

Professional Profile

Career Objective

To obtain a position with an organization that will allow me to utilize my supervisory and testing skills to provide superior products and grow my career.

Professional Experience

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

Englewood, CO

May 2013 - current

- Software QA Engineer for Cavion self-service channels. Primarily responsible for quality of native mobile apps for iOS, Android, Windows phone, Windows desktop and Amazon.
 - Supervise team of testers in Trivandrum India
 - Write and execute test plans, test cases and document results for Cavion Mobile Banking app
 - Maintained higher than 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
 - 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 3rd 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

Lawrence Long III

- 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
 - 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

Lawrence Long III

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

Skills Summary

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|-----------------------------------|-----------------------------|
| • Agile (Scrum) | • Android |
| • Jenkins | • iOS |
| • HP ALM (Quality Center) | • Windows 10 (phone and PC) |
| • Microsoft Test Manager (MTM) | • Windows 8 (phone and PC) |
| • Team Foundation Server (TFS) | • Windows 7 |
| • Jira | • Windows Vista |
| • Mantis | • Windows XP |
| • Bugzilla | • DOS |
| • SQL | • Apple OS X (10.5+) |
| • MS SQL Server | • MS Word |
| • Technical Writing | • MS Excel |
| • PC Hardware Setup/Configuration | • MS PowerPoint |
| • Internet Explorer | • MS Outlook |
| • Firefox | • MS Visio |
| • Chrome | • MS Access |
| | • VBA |

Education

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

Chugiak High School – Chugiak, AK

High School Diploma – 1991

References

Provided upon request