

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

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

- **Continuous improvement of quality strategy, processes, and documentation**, which streamlined the software development cycle, and reduced onboarding time of new team members.
- **Strengthened Incident Management integration with customer support**, leading to accelerated issue resolution, improved customer satisfaction, and better product roadmap refinement.
- **Provided hands-on technical leadership** for release process integration, smoke testing, and regulatory compliance efforts, ensuring high-quality software deliverables.
- **Grew the quality organization from 10 to 27 engineers**, spread across 4 different geographies, demonstrating leadership in team growth and management.
- **Improved the Automated vs. Manual testing ratio** by over 20% in the first year, showing a strategic shift towards automation to enhance testing efficiency.
- **Implemented Maestro for mobile UI testing**, empowering engineers to write their own automated tests, increasing our test coverage without increasing resources.
- **Migrated company from TestRail to Xray for Jira** to eliminate multiple toolsets and save 150k annually.

Senior Quality Engineering Mgr

Nike Inc | Beaverton, OR

JAN 2017 to SEP 2021

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

- **Quality strategy for multiple teams embedded with retail software engineering groups**, which included their Point of Sale (POS), Inventory, Fulfillment, and other internal boutique applications.
- **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. This increased the satisfaction of retail employees that felt their voices were being heard, and product teams created better features that improved customer satisfaction while shopping in store.
- **Created REP (Retail Experience Program)**. Worked 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
Jira Confluence LoadRunner StormRunner JMeter Gatling Dynatrace Jenkins		
<ul style="list-style-type: none"> ▪ 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
Jira Confluence LoadRunner StormRunner JMeter Gatling Dynatrace Jenkins		
<ul style="list-style-type: none"> ▪ 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
Objective-C Selenium Java Python Apple custom testing frameworks Apple custom test case management Apple custom deployment & pipeline toolsets		
<ul style="list-style-type: none"> ▪ 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
<i>WAN Emulation & WAN Application Performance Management hardware and software company.</i>		
<ul style="list-style-type: none"> ▪ 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
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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
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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
Learning Python

JavaScript for QA Engineers
2024 Web Dev Bootcamp

Learning React.js