GREGORY PAUL HENDERSON

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EDUCATION

Bachelor of Business Administration in Business Information Systems
Tennessee State University (Nashville, TN)
Degree received May 5, 2007

RELEVANT TECHNICAL EXPERIENCE

- **Selenium** (**Automation** Scripting and Execution Tool utilizing **Python**).
- **FitNesse** (Web Server, Wiki, and Software **Automation** Tool utilizing **Java**).
- **Postman** (API Testing at the Message Layer utilizing **XML**).
- **SQL** (Oracle Database and Microsoft Database).
- **Splunk** (Big data software technology used for validating log files).

- **Tableau** (Business Intelligence Platform for Data Analytics).
- **Quality Center** (Application Lifecycle Management software).
- **Atlassian's Jira & Zephyr add-on/ Confluence/Bamboo/ Trello** (Reporting, Issue, and Project Tracking and Management Tools).
- **JMeter** (Load Testing tool utilizing **JavaScript**)
- **Microsoft Test Manager/ MTM** (Test Scripting/Execution/Reporting Tool).

EXPERIENCE

Sr. Quality Assurance Analyst, **Vanderbilt University Medical Center**   **April 2015- Present**
(Nashville, TN)
"We are committed to excellence in patient care, leadership in research, and preeminence in medical education. Our culture thrives on challenges and champions innovation."

- Independently deliver, as a Test Lead, on technical and business objectives, with subject matter expertise, of how the objectives impact the results of teams inside and outside of HealthIT and the organization overall.
- Document testing requirements for each web and mobile (Android & iOS) application and verify that the requirements meet the stakeholders' expectations.
- Develop detailed test scenarios for End-to-End, Regression, Functional, Smoke, and Exploratory testing that meet defined test requirements.
- Document and determine how each test scenario should be tested, while working with the customer and developer to ensure business and technical functionality in the test plan phase of development.
- Execute each testing scenario by Manual methods, running automated scripts in Selenium, FitNesse, Postman and verifying log files in Splunk.
- Report, document, log, and triage all defects from the different forms of testing across the different environments (Dev, UAT/TST, Production, CNV).
- Continuously and consistently, effectively communicate testing status, through written and/or oratory methods, to the Project Manager, Project Team, QA Manager, and Stakeholders throughout the Software Development Life Cycle for transparency into Testing efforts and to foster healthy relationships.
- Utilizes multiple sources including Tableau, SSRS, and other sources of data, to analyze and resolve complex problems, and to suggest new perspective on existing solutions that may currently be obsolete.
- Attend go-live meetings and participate in project post-release meetings to evaluate issues in production, analyze current testing process, refine process for continued improvement, and provide application support during the application release phase.
- Actively identify and participate in training, education and development activities to improve knowledge and performance to sustain and enhance professional development.
- Promote constructive formal and informal information sharing and interdisciplinary collaboration.

Quality Assurance Analyst, MEDHOST   Sept. 2014- April 2015
(Franklin, TN)
"*A leading provider of software solutions and services designed to improve the clinical, financial and operational performance of healthcare providers worldwide*"

- Created and maintained descriptive test cases in Microsoft Test Manager (MTM) for bugs/defects and user stories associated with an Agile sprint, or Kanban, for Revenue Cycle-Admissions and Registration, and General Finance-Accounts Payable-Materials Management.
- Automated test scripts in Selenium, from a manual test case, to further enhance the enterprises' automation framework.
- Ensured effective test coverage, in an environment consisting of Scrum/Agile and Kanban software development methodologies, for projects and assignments, to minimize bugs/defects in regression and stabilization phase of the software development lifecycle.
- Utilized the Fibonacci numbering system to weigh user stories, during Sprint Iteration Planning, based on hours it will take the entire Scrum team to complete an assignment, task, or user story.
- Audited peer test cases to ensure Sarbanes-Oxley Act (SOX) compliance standards are met.

Black Box/QA/ UAT Analyst, Asurion   Sept. 2012- Sept. 2014
(Nashville, Tennessee)
"*Mobile Protection, Mobile Security Apps, Cell Phone Insurance, Device Protection*"

- Designed and executed test cases for User Acceptance Testing (UAT) and production Business Validation, in Claims Management platforms, where enterprise's Business Rules Management System (BRMS) was integrated (Mobile (Android & iOS), IVR, CSR, and Web Channels).
- System, regression, smoke, and performance testing of multi-tier applications.
- Logged, triage, test and retest User Acceptance Testing system level defects via Quality Center.
- Supported planning and coordinating of all operational and development components of enterprise's FICO Blaze Advisor's Business Rules Management System (Black Box).
- Developed multifaceted ad hoc SQL queries, to troubleshoot issues that arise in the production environment, while utilizing business knowledge, and advanced analytics to determine root cause, resolution, and prevention.
- Managed business rules to levy client commitments, regulate volume control, and escalate claims where fraud risk thresholds where met.
- Composed and Automated SSRS Reporting relative to the Program Management Department and Fraud/Risk Management group.

Software Quality Assurance Analyst, Xerox   Sept. 2011- Sept 2012
(Nashville, Tennessee)
"*A premier provider of diversified business process outsourcing (BPO) and information technology (IT) services and solutions to commercial and government clients worldwide.*"

- Performed manual and automated software testing for functionality of the state of Tennessee's Department of Human Services Vision Integrated Platform (VIP) software suite.
- Triaged, logged, and tested, and retested system level defects based on priority and severity via enterprise defect tracking tool.
- Designed test cases and test plans utilizing Excel for both functionality and regression testing.
- Queried Access Database for data integrity from application to database.
- Audited and crafted Test Cases for functionality within the VIP application.

HONORS AND ACTIVITIES

CompTIA Association for Information Technology Professionals (AITP) Member (2005-Present)
National Society of Black Engineers (NSBE) (2018- Present)
Students In Free Enterprise (SIFE) Member (2005 - 2007)
Dean's List (2003-2007)