Christopher G Eichhorn

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Quality & Performance Engineering |Critical Thinking | Problem Solving | Strategic Planning
Technical Leadership and Mentoring | Automated & Manual Testing | People and Project Management
Outcome driven | DevOps | Agile | Scrum | Budgeting | Recruiting

Career Highlights

- **Led multiple consolidation and simplification of testing tools and frameworks projects**
- **Implemented strategies for functional and non-functional testing to multiple companies**
- **Executed adoption of Maestro for mobile UI testing at Babylon**
- **Reduced automated load testing time 75% by implementing HP StormRunner at Nike**
- **Recognized for designing and implementing performance test strategy for Nike's first data center move**
- **Decreased application performance analysis time by over 50% with investment in Dynatrace toolset**
- **Created direct feedback portal for internal retail applications to Product and Engineering**
- **Generated substantial additional consulting/product revenue as a corporate trainer at Shunra**

Professional Experience

Quality Engineering Manager	Babylon Health | Austin, TX	SEP 2021 to AUG 2023

UK based digital Telehealth solutions company, with a mission to provide affordable healthcare to everyone. Web and mobile (iOS & Android) apps.

Jira | Confluence | VSCode | Eclipse | Selenium | Cypress | Browserstack | Appium | Maestro | Postman | TestRail | Xray for Jira | Circle CI | AWS | Azdo | React | JavaScript | Webdriver | iOS | Android

- **Hands on technical quality leader** for release process integration, smoke testing, automated and manual testing, configuration validation, regulatory compliance, and exploratory testing efforts.
- **Quality strategy for multiple global teams.** Continuous improvement of strategy, processes, milestones, documentation, and reporting. Involved in hiring, team onboarding, mentoring, and professional development for both onshore and offshore direct reports.
- **Acquired Incident Management team,** based on my past experience. Championed Incident Management getting more involved with our front end customer support teams to better understand issues from the client perspective, which led to faster meantime to resolution (MTTR) timings, as well as better ticket information from support.

Senior Quality Engineering Mgr	Nike Inc | Beaverton, OR	JAN 2017 to SEP 2021

Global leader in the sports footwear and apparel space, as well as a major technology company. Web, mobile (iOS & Android), and wearables apps. Worked within the Retail CDT organization.

Jira | Confluence | Cypress| Xray for Jira | Jenkins | TeamCity | JavaScript | React

- **Create, communicate, and execute the quality strategy** for multiple quality teams embedded with retail software engineering groups, which included their Point of Sale (POS), Inventory, Fulfillment, and other internal boutique applications used daily by the retail store employees.
- **Designed and Implemented a direct feedback loop to product owners.** This was achieved using a web survey installed directly on store employee devices, and a React based web portal for reporting. Multiple product teams revised their roadmap based on this direct data.
- **Created REP (Retail Experience Program).** Ground up design and implementation, working with corporate HR to bring retail employees into WHQ (world headquarters) globally, for a 6 month engagement, to assist in UAT (User Acceptance Testing), quality improvements, and roadmap feature feedback within retail.

| **Director of Performance** | Nike Inc \| Beaverton, OR | JAN 2015 to JAN 2017 |

Global leader in the sports footwear and apparel space, as well as a major technology company. Web, mobile (iOS & Android), and wearables apps. Worked within the Nike+ CDT organization.

Jira | Confluence | LoadRunner | StormRunner | JMeter | Gatling | Dynatrace | Jenkins

- **Promoted to Director within 1 year** within Nike+ to facilitate the sunsetting of the fuelband capability and improve the quality and performance testing practice.
- **Implemented Agile and devOps practices as teams embraced cloud-based microservice architectures.** Performance teams increased the speed and accuracy of analysis with the implementation of agile practices, along with updated toolsets.
- **Cut required release meetings by 20% through alignment.** Alignment with product and engineering allowed us to reduce our gate meetings for releases, increased our release velocity, and revenue.

| **Senior Quality Engineering Mgr** | Nike Inc \| Beaverton, OR | JAN 2014 to JAN 2015 |

Global leader in the sports footwear and apparel space, as well as a major technology company. Web, mobile (iOS & Android), and wearables apps. Worked within the Nike+ CDT organization.

Jira | Confluence | LoadRunner | StormRunner | JMeter | Gatling | Dynatrace | Jenkins

- **Implemented Dynatrace Application Performance Management (APM) solution** into pre-production performance environments, resulting in reducing release analysis time. Multi-year $2M investment.
- **Reduced release performance analysis time over %50.** Shifted focus from traditional bottom-up performance monitoring strategy to top down, consumer focused, and impact strategy.
- **Implemented toolset due diligence and proof of concepts to reduce cost.** Reduced toolset bloat by requiring alignment on best of breed and having vendors prove their tools. Eliminated 5 unneeded tools.

| **Performance QA Engineering** | Apple Inc \| Cupertino, CA | OCT 2010 to JAN 2014 |

Global leader in world class desktop, handheld, mobile, and wearable technologies. Worked within the Productivity QA for iWork organization.

Objective-C | Selenium | Java | Python | Apple custom testing frameworks | Apple custom test case management | Apple custom deployment & pipeline toolsets

- **Critical Performance expertise** for launch of Apple's iCloud service for iWork mobile and web applications.
- **Utilized WAN Performance expertise.** Executed black box, stress, and impairment test strategies against iWork applications under global conditions to understand end user impact in other geographies.
- **Supervised 15+ contractors.** Teams were responsible for creating web based, end user functional and performance tests, using the Selenium toolset.
- **Recognized by executives** for large scale measurable performance improvements.
- **Utilized in-house framework and wrote Python based automation** for web, desktop, and mobile versions of productivity applications.

| **Senior Consultant** | Shunra LTD \| Philadelphia, PA | JAN 2008 to OCT 2010 |

WAN Emulation & WAN Application Performance Management hardware and software company.

- **Worked with Fortune 10-100 companies** (BoA, Chase, JP Morgan, Apple, multiple cruise lines, etc.). Oversaw data center, testing, steered enterprise client, server, and network monitoring solutions.
- **Led and provided assistance with global WAN performance testing**, data center consolidation / relocations, deployment strategies, and mentoring internal processes.
- **Corporate trainer.** Conducted multi-day training courses on the technology stack and software.
- **Reduced development and implementation costs** by empowering clients through training and best practices.

| **Senior Consultant** | Vigilant Enterprises \| Tampa, FL | MAR 2006 to JAN 2008 |

IT consulting firm specializing in post-purchase enterprise software installs and configuration around Compuware monitoring solutions.

- **Installed, configured, validated, and optimized Compuware monitoring solutions.** Worked with client technology teams to deploy their Compuware investment company wide.
- **Executed performance testing statements of work.** Traveled to customers and executed performance testing, along with best practice knowledge transfer and guidance.

| **Sales Support Engineer** | Compuware \| E. Rutherford, NJ | FEB 2000 to MAR 2005 |

Mainframe and Software company. Worked for Compuware's Vantage toolset. Client, Network, Server applications.

- **Partnered with the sales force** to technically explain, proof of concept, and upsell software offerings.
- **Generated over $3.5M in revenue (partnered with sales)** providing technical solutions and support.

Certifications & Technical Expertise

Certifications

| ITIL Foundations v2 & v3 | JavaScript for QA Engineers | Learning React.js |
| Learning Python | 2024 Web Dev Bootcamp | |