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**Michael Helgeson**

I am a software tester especially interested in testing applications and troubleshooting, breaking software and finding critical defects.

**Work Experience**

**Sr Business Analysts UHG/UMR/OPTUM July 2012 – Aug 2023**

UAT Medical Software Testing Team Remote/Work from Home

* OMNI Projects (Genesys)- (Alere, Evolve, Specialty/Select, Customer Service) - Manual Testing
* Behavior Health- Coordinated SME testing
* BriovaRX Web Portal- Manual Testing
* Cyara (Genesys)- certification
* Trained and mentored new UAT testers on the OMNI project.
* Worked on multiple Project using the Agile and waterfall 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

**Secondary UAT Tester Exitcare 2011-2012**

UAT Medical Software Testing Team

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

**SW Eng Support Analyst II Hewlett-Packard, R&D (Formally Colorspan) 2006-2011**

UAT Software and Firmware tester

* Testing Software/Firmware
* Writing up Change Requests (bugs)
* Writing and updating Matrix Plans
* Internal IT Support - HP Quality Center (ALM)
* Building RIP servers for testing (Window, Linux, Unix RIP and internal Java app servers)

**Education and Continuing Education**

* **SQL Querying Fundamentals** - Part 1, Crescent Career Center April-May 2024
* **SQL Querying Fundamentals** - Part 2, Crescent Career Center April-May 2024
* **PL-300T00 Microsoft Power BI Data Analyst**, Crescent Career Center April-May 2024
* **Diploma, Fridley High School**, Fridley, MN 1991-1995
* **4 years at Moorhead State University**, Graphic Design 1996-2000
* **2 years as a Resident Assistant**, Moorhead State University 1997-1999

**Technologies and Skills**

* **Technologies:** CA Rally Tools, 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, GetHub, Wordpress (RIPs: Caldera, Onyx, HP Kodiak)
* **Skills:** Waterfall, Agile, Troubleshooting, Building/Repairing Computers, Graphic Design
* **Other:** I am a demonstrated initiative-taker with a strong work ethic and positive attitude, excelling at coordinating multiple projects. I am dependable and well organized as well as a collaborator that can work with minimal supervision. I have over eighteen years of experience in the information systems field of User Acceptance Testing (QA/UAT). I have experience in quality assurance including implementing test processes and procedures, developing, and implementing testing plans, and testing web and client/server and Java applications. I am self-starter with a strong work ethic and a positive attitude. I excel at coordinating multiple projects. I am a good listener, I am honest, dependable, hard-working, I can meet deadlines, I am well organized, detail-orientated, quick learner, a collaborator, I keep a positive attitude, and I can work with minimal supervision.