

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

**Technologies and Skills**

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- **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 3<sup>rd</sup> 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.