

## Skills Summary

- HTML
- CSS
- Javascript
- Node
- JQuery
- Express (server)
- React
- Jest
- Mongo (Node integrations with Mongoose)
- MySQL (Node integration with Sequelize)
- GraphQL
- Progressive Web App design and development
- Agile Scrum (SAFe 4 certification)
- Microsoft Test Manager (MTM)
- Team Foundation Server (TFS)
- Jira
- Octane
- Technical Writing
- PC Hardware Setup/Configuration
- MS Word
- MS Excel (with VBA)
- MS PowerPoint
- MS Outlook
- MS Visio
- MS Teams
- Zoom

## Professional Work Experience

**Finastra** - Creates financial technologies the world's financial institutions rely on every day to help them grow and succeed.

**Englewood, CO**

**Feb 2020 – Mar 2021**

- Manager of Software QA for Malauzai and Cavion self-service channels. Primarily responsible for quality of native mobile apps for mobile and desktop devices.
  - Malauzai
    - Managed a team of 7 testers in Austin, TX working on the Malauzai product
    - Helped to integrate automated testing in to the CICD pipeline
    - Provided strategic decisions on how to move forward with quality assurance first
    - Introduced the Octane testing tool to the team
    - Provided testing to move from local Rackspace storage to Azure Cloud
  - Cavion
    - Strategic resource in re-making the Cavion mobile app to be done in React Native code complete with automated testing
    - Supervise team of testers in Trivandrum India
    - Worked with the team to bring the new app to market in just a year with minimal developer help
    - Heavily assisted the Product manager in creating the user stories and requirements
    - Developed “automated” release Excel spreadsheets that reduced the time to release from a team of 8 in 2 weeks to a team of 2 in 1 week

**May 2013 – Feb 2020**

- Software QA Engineer for Cavion self-service channels. Primarily responsible for quality of native mobile apps for iOS, Android, Windows phone, Windows desktop.
  - Supervise team of testers in Trivandrum India
  - Write and execute test plans, test cases and document results for Cavion Mobile Banking app
  - Maintained higher then industry market ratings on mobile apps (200+ financial institutions)
  - Managed requirements and design documents
  - Managed mobile device testing inventory across dispirit testing teams and multiple device vendors
  - Consulted to product management on current mobile trends

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- Helped launch one of the first Person to Person payment networks on a native mobile platform
- Qualified customer defects and created the first liaison between client support, implementation and development
- Became the company Subject Matter Expert on mobile channels and how they interact with a financial institution's back office processes.
- Managed automated mobile application User Acceptance Testing builds via Jenkins
- Co-scrum master; managed daily scrums with implementation, support, development and product management.

~~TriZetto Corporation (via BridgeView IT) – Provides world-class information technology solutions to make better healthcare happen.~~

~~Englewood, CO~~

~~March 2013 – May 2013~~

- ~~• QA Consultant~~
  - ~~• Developed test cases for QNXT~~
  - ~~• Trained on Insurance Rules~~

**iBeta Quality Assurance** – Provides 3<sup>rd</sup> party software testing of all types of industries, business, education, interactive, entertainment and government.

**Aurora, CO**

**August 2006 – March 2013**

- Quality Assurance Supervisor / Project Manager
  - Developed test plans for projects
  - Worked with clients to assure testing needs were met
  - Submitted daily End of Day and End of Project reports to clients
  - Scheduled resources and personnel
  - Managed personnel on projects
  - Created proposals for work or bids
  - Documented process and procedures
  - Advised clients on mobile testing solutions
  - Maintained device inventory of 50 Android devices, 30 iOS devices, as well as other devices
  - Engineered a mobile device management system
- Software Test Lead (Business)
  - Write and execute test plans, test cases and document results
  - Supervise team of testers
  - Prepare daily End of Day reports for managers
  - Trained employees
    - Bug writing
    - Test case writing
    - Standalone application testing
    - Web testing
    - Mobile testing
    - Firmware testing
  - Entered Teams defects in client accessed database
  - Responsible for the overall success of testing. Managed testing tasks through final user acceptance testing.
- Software Test Engineer (Business)
  - Test and analyze various software applications:
    - Native apps for mobile devices
    - Web-based applications and web sites
    - Hardware and software integration

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- Games (Flash and Console)
- Test and analyze application integration with back-end systems
- Test proper extraction of back-end system data to web-based search engine
- Test and analyze proprietary content management application and its integration with customer facing web sites
- Execute test cases against client and operational facing software applications
- Identify, analyze, and report application defects (e.g. detail steps to reproduce expected. and actual results) and assist with resolution
- Verify that corrective actions meet quality objectives (e.g. verify resolutions and close bugs)
- Limited Localization testing (e.g. verify language change by looking for places that are not changed)
- Write and execute SQL queries to assist in testing
- Assured the appropriate level of quality by the resolution of important defects by working with developers to ensure the software development process had an appropriate level of testing.
- Imaging and staging test platforms

## **Qwest Communications International, Inc. Denver, CO**

**May 2006 – July 2006**

- ~~Business Call Center~~
  - ~~Training for business call center~~
  - ~~Helped businesses set up phone service, transfer lines, add cell phone and change features on the accounts~~
  - ~~Worked on billing issues with clients~~

## **Medicenter Diabetic Supply Boulder, CO**

**July 2001 – August 2005**

**January 2000 – November 2000**

- Billing Manager
  - Verified insurance benefits for Durable Medical Equipment (DME) specifically Diabetic supplies
  - Worked with clients to ensure they had proper paperwork for billing insurance
  - Filed private insurance claims
  - Approved claims to be filed with Medicare
  - Worked to bring company in to Medicare compliance
  - Created MS Access database that would allow clients to have payment plans and track hardship cases for the Medicare deductible

## **Education**

University of Denver Coding Bootcamp – Denver, CO  
Certificate - 2021

Regis University – Denver, CO  
Computer Science (no degree) – 2003 - 2010

University of Colorado – Boulder, CO  
Mechanical Engineering (no degree) – 1994-1995

Worcester Polytechnic Institute (WPI) – Worcester, MA  
Mechanical Engineering (no degree) – 1991-1994

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Chugiak High School – Chugiak, AK  
High School Diploma – 1991

## **References**

Provided upon request