, Wi-Fi, and next generation solutions for telecommunications carriers.

Summary

Enthusiastic entrepreneur and determined leader with verifiable achievements in strategic business development, program and project management, technical and customer support, training, testing, and providing turn-key solutions for Telecomm and Education Providers.

Personal Statement

Passionate for quality education for everyone, and grounded in a belief children today are born as digital natives. Dedicated to using technology as a fundamental tool to enrich the educational experience.

Over 17 years of experience working in the telecom industry, for both large industry leaders including the former Lucent Technologies and small startups in the technology space, with direct experience working in IP routing/switching, VoIP, Cable, Optical and Wireless technologies. Experience in teaching and coaching students, teachers in areas of computer applications and technology, math, and music.

Studied Computer Engineering at NJIT University in NJ, USA, Music Performance at Montclair State University in NJ, USA, and holds an SCPM Certification in Project Management from Stanford University, CA, USA. In addition to a proven track record and success in product development and leading a wide variety of complex global technology projects, also designed network solutions, and managed field trials and training services at customer sites.

Experience

Jun 2014 – Position: Founder / Director

Present: Technology in Learning

Founded and directed an education consultancy group that specializes in using technology in education, and is committed to increasing both student and teacher awareness and competency in using technology as a tool for learning.

- Full life-cycle management of educational programs, including fund-raising, venue coordination, recruiting, training and coordinating volunteers, developing content, marketing, community outreach & relations.
- Training, curriculum development and collaboration, and facilitator between key actors in the field (Mobsya, Volkshulamt Zürich, EPFL Mobots Division, PH FHNW), other industry players and Foundations.
- Developed strategic business plan and facilitated planning sessions with key business partners and industry experts. Led project management, website development, event management, e-commerce, marketing, and social media.
- Running the organization's day-to-day, month-to-month, and year-to-year operations. Created management and business structure, designed strategies, tactics and contract negotiations for developing the business in new markets. Tracked and measured outcomes of each initiative.
- Directed client proposals, forged customer relationships and liaised closely with clients to gather information on product and service needs. Developed/managed budgets and forecast finances.

Xeboo Communications
(2002 – 2003)

Startup company acquired by UTStarcom, developed carrier-class switching and service provisioning platforms for next-generation communications providers.

Lucent Technologies
(1997 – 2002)

Currently merged as Alcatel-Lucent, a multinational telecommunications equipment, research and scientific development company centered around world famous Bell-Labs research.

Ricoh Corporation
(1993 – 1997)

An international manufacturer and global distributor and provider of office equipment.

Jul 2005 – Position: Director of QA/Test Engineering

Feb 2009: mFormation Technologies, Inc.

- Bootstrapped the startup of the QA department, headquartered in Edison, NJ with two additional locations in Bangalore, India and Belfast, Northern Ireland. Responsible for the recruitment, staffing and training of entire QA personnel. Defined and implemented job descriptions, levels, rating, review/appraisal process through-out the department built up to 70 engineers.
- Responsible for the testing and release of all products to customer. Proven track record in releasing product to field, including establishing all processes and methods conforming to ISO9001 standards. Standardized and delivered quality customer user documentation and test case reporting, release notes, installation guides.
- Implemented a Global Customer Solutions Test team responsible for the coordination of smooth product delivery, customer acceptance and deployments, working closely with P&L budgets and customer facing teams to ensure product is deployed and delivered to customer satisfaction.
- Established process flow and coordination between Systems Engineering for proper customer requirements and Development for smooth release and turnover of Integration builds and acceptance of builds into System Test for customer delivery.
- Proven successful integration with third party outsourcing teams (including HP, Logica, Huawei) to deliver emergency projects on-time on as-needed basis, showing cost savings to the company in crisis mode and still maintaining effective time-to-market deadlines.
- Initiated and delivered a device certification program to certify java agent compliance designed for Symbian and Microsoft platforms with industry partners, Symbian and VeriSign.

May 2003 – Position: QA Manager / Lead Integration Test Engineer

Jul 2005: UTStarcom Inc.

Group Project Lead of a six person system test team responsible for ensuring the product stability of the BBSwitch 6xxx Optical 40 gigabit bidirectional Switch that supports an aggregate capacity of 400Gbps per chassis and scales up to 4 Tbps with redundancy.

- Team lead for testing OSPFv2, OSPFv3, IPv6, Multicast, RSTP, and VRRP protocols.. Authored new test cases covering all aspects of industry specifications and internal system requirements. Responsibilities including executing and automating test cases against pass / fail criteria.
- Responsible for acceptance testing new builds that were delivered to system test. Acceptance tests covered basic functionality of the system, including OSPF, and were automated against a TCL/TK Expect scripting platform. These tests were executed against each new build to ensure that basic functionality was still retained from release to release to minimize any regression or blocking areas from system testing.
- Responsible for defining, authoring or co-authoring, and implementing all processes impacting System Integration Test, including Release Planning, SIT Process Document, SIT Test Plan Template, Documentation Process, and chaired the BRB meetings held on a weekly basis to track outstanding problems/issues and resolutions.
- Primary coordinator for System Testing activities in China, responsible for assisting with testing assignments, lab and resource coordination between HZ and NJ, test plan writing and timely execution of test cases, project status updates to management team, etc.

Jul 2002 – Position: System Test Engineer
May 2003: Xebeo Communications

Member of a four person system test team responsible for ensuring the product stability of the Xebeo MPLS Optical 40 gigabit bidirectional Switch that supports an aggregate capacity of 400Gbps per chassis and scales up to 4 Tbps with redundancy.

- Team lead for testing all service features for the Xebeo MPLS Metrobridge and Xebeo Workbench platforms, including CLI, EMS, XML, SNMP, and Software Crash Recovery. Authored new test cases covering all aspects of industry specifications and internal system requirements. Responsibilities including executing and automating test cases against pass / fail criteria.
- Responsible for acceptance testing new builds that were delivered to system test. Acceptance tests covered all aspects and basic functionality of the system, including OSPF and MPLS, and were automated using a python platform. These tests were executed against each new build to ensure that basic functionality was still retained from release to release to minimize any regression or blocking areas from testing.
- Responsible for testing network interfaces including GE, SONET, and POS; and PPC platforms. Responsibilities included authoring new test cases and executing and automating those test cases against pass / fail criteria.
- Developed and integrated a test case tracking system based on an Access Database platform that was used to track the progress of executed test cases, and the pass fail results of each test case. Results were published on a weekly basis to upper management and project management. Developed the internal team web page to allow for a central point of data gathering for the team.

Oct 1997 – Position: Member of Technical Staff

Jul 2002: Lucent Technologies, 101 Crawfords Corner Rd., Holmdel, NJ USA 07733

Jan 2002 – Assignment: System Test Engineer

Jul 2002: Optical Networks GEMS R&D Team

Member of a seven person system test team responsible for ensuring the product stability of the GEM 120 Optical Gigabit Ethernet MPLS layer2/layer3 Switch that supports an aggregate capacity of 120G per shelf and scales up to 640Gbps with redundancy.

- Team lead for testing the performance, capacity and reliability. Authored new test cases for the Lucent GEMS covering stress, routing performance, and reliability that included modeling plans based on capturing specific.
- Provided central point of contact for all SVT engineers for requirements coverage and test plan writing. Assisted TM with scheduling and coordination of workloads, presentations, shift work, etc. Interfaced with TM and engineers to help clarify processes. Lead contact for Project Management and Lab Management, and interfaced with Development and Upper Management teams on SVT's behalf to maintain smooth flow of information and processes including the MRRB.
- Developed and integrated a test case tracking system based on an Access Database platform that was used to track the progress of executed test cases, and the pass fail results of each test case. Database also tracked and ensured full requirements coverage across SVT, SWI and HWI test teams. Results were to be published on a weekly basis to upper management and project management.
- Team lead for the development of SUPERCOM and Customer Demo presentations. Responsible for integrating and presenting the GEM 120 Switch that included non-mature features and driver sets that needed special scripting in order to perform routing and MPLS functions within the box for presentation purposes.

Jan 2001 – Assignment: System Test Release Coordinator & System Test Engineer
Jan 2002: Optical Networks Xtreme R&D Team

Member of a twenty-five person system test team responsible for ensuring the product stability of the Xtreme Optical 10G/40G Long Haul Solution project, which is a DWDM product that supports 128 channels over 4000 Kilometers with both SONET and SDH networks. Responsible for testing all aspects of the product, which consists of application and hardware solutions, including End Terminals, Repeaters, and OADMs (Optical Add/Drop Mux).

- Provided central point of contact for all SVT engineers for requirements coverage and test plan writing. Assisted TM with scheduling and coordination of workloads, presentations, shift work, etc. Interfaced with TM and engineers to help clarify processes. Lead contact for Project Management and Lab Management, interfaced with cross-functional and upper management teams on SVT's behalf to maintain smooth flow of information and processes.
- Responsible for defining, authoring or co-authoring, and implementing all processes impacting System Verification (SVT), including Release Plan Document, SVT Process Document, SVT Test Plan Template, Documentation Process, Engineering Change Order Process, End Game process, Factory Acceptance Test Plan, Silver CD Checklist.
- Responsible for the acceptance and turnover of all hardware and software loads that are deemed "customer ready" from Development into SVT for test execution. Supervised testing progress keeping track of problems or blocking issues that prevented test execution in timely manner across two teams, the SVT team and the XTA team. Worked with Management staff to resolve conflicts on SVT's behalf, and reported status to upper management on weekly basis. Represented SVT on Change Control Board on weekly basis.
- Responsible for official approval for "golden" product to be reproduced at factory during End Game process. Also responsible for testing and turning over "silver" software to customer integration folks and for authoring release notes for the product to be shared with external customers.
- Feature Test Team Leader for OADM, the Optical Add/Drop Mux solution, and for Software Management, which comprised of Software Installation and Upgrade, Database Backup and Recovery, TL1 Commands and Security. Responsible for authoring test plan and for test case execution in timely manner, including automation scripts.
- Defined and established a new document review procedure utilized by entire R&D team. Procedure was used by SVT to ensure test plans were reviewed by full R&D community and baselined in timely manner in accordance to ISO9001 standards. Worked with SVT staff and HWI and SWI Technical Managers to ensure full PRD requirements, TL1 requirements, and CIT requirements were covered within all areas of testing.
- Designed, implemented, and maintained SVT home web page, providing SVT with easy access to required information, including the design of ECO reporting from DDTS

Aug 1999 – Assignment: System Test Engineer

Jan 2001: Cable Communications Business Unit R&D Team

Member of an nine person test team responsible for ensuring the stability of the Lucent Cable Router (CMTS) product according to spec before product was released to GA, plus the interoperability of all Lucent's cable products available from all business units.

- Lead testing effort for Load Stability and Acceptance testing of CMTS, a layer 3-switch product designed to carry data and Voice over HFC infrastructure. Ensured each development release of the product was reliable enough for System Test to accept and continue testing. Key benchmark criteria were based upon characterization of Cisco CMTS for comparison. Key player for coordinating testing efforts between Integration and Acceptance Testing, and debugging development MRs.
- Supported Lucent's effort at CableLabs as a DOCSIS 1.0 participant with subsidiary DeltaKabel with a Cable Modem targeted for Euro-DOCSIS and the European community.
- Coordinated and edited the System Test plan covering all aspects of testing, including features, performance, and DOCSIS conformance testing. Authored new test cases for the Lucent CMTS covering maintenance, stress, routing, installation, and DQoS test cases for DOCSIS 1.0, DOCSIS 1.1, and Packetcable conformance using CableLabs ATP for reference. Represented System Test team at requirements meetings, and lead team effort in establishing procedures and deliverables to other CCBU development organizations. Coordinated all training needs for team, and acted as mentor for new team members joining the CCBU organization.
- Established Lucent's presence at CableLabs as a PacketCable participant, presenting the Lucent PSAS-DS, Motorola CMTS and Motorola MTA combined solution. Represented Lucent on monthly Cablelabs PacketCable test task force conference calls. Determined optimal configuration, staged, and integrated PSAS-DS system with the Motorola CMTS and Motorola MTA combined solution using DHCP/TOD/TFTP services over HFC infrastructure. Established strong working relationships with PSAS System Assurance team. Resolved configuration issues with Motorola and PSAS org. Authored Packetcable interop test plan to be executed during Packetcable activities. Responsible for planning and logistics for PCable (Packetcable) Convention participation in 1999, allowing Lucent to gain recognition and participate in CNet99 with CableLabs. Coordinated up-to-date packetcable specifications and PSAS information with rest of the Interoperability team. Coordinated all resources involved with testing and staging for PCable and CNet99 activity.
- Supported planning and startup of both System Verification and Interoperability Labs. Participated in weekly planning meetings. Reviewed and coordinated vendor performance test plans. Coordinated the acquisition and procurement of test equipment and lab facilities. Established working relationship with Next Generation Network team, and coordinated their resources to be used for Pcabl and CNet99 testing and staging activities.
- Supported successful product demos at WCTA CableNet 99. Provided on-going technical support for Time-Warner beta trial using ITS-SP and PPA cable solution. Assisted with the setup and configuration of PSAS-DS for Lucent's MTA hardware team. Assisted Technical Marketing team with PSAS-DS and echo-canceller configurations needed for Lucent Days. Acted as primary liason between PSAS system assurance team, and technical marketing and interop teams for support and needed hardware.

Oct 1998 – Assignment: Product Test Engineer

Aug 1999: Internet Telephony Services Business Unit / VoIP R&D Team

Member of an eight person test team responsible for ensuring the stability of the IP Gateway 1000 VoIP platform according to engineering requirements before turn over to system test department.

- Responsible for ensuring the product stability of the Lucent Packet Phone Adapter (PPA), a device used for analog to digital conversions from the home office to the Internet. Specific responsibilities included stability, performance, load, and feature testing of the PPA, plus the ITS-SP Gateway and Proxy server that comprise a total remote solution.
- Lead tester for Echo Cancellation suppression on the Internet Telephony Server PM4 platform, to ensure v.90 modems and FAX using V.25 signaling specification are fully compatible with each other. Responsible for writing and executing test plans while working with developers to find fixes to problems before product is introduced to public market.
- Lead tester for the PPA deployment with cable modems, ensuring full analog capability is provided from a cable network. Responsible for working with developers and system engineering to determine product capabilities, writing and executing test cases, and ensuring stability of product before introduced to public market.
- Lead tester responsible for bench marking the capacity and performance of the Gateway1000 VoIP product, including measurements for call arrival rates, call completion rate, latency, packet loss, call setup delays using H.323 timers, and voice quality. Tests were performed under certain load conditions using Abacus test tool, in-house scripting tools, and T1 traffic generators. Responsible for writing and executing test cases, and ensuring a level of stability of product before released to System Test department.
- Chairperson for the MRB (Modification Request Board), a management review board responsible for overseeing all problems encountered during all phases of testing, including Gateways, Gatekeepers, and IP Manager. Managed past due fixes and helped development planners coordinate development activities surrounding bug fixes, ensuring full product stability and compliance before product is released to general public.
- Lead tester responsible for ensuring product stability of the Lucent Packet Phone adapter for homologation into Japan market, including INS1500. Responsibilities included stability, performance, and feature testing under certain load conditions to ensure acceptable voice quality over busy data networks, writing and executing test cases while working with development to ensure a reliable solution before tested at beta customers.
- Responsible for performance and capacity testing and worked in partnership with Interoperability test team of the Lucent PM4 data platform, using Chariot to establish PPP connections across the network to determine stability of product for future development of VoIP.
- Member of a two person system test team responsible for ensuring the product stability of the hardware platform for the Internet Telephony Server project. Specific responsibilities included performance, and feature testing of the Voice enabled PM4, Lucent's hardware platform that supports up to 28 T1s

Oct 1997 – Assignment: Test Engineer
Oct 1998: Data Networking Business Unit / Offer & Inter-Operability R&D Team

Member of a ten person test team responsible for the interoperability of all Lucent Enterprise equipment with other industry third party equipment, and for testing all offers for customers before configurations were sold. Also provided competitive analysis and high level system testing for Lucent's products.

- Responsible for the system test of Lucent's ATMizer125, and ATM layer-3 virtual LAN switch. Responsibilities included: ensuring stable network platform to test with using ATMman utility; Latency Testing using Smartbits to measure time interval for first bit of input port to reach the output port; Throughput Testing using Smartbits to ensure the maximum rate of the switch when none of the frames were dropped by the device; and Performance measurements using Chariot to send different kinds of distributed emulated applications across endpoints within the network to be analyzed. Also tested equipment with Bay and Cisco products to ensure full compatibility.
- Responsible for the system test of Lucent's VLX300, a 10/100MB TX or FX layer-3 virtual LAN switch. Responsibilities included: ensuring stable network platform to test with; latency Testing, Throughput Testing, and Performance measurement. Also tested equipment with Bay products to ensure full compatibility.
- Project lead for the interoperability and offer testing of Lucent's Multimedia Communication eXchange (MMCX) server, a hardware/software solution to enable users at workstations to communicate using simultaneous voice, video, and data applications with a phone call. Testing included intermix of topologies of 10mb, 100TX and ATM with Lucent and third party industry products to ensure proper functionality of all product's features. Maintenance and Performance testing was also completed using Chariot and Smartbits for Load and Throughput testing. Documented and executed test plan, and documented test results for general publication to field, services, and sales organizations in support to simplify similar installations in the field.
- Project lead for the interoperability and offer testing of Lucent's Definity Extender, a remote/home solution that offers full audix functionality from the office, i.e., messaging, call forwarding, conferencing, etc., while maintaining a data connection to the corporate network across BRI and POTS channels. Testing included a mix of Lucent's remote access products, PM3, PM2 and Office Router to ensure proper functionality of all product's features. Documented and executed test plan, and documented test results for general publication to field, services, and sales organizations in support to simplify similar installations in the field. Also tested product with Bay and Cisco equipment to ensure full third party compatibility.

Nov 1993 – Position: Senior Network Analyst
Oct 1997: Ricoh Corporation, 5 Dedrick Place, West Caldwell, NJ USA 07066

Management Information Systems Division

Member of a five person support staff responsible for all data network operation and integration, supervision of Help Desk and technical support personnel, and maintenance of data network 24hours / 7 days a week.

- Responsible for the design, implementation, maintenance and operation of corporate WAN and LAN environments based on a Cisco router backbone infrastructure including: 2500s, 4000s, 7000s, 7010s, 7513s, 5000 switch, and PIX boxes used for firewall to the internet. Implemented Cisco 7513 router, and maintained extended access lists using Cisco Works for 7000 router located on firewall that used frame-relay to connect to Japan location.

- Responsible for the setup, security, and access of 300 dial-in users, continuous availability and maintenance of remote access using Microcom LanExpress Servers 24hr/7days, ensured integrity of ACE/Server database (Security Dynamics) used for remote user authentication, and lead team in installing and implementing ISDN for remote users.
- Responsible for the design, installation and administration of all corporate Novell servers. Tasks included the following: installing and configuring all hardware; migrating NDS partitions. Installing Mail Postoffice, creating home directories, creating/maintaining login scripts, monitoring resource utilization, printer mappings, granting access to proper applications, printing environment, creating transparent environment for user, implementing security, install/modify applications, monitoring/evaluating performance (number of active users, disk storage, application usage, server-busy statistics), adding resources, setting up LAN interconnections, removing viruses.
- Assisted Applications department in the testing and implementation of in-house "Ricoch-On-Line (ROL)" application designed to allow Ricoh's dealers to connect to out Unix and mainframe to update and pull down information on new orders and shipments real-time. Included on-site visits to Boston, MA; Minneapolis, MN; St. Louis, MO; Philadelphia, PA; Newport CT. Included setting up workstations for dial-in access, implementing Novell 4.1 servers to be accessed from firewall, and coordinating the installation of 500+ users using Winframe dial-in solution. Setup and tested Citrix Winframe servers using Security Dynamics dial-in security. Installed Microcom digi-board, ran and labeled and tested all new phone and LAN wiring.
- Provided continuous end-user support for 1500+ client base including: connecting workstations (installing NICs, hubs, testing wire connections, installing client network software, correcting improperly installed network software, application software, "off-the-shelf" software, user errors, broken equipment, improper security settings, medium faults (wiring breaks, loose connections, un-terminated cables, faulty wiring). Provided third level support for on-site staff which included Helpdesk and IBM/TSS technicians, external department LAN Coordinators and LAN Administrators.

Education

Formal Education:

Mar, 2014	Certificate Adv Project Mgmt	Stanford University, Stanford, CA, USA
Dec, 2002	BS Computer Engineering	N J Institute of Technology University, Newark, NJ, USA
May, 1996	AAS Computer Science	Morris County College, Randolph, NJ, USA
Jun, 1990	Certificate Programming	Chubb Institute, Parsippany, NJ, USA

Industry Certification:

Feb, 2000	SCTE Cable HFC Design Basics	Motorola/GI, Horsham, PA
Feb, 2000	SCTE HFC Headend Maint & Performance	Motorola/GI, Horsham, PA
Mar, 2000	SCTE Return Path Maintenance	Motorola/GI, Horsham, PA
Oct, 1997	ATM Internetworking Certification	American Research Group, Middletown, NJ
Jul, 1997	Cisco Network Design & Implementation	American Research Group, Morristown, NJ
Jun, 1997	Adv Cisco Config Certification	American Research Group, Morristown, NJ
Nov, 1996	Windows95 Service/Support Certification	Alphanet Solutions, Parsippany, NJ
Jun, 1996	Intro Cisco Configuration Certification	American Research Group, Morristown, NJ
Oct, 1995	Novell NetWare 3.x to 4.x Update	Alphanet Solutions, Parsippany, NJ
Mar, 1995	Novell Certified NetWare Engineer 3.x	Alphanet Solutions, Parsippany, NJ
Nov, 1994	Novell Certified NetWare Administrator 3.x	Alphanet Solutions, Parsippany, NJ

Continuing Education:

Jul, 2000	Tcl-Tk Fundamentals	Lucent Distance Learning, Holmdel, NJ
Nov, 1998	Voice over IP (H323)	American Research Group, Murray Hill, NJ
Aug, 1997	Telecommunication Fundamentals	American Research Group, Morristown, NJ



Awards and Recognition:

Mar, 1999 Packetstar VoIP Gateway Team

Mar, 2000 Personal Achievement

Jun, 2000 Personal Achievement

Feb, 2007 Personal Achievement

New Product Achievement Award - COMNET

Cable Communications Award - Lucent Technologies

Cable Communications Award - Lucent Technologies

mFormation Technologies

May, 2000 – Oct, 2000 Lucent Representative - PacketCable 1.0 Standards Consortium
Hosted by CableLabs Inc., Boulder, CO.