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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 Analyst 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 automation (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.

**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 18 years in the Information Technology space and my passion is quality assurance across the software life cycle.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.