

Michael David Helgeson
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I have over 18 years in the Information Technology space and my passion is quality assurance across the software life cycle.

PROFESSIONAL EXPERIENCE

Hyvee

Service Manager –2025

- General Function: Provides prompt, efficient and friendly customer service, and ensures that customer's needs are met, supervises and coordinates the activities of employees or performs the work of all job levels. (and 3 more pages of Responsibilities)

United Health Group (Optum)

UAT / Sr Business Analyst – 2012 – Aug 2023

- OMNI Projects (Genesys)- (IVR, Alere, Evolve, Specialty/Select, Customer Service) - Manual Testing
- Behavior Health- Coordinated SME testing
- BrivoRX Web Portal- Manual Testing
- Cyara automated software (Genesys)- certification
- Trained and mentored new UAT testers on the OMNI project
- Worked on multiple Project using the Agile Processes and CA Rally Tool
- Coordinate UAT testing for multiple platforms and applications (CPS, Portal, Networking, Reporting, Claims, etc.) (Coordinating UAT for Work Orders, Capital and Blue Chip Projects)
- Setting up meetings and engaging SMEs/Testers to perform UAT testing in test environments.
- Writing up Test Scenarios Documents, Test Plans, Test Strategies, and UAT Test Summary documents for ADR2 approvals.
- Working with ALM to upload Test Scenarios and write up defects.
- Coordinate and communicate with IT contacts to verify the logic and Test Environments are ready for UAT testing.
- Knowledge of both Waterfall and Agile project methodologies
- Customer facing End to End Live testing.

Exitcare

Secondary UAT Tester-2011-2012

- Testing Health Care Software
- Writing up Defects (bugs) in Fogbugs
- Writing and updating Test Scenarios
- Collaborating with Lead UAT tester

Hewlett-Packard, R&D (Formally Colorspan) 11311 K-Tel Dr. Minnetonka, MN 55343

SW Eng Support Analyst II – 2006-2011

- Testing Software/Firmware and 3rd Party RIPs
- Writing up Change Requests (bugs)
- Writing and updating Matrix Plans
- Internal IT Support - HP Quality Center
- Building RIP servers for testing (Window, Linux, Unix RIP and internal Java app servers)
- Substrate color management

Keller Electric Inc. 1064 Woodhill Drive, Woodbury, MN 65123

Assistant Electrician - Part time 2.5 years 1995-2000

- To help pay for College
- Running PVC, EMT, and Electrical wires
- Installing electrical services for both indoor and in outdoor applications
- Organizing and running a crew

Minnesota State University Moorhead

Resident Assistant, Snarr Hall, Second semester of 1997-98

Resident Assistant, Nelson Hall, 1998-99

- Assisting with the quality of living on Campus
- Planning and organizing floor / campus activities and meetings
- Assisting in welfare and safety of students in dorms

Education and Continuing Education

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| • SQL Querying Fundamentals – 2 day class at Crescent Career Center | April-May 2024 |
| • Microsoft Power BI , 3 day class at Crescent Career Center | April-May 2024 |
| • Diploma, Fridley High School, Fridley, MN | 1991-1995 |
| • 4 years at Moorhead State University, Graphic Design | 1996-2000 |

Technologies and Skills

- **Technologies:** SQL, Power BI, CA Rally, Fogbugs, Bugzilla, ALM / HP Quality Center, Unix (Mac OS), Windows, Linux, Microsoft–Excel, Word, Power Point, Outlook, Excel, VMWare , Visio, Web Portal Testing, Genesys, Alere, Cyara, Java, Smartsheet, Splunk, Microsoft TEAMS, HTML, GitHub, Wordpress (RIPs: Caldera, Onyx, HP Kodiak)
- **Skills:** Waterfall, Agile, Troubleshooting, Building/Repairing Computers, Graphic Design, 2.5 years as an Assistant Electrician, 3 years in Shipping and Receiving , 1 year of Computer Sales, 7 years working with Wide Format Printers, Color Management and 3rd party RIPs.
- **Other:** I am a demonstrated self-starter with a strong work ethic and positive attitude, excelling at coordinating multiple projects. I am dependable and well organized as well as a team player that can work with minimal supervision. I am hard worker with a strong work ethic and a positive attitude. I am a good listener, I am honest, dependable, I'm able to meet deadlines, I'm well organized, detail-orientated, quick learner, I keep a positive attitude, and I can work with minimal supervision.