Michael David Helgeson

3201 Edgewood Ave N

Crystal, MN 55427

Cell (651) 235-2045

[mikehelgeson@mac.com](mailto:mikehelgeson@mac.com)

WebSite: <https://www.mikehelgeson.work.gd>

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
* BriovaRX 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**

* **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, 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.