Jeffrey Fagen

jayleefagen@gmail.com • Switzerland, FL 32259
LinkedIn • GitHub

Senior QA Manager/ Automation Engineer

Technically astute and solutions-focused Quality Assurance Professional with extensive experience in software testing leadership, process engineering and test automation design/coding.

Certified Manager of Software Testing skilled in leading advanced software testing initiatives, implementing Agile/Scrum methodologies, monitoring testing procedures and progress, and optimizing organizational QA processes. Adept at interacting with all teams to ensure comprehensive understanding, scope, risk identification and test coverage. Demonstrated success in managing multiple, distributed teams in highly regulated industries designing and optimizing QA CI/CD processes and directing formal compliance reviews/audits. Proficient in common programming languages and SDLC methodologies. Excel in building trusted relationships with key stakeholders to review and adopt new testing approaches, tools, techniques, and ways to automate manual tests effectively.

Core Competencies

Software Quality Assurance Leadership	Test Automation Design & Coding	Test Team Training & Management
Process/Standards Champion	Risk Identification and Management	Automation Tools Evaluation/Usage
Detailed technical process flows and docs	Integrated E2E testing processes	Automated Test Status reporting
Security, Database and EDI focused tests	Establish Automated Regression Tests	Performance testing/optimization

Technical Proficiencies

Languages	Groovy | Java | VBScript | SQL | XML | HTML/XHTML/CSS
Database Management	MS SQL Server | TOAD for IBM DB2 | MySQL | Oracle SQL Developer
Test/Defect Management	MS Azure DevOps | JIRA | XRay | Micro Focus ALM/Quality Center | SmartBear QA Complete
Proprietary Applications	AMS360 | Black Knight P2 Mainframe (MSP)| Attachmate | Loan Sphere BK/FC | Aspen Financials
Practiced Methodologies	IEEE 829 | ISO 9000-9001 | ISO/IEC 25010:2021 | Waterfall | Agile SAFe/SCRUM
Tools & Technologies	Katalon Enterprise Studio | Selenium Eclipse IDE for Java | Micro Focus United Functional Testing GitHub | EDI | JFrog Artifactory | TestNG | Cucumber | REST API | Maven | Confluence | SPLUNK Bastion Virtual Machines | OKTA 2 Factor Authentication | LastPass | Chrome Developers Tools Chrome Lighthouse | EXTRA Mainframe Terminal Emulator | Telnet | Jenkins CI/CD Plugins Postman API | ITKO LISA-WS | MS Azure/VSS/TFS | Micro Focus LoadRunner

Professional Experience

Brightway Insurance Jacksonville, FL (Remote)   **2021 to 2022**
Senior Software Test Automation Engineer/QA Lead – Property/Casualty Insurance

Led creation of enterprise-wide architecture, procedures, and processes for nascent QA environment. Acted as enterprise champion and subject matter expert (SME) for Software Testing methods, policies, tools, and planning. Spearheaded development of machine user IDs and virtual machines for utilization of QA team. Directed manual testers for comprehensive end to end testing and trained QA and DEV teams regarding improved methods and tools. Designed, developed, and implemented data-driven automated regression test suites with Katalon/Groovy and Web, SQL and EDI checkpoints. Held formal peer evaluations for test plans/results and key performance indicator progress. Introduced shift-left automation to front line reps to capture the steps to reproduce reported issues.

- Conducted thorough evaluation of various automation tools and presented formal proposals for adoption.

- Established front-line support procedure to deliver automated defect reproduction details as Defect step to reproduce.

- Automated data-driven, parameterized E2E regression tests for Web applications while serving as core SCRUM team member.

- Finalized formal pilot programs and presented complete integration of Azure DevOps/Katalon/EDI/Git/SQL automated testing.

- Designed automation coding conventions, established templates and authored Best Practices documents for enterprise QA.

- Managed, trained and mentored QA Team and served as primary QA SPOC for Management, Development and Data teams.

Wells Fargo San Antonio, TX (Remote)   2012 to 2021
Senior Software Quality Assurance Automation Engineer/Test Lead – Mortgage/Foreclosure

Managed many time-sensitive, critical compliance testing projects with 4 to 10 on-/off-shore participants. Led development and deployment of manual functional test scripts and pre-conditioned test data. Participated in the creation of a new, open-source automation framework and contributed advanced Java code to the factory. Trained new testers and introduced new methods for UI/DB/Mainframe testing. Guided new developers and conducted formal code and performance reviews. Acted as test lead for several compliance, security, and emergency testing programs. Devoted Java/UFT Automation Engineer and Agile/SCRUM member for back end/user interface testing.

- Created automated scripts to provide comprehensive testing results and create complex, proprietary upload files.

- Facilitated code reviews and oversaw compliance to framework factory.

- Conducted enterprise-wide review of current QA processes and proposed changes, many of which were adopted.

- Provided QA leadership for key compliance and automation efforts, delivering consistent results to Management for 9 years.

Florida Blue Jacksonville, FL   2011 to 2012
Test Lead - Health Insurance

Directed various small-mid sized teams to verify Rates of supplementary, dental, and health products. Led and assisted manual and automated test teams for E2E testing. Directed internal reviews, compliance audits, and routine reporting on behalf of the Rating team. Administered test case templates and contributed to assessments of technical documents and formal code reviews,

- Planned and submitted several emergency changes requests and compliance fixes, managed all verification testing efforts.

- Updated processes for automated artifact retention and validation, trained the team and provided support/enforcement.

- Built automated reporting and testing tools by utilizing XML, SQL, and DB2. Integrated results with existing reporting systems.

- Established Web/EDI testing procedures and tools that increased testing coverage for several new and legacy application.

Additional Experience

Test Automation Lead - Optical Manufacturing, Vistakon Jacksonville, FL

Senior Quality Assurance Lead - Property/Casualty Insurance, Allstate Jacksonville, FL

Senior Test Specialist - Student Loan Administration, Nelnet Jacksonville, FL

Test Lead - Health Insurance, Florida Blue Jacksonville, FL

Senior Systems Tester - Health Insurance, Florida Blue Jacksonville, FL

Applications Specialist - Product Warehousing, Winn Dixie Jacksonville, FL

Quality Assurance Manager - Workforce Procurement and Management, Beeline Jacksonville, FL

Quality Assurance Lead - B2B Construction Supply, Buildscape Jacksonville, FL

Y2K Non-Legacy Software Tester - Health Insurance, Blue Cross Blue Shield Jacksonville, FL

Education & Certification

Bachelor of Arts, Comparative Literature and Politics | University of California, Santa Cruz

Certified Manager of Software Testing #445 | QAI Global Institute

Certified Software Test Engineer #4266 | QAI Global Institute

Certificate of Completion | Selenium/Java Bootcamp for QA Testers and Developers

IN PROGRESS | Katalon Professional Certification (1/2023)

Life, Health and Variable Annuities Insurance Agent (2-15) | State of Florida

Open Water SCUBA Instructor #15224 | Professional Association of Diving Instructors

Health and Safety Instructor | American Red Cross

Associations

Volunteer

First Coast No More Homeless Pets | Jacksonville Humane Society | Sierra Club | St. Johns County Election Worker.

Active Contributor

GitHub | Ground Swell 3D Printers | Jax Makers MASH | Motorcycle Safety Foundation.