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**Michael Helgeson**

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

**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** – 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
* **2 years as a Resident Assistant**, Moorhead State University 1997-1999

**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, GetHub, 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.