

# Parker Ferguson

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## Summary of Qualifications

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**Engineering Manager, Technical Lead and SDET with over 7 years of experience developing top-tier quality strategies and automation.**

- Champion of quality with a record of challenging existing process and facilitating a 'culture of quality' within R&D
- Data driven decision maker with expert ability to communicate with technical & non-technical stakeholders
- Capable of building and managing internationally distributed teams from the ground up
- Demonstrated ability to add transparency and predictability to the software release lifecycle
- Jira master with the ability to save time, track progress and increase stakeholder visibility through reporting
- Problem solver able to correct operational shortcomings, streamline and align required efforts with available resources
- Experience implementing customized Continuous Integration, Continuous Delivery & scalable test automation
- Expertise in design and implementation of highly reliable Selenium/Appium automation frameworks

## Skills

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Strategic Planning, Automation, Requirement Gathering, Reporting, Documentation, Decision-Making, Mentorship, Risk/Resource/Release Management, Technical Writing, Onshore/Offshore/Remote Management, Vendor Management, CI/CD, Training, Testing, Object Oriented Programming (OOP), Behaviour Driven Development (BDD), Page Object Model (POM), Scripting, Web Scraping, NLP Sentiment Analysis, Blockchain, Database, Memory & Log Forensics, Incident Response

Javascript, React Native, Python, Solidity, Ruby, Cucumber/Gherkin, Capybara, Selenium, Appium, HTML, JSON, SQL

Docker, Bamboo, Jenkins, BitBucket, Git, SourceTree, Jira, Zephyr, Fiddler/Postman, SaaS, Visual Studio/RubyMine, Hyper-V, TestStudio, Sahi, TestRail, FogBugz, BDD, JMeter, Opencover, NCover, Sauce Labs, MySQL, WireShark, Zeek, Volatility, Windows & MAC, certified SCRUM Master, certified AWS Cloud Developer

## Relevant Experience

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### Software Engineer & Founder, EngineeRD

2021

**EngineeRD LLC provides both development and consultation services.**

- Quality Engineering strategy assessments, training, coaching & implementation
- Full Stack web, mobile & blockchain development

### Manager - Quality Engineering & Technical Writing, Kaseya - VSA

2018 – 2020

**Head of Quality Engineering responsible for 15 QA Engineers, SDETs and Technical Writers across multiple products. Exercised leadership in all quality activities.**

- Assumed responsibilities of Release Manager, Technical Writing Manager, QA Manager and QA Director
- Lead re-design and development of automation strategy to cut manual test effort by 20% in 3 months
- Oversaw identification of 1000+ bugs & retroactive creation of hundreds of test cases without requirements
- Early release adoption increase of 50% as direct result from an improved ability to release quality software

- Reduced manual testing 30% via value based test system matrix & standards, elimination of low-value permutations
- Jira task automation saved Engineering Managers upwards of 10 hours per sprint
- Partnered with DevOps on GDPR compliant data center migration testing saving 4% of sales via fines
- Increased visibility via dashboards, real-time Zephyr API test results, email & Zabbix test env status
- Visually reported cost as time spent on several potential points of improvement in SDLC

**Executive Summit Special Guest:** Developed, presented and later implemented Business Unit Alignment Quality Initiative in accordance with the ISO 25010 standard model

### **Senior SDET & Technical Lead, Kaseya - Passly/AuthAnvil**

**2016 – 2018**

**Uniquely effective individual contributor, recognized thought leader, mentor and Technical Lead.**

- Authored automated tests, developed internal tools, managed manual testing, reporting & release
- Developed and implemented BDD & API (pyramid) focused test framework for web & mobile testing
- Followed Object Oriented design principles including Factories & Page Object Model (POM)
- Integrated Docker to CI for performant, scalable, and parallel node based test execution
- Reduced release testing effort from weeks to days via automation and intelligent, change based, test plans
- REST API based setup/teardown strategy for speed, reuse and low maintenance reliability (non-brittle)
- Documented test plans, test scenarios and test cases in accordance with requirements & acceptance criteria
- Eliminated significant false negative 'noise' to increase trust, accuracy & stability of test suites (~99% pass rate)
- Jira Zephyr 'ZAPI' real-time test results; email and chat notification via Jenkins

**Recipient of excellence in teamwork award and cash prize**

### **Software Development Engineer in Test, Kaseya - AuthAnvil**

**2014 – 2016**

**Individual contributor with best in Org automation coverage, pass-rate and reporting.**

- Developed overall test strategy for Next Gen Identity & Access Management product
- Implemented hybrid data driven REST service & CSV keyword scenario based test framework
- Transitioned tooling from Sahi Pro to Ruby, Selenium BDD test framework while maintaining release cadence
- Authored automated tests, developed internal tools, and performed manual testing tasks
- Performed ad-hoc reporting for management, review of PRs, track and report unit test coverage

### **Software Quality Assurance Test Specialist, Scorpion Software Corp**

**2013 – 2014**

- Designed and executed test plans, reported bugs, authored automated tests, and developed internal testing tools
- Developed QA Best Practices on my own initiative – implementation reduced testing from weeks to one day

## **Education**

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**Diploma of Computer Technology - Database, British Columbia Institute of Technology**

**2012 – 2014**

**Bachelor's Degree - Second Degree Program - Computer Science, Simon Fraser University**

**2011 – 2012**

**Bachelor of Business Administration - General, Thompson Rivers University**

**2005 – 2010**

## **Certifications**

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**AWS Certified Developer Associate - [Y0DGSMLLCBEEQ9KN](#)**

**2021**

**AWS Certified Cloud Practitioner - [0PSZLSDDLJREQGGD](#)**

**2021**

**Cyber Incident Response Specialization - [UBZGEZSP4FNS](#)**

**2021**

**Professional SCRUM Master PSM1 - 602739**

**2020**

**Certified Bitcoin Professional - 47eed1**

**2018**