



# Joseph DeFilippo | Software Quality Engineering Leader

Joseph.J.DeFilippo@gmail.com | (862) 219-8799 | Richmond, VA | [LinkedIn](#) | [Github](#)

## SUMMARY

**Collaborative, flexible, and business-focused Software Quality Specialist** with a **strong leadership** background. **Detail-oriented** with the ability to **thoroughly analyze systems, identify risks, and formulate testing strategies to satisfy business requirements**. Proven track record of **utilizing automation and prioritizing deliverables** in order to **eliminate test coverage gaps and meet aggressive deadlines** while meticulously **exercising the application under test**. **Effectively communicates system behavior and testing status** to all stakeholders. Passionate about **leading teams and building efficient and effective processes** and tools that **measurably improve Testing Operations** and product **Quality**.

## PROFESSIONAL EXPERIENCE

### Senior Software Quality Engineer – Rocket Mortgage Servicing

July 2020–Present

*Quicken Loans, Detroit, MI*

- Currently supporting 5 agile teams as the Train Quality Engineer with responsibilities that include setting the overall direction of the Quality Engineering program, architecting quality enablement processes and systems, devising and implementing testing strategies and tactics, setting quality-related goals, identifying key performance indicators, monitoring results, and adjusting as needed.
- Built a Python Selenium automation framework from the ground-up with key features that include taking full-page screenshots, multiple browser and resolution support, and interrogating HTTP requests during test execution.
- “Shifted-Left” on integration testing by leading efforts to design a new API testing framework which software and quality engineers now use to write and run integration tests on their local machine without having to first deploy their code changes to the test environment.
- Developed Performance testing scenarios using k6 to enable performance testing in our CI/CD build pipelines as well as act as a sanity test before handing off our application to the Enterprise Performance Testing Team.
- Currently designing an AI-backed, quality information system to gain telemetry on all test cases throughout the organization and act as a centralized hub for testing and quality metrics.

### Managing Quality Engineer

April 2018–July 2020

*QualiTest Group, Bridgewater, NJ*

- On-site, hands-on consultant at client in Richmond, VA responsible for overall delivery of full software quality assurance lifecycle services as well as performing responsibilities of a QA Lead.
- Participated in all phases of quality assurance operations, including developing the overall test strategy for each given project, providing estimates to leadership, writing and executing test cases (ALM/UFT), managing KPIs, leading defect triage meetings, performing ALM Site Administration, and reporting progress to key stakeholders.
- Developed performance testing scripts with jMeter and executed them with BlazeMeter.
- Functional testing projects completed: data center migration testing for a major online retailer, delivery of automated regression suites in both Selenium and UFT, extensive integration testing of mainframe enterprise resource planning system, and end-2-end testing of several web-based, customer-facing order entry systems.

### Sr. Software Test Engineer

May 2017–March 2018

*Fiserv, Parsippany, NJ*

- Designed and executed tests for native iOS and Android mobile banking applications, web services, and web applications.
- Led efforts to design regression test suite for high profile applications, which included writing automated tests in SilkTest, reviewing code of junior team members, and supervising completion of projects.

## **SAP Test Manager & Automation Engineer**

**May 2011 – May 2017**

*BASF Corporation, Florham Park, NJ*

- Developed and executed automated tests to validate BASF's most critical, end-to-end, global business processes using UFT and Worksoft Certify.
- Coordinated User Acceptance Testing for 15 business units and 12 service functions in North and Central America during quarterly SAP updates and regional IT projects.
- Ensured all test systems and tools were correctly configured and accessible by UAT testers.
- Lead training sessions on topics such as test script creation, testing tool usage, and Quality Assurance best practices.

## **Programmer/SDET**

**May 2007 – May 2011**

*United Parcel Service, Inc., Mahwah, NJ*

- Served as internal consultant to testing teams by assisting them with finding opportunities for test automation and providing testing tool training, technical support, POC automation, and framework setup during their automation efforts.
- Designed and developed Performance Testing scripts and scenarios using LoadRunner.
- Developed proprietary testing tools using Visual Basic and C# to enable the manual testing team to capture important system configuration information during test execution.
- Performed manual testing of UPS hardware and software systems used in package distribution centers and aboard delivery trucks.

## **SKILLS**

- **Test Management Tools:** Jira, Micro Focus ALM, Azure Devops/TFS, TestRail, IBM RQM, SCTM
- **Test Automation Tools:** Micro Focus UFT, Selenium, Tricentis Tosca, SilkTest, Worksoft Certify
- **Performance Testing Tools:** LoadRunner, jMeter, Blazemeter, k6, Artillery
- **API Testing Tools:** PostMan, SoapUI, Python Requests
- **Development Languages:** Java, JavaScript, VBScript, Python, C#, SQL, YAML, XML
- **CI/CD:** Jenkins, CircleCI
- **Other:** Serenity BDD, Cucumber, Gherkin, Maven, J/N/XUnit, RestAssured, Stryker, Snyk

## **EDUCATION/CERTIFICATIONS**

**New Jersey Institute of Technology** *Newark, NJ*

B.A., Information Systems 2008

**Certified Tester – ISTQB Foundation Level 2017**

**Certified Scrum Master (CSM) 2016**