Duane Hodges

Quality Assurance Management

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Atlanta, GA

Proven leader, blending 15 years of expertise with commitment to operational excellence and innovative quality solutions.

Projects:

- Banking and Finance
  The client sought to modernize their mobile solutions to enhance their targeted marketing efforts. They faced several quality challenges, including a lack of automated quality gates and prolonged regression testing due to manual processes. To address these issues, I developed a robust test strategy emphasizing cross-team collaboration and automation. By automating their iOS and Android tests with XCUITest and Espresso, we significantly cut down regression test times and reduced their dependency on manual testing.

- Food Service
  The client wanted to modernize their multiple products that required logins to various point-of-sale devices. We implemented a single solution experience with modular capabilities that was easy to set up and use. While leading a team of 10 quality engineers, I created a comprehensive test strategy including functional and performance testing, as well as a data validation for event logging. In addition, I integrated all automated tests including performance tests into a CI pipeline that allowed for daily test runs to ensure that the product was high-quality and scalable from day one.

- Hospitality
  The client wanted guidance addressing poor website performance that resulted in a 10% drop in customers, lost revenue and poor customer feedback. I provided performance analysis on the top 25 revenue generating sites, defined key performance indicators (KPIs), and performed competitor analysis. From there, I delivered a roadmap to address their quality gaps and improve performance. I also built a performance testing framework and corresponding user guide

Professional Experience

Slalom, Atlanta, GA   **2021 – Present**
Principal Quality Engineer

Spearhead Quality Engineering initiatives, leading complex client engagements with cross-functional teams and multiple workstreams, ensuring high standards of quality and efficiency. Manage and mentor team of 12+ members, focusing on performance enhancement and professional development, including goal setting and performance feedback. Designed detailed test strategies for both frontend UI and backend APIs and effectively communicated these strategies to business stakeholders to ensure their understanding and alignment with project objectives.

- Led large-scale projects, demonstrating exceptional ability to manage complex programs and client expectations.

- Designed and executed performance and load testing scenarios, optimizing application performance and scalability.

- Contributed to the adoption of agile methodologies and participated in sprint planning and retrospective meetings to improve team productivity and efficiency.

- Drives adoption, implementation and provides training of tools, automation frameworks, and test strategies.

- Defined KPIs (Key Performance Indicators), gathered quality metrics and analyzed data to provide recommendations based on requirements.

- Led a team of quality engineers in designing and executing comprehensive test plans, ensuring thorough coverage of functional and non-functional requirements.

- Collaborated closely with cross-functional teams to integrate automated tests into continuous integration/continuous deployment (CI/CD) pipelines, resulting in accelerated release cycles and improved software quality.
- Conducted code reviews and provided technical guidance to team members on best practices for test automation and software quality assurance.

Ultimate Software, Atlanta, GA   2015 – 2021
Senior Software Developer in Test (SDET)

Led scope definition, planning, development, and QA of High Availability .Net APIs, ensuring adherence to best practices and efficiency. Conducted technical analysis and development of Java microservices for integration dashboards using CQRS and antifragility methodology. Oversaw front-end web development in Typescript, Angular, CSS, and HTML, and developed mobile applications using Ionic Framework 4, Angular 7, Cordova, and Firebase.

- Collaborate with engineers and product owners to identify and resolve defects early in the development lifecycle, enabling timely delivery of high-quality products.
- Developed and maintained .NET APIs, contributing to the development of the human capital management solution.
- Developed scalable Java microservices to enhance system modularity and performance.
- Reduced workload and boosted quality in multiple areas through creation of modular, reusable testing solutions, establishment of design principles, managing of test environments, and identification of new automation opportunities.
- Implemented quality gates into the pipeline to validate unit test coverage and regression test prior to downstream environment deployments.
- Proactively communicate project status, risk analysis, and findings to key stakeholders.

The Proven Method, Atlanta, GA   2015
Senior Automation Developer

Developed regression tests in C# for web-based enterprise resource planning systems. Implemented Selenium framework enhancement to simplify test creation and maintenance. Analyzed business and functional requirements to identify product design and specification discrepancies.

- Streamlined testing process with construction of framework for common scenarios.
- Improved test resiliency and simplicity through creation of page object pattern system.
- Eliminated issues in automated tests with initiative to identify false indicators and resolve timing challenges.
- Expanded client web-based ERP system by developing regression tests in C#.
- Slashed regression testing time for user interfaces by 70% through automation.
- Drove quality through effective analysis of solutions to ensure alignment with design and specifications.

AirWatch / VMWare, Atlanta, GA   2013 – 2015
Senior Performance and Automation Engineer

Implemented performance testing strategies and solutions for Mobile Device Management (MDM) applications. Developed automation test objectives, strategies, standards, and metrics. Managed performance test team, overseeing estimation, planning, and resource allocation.

- Developed and implemented ground-up performance test infrastructure for reproducible system level testing.
- Pioneered Mobile Device application performance testing strategy and solution.
- Analyzed production traffic patterns and cross-product scenarios to build robust benchmark workloads.
- Enhanced load testing of web page performance and WEB service endpoints with creation of automated tests and simulated device traffic.
- Eliminated roadblocks, bottlenecks, and issues through root cause analysis, load testing, and collaboration across multiple functional teams.

TerraGo Technologies, Atlanta, GA   **2011 – 2013**
Quality Assurance Engineer

Utilized use cases and functional specifications to create detailed test cases and procedures for multiple platforms. Developed batch processes for comprehensive test coverage of company's API and SDK tools. Maintained focus on project factors including commercial drivers, business strategy, and customer needs.

- Implemented automated test coverage using Selenium WebDriver for the company's browser-based tools, enhancing intelligence gathering and monitoring capabilities.
- Spearheaded project to engineer automated test coverage for browser-based Google Earth intelligence-gathering tool.

Additional Experience as *Performance Engineer* at IBM, Atlanta, GA

Education

Bachelor of Science in Information Systems | Georgia State University, Atlanta, GA

Technical Proficiencies

Frameworks:	React	Angular	Ionic
Cloud:	AWS	Azure	GCP
Database Tools:	SQL Server	MySQL	Firebase	MongoDB	SQL Query Analyzer
Programming Languages:	C#	Java	HTML	CSS	JavaScript	Typescript	Python	JSON
Automation Framework:	Playwright	Cypress	PyTest	dbt	Selenium	Artillery	Google Lighthouse	XCUI	Espresso	JMeter	Postman	Jasmine	TestNG	JUnit
Testing:	Unit	Integration	API/Contract	Functional	UI	Web	Mobile	Performance	Load	Stress	Accessibility	SEO
Other:	NodeJS	Jira	Confluence	Slack	Microsoft Teams	Docker	Kubernetes	
CI/CD Tools:	Jenkins	GitLab CI/CD	Azure DevOps
Version Control:	Git	SVN	GitHub
Project Management:	Agile	Kanban