



Parker Ferguson

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Summary of Qualifications

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

- Demonstrated ability to develop a culture of quality throughout an R&D organization
- 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
- Champion of quality with a record of challenging existing strategies and technologies
- 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 automation processes
- Expertise in design and implementation of highly reliable Selenium automation frameworks

Skills

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, Database

Languages: Ruby, Cucumber, Gherkin, Selenium, Solidity, Python, Javascript, HTML, JSON, SQL

Technologies: Visual Studio, RubyMine, JCreator, Eclipse, Docker, Hyper-V, Jira, Zephyr, Bamboo, BitBucket, SaaS, Client Server, API, Mobile, TestStudio, Sahi, TestRail, FogBugz, Fiddler, Postman, Gherkin BDD, Tortoise SVN, GIT, SourceTree, Netbeans, AWS, JMeter, Jenkins, Opencover, NCover, Sauce Labs Mobile, MySQL, AWS

Relevant Experience

Manager - Quality Engineering & Technical Writing, Kaseya - VSA

2018 – Present

Head of Quality Engineering, reported directly to SVP, 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
- Customer adoption increase of 50% as direct result from an improved ability to release quality software
- Elimination of low value on premise test permutations reduced manual testing effort by 30%
- Jira task automation saved managers upwards of 10 hours per sprint
- Increased visibility via dashboards, real-time Zephyr API test results & email notification, Zabbix test env status
- Time sensitive GDPR compliant data center migration testing potentially saving 4% of sales in fines
- Visually reported cost as time spent on several potential points of improvement in SDLC
- Partnered with engineering leadership to advocate increased unit testing and improved coding standards

- Participated in and led triage, R&D leadership & cross functional ceremonies as well as R&D wide training sessions
- 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.

- Developed and implemented BDD client server & API test framework for web-based application
- Achieved significant reduction in automated test run times via API & Page Object Model (POM)
- 100% automated test coverage and in-sprint parallel feature/fix automation
- Documented test plans, test scenarios and test cases in accordance with requirements & AC
- Reduced release testing effort from weeks to days via automation and intelligent, change based, test plans
- Hands on experience with UAT, end-to-end, functional, integration, performance, usability, scalability, black box, smoke and exploratory testing
- Authored automated tests, developed internal tools, and managed manual testing
- REST API based setup/teardown strategy for speed, reuse and low maintenance reliability (non-brittle)
- Eliminated false negatives via API and retry mechanisms (Jenkins/Ruby) to increase trust, accuracy & stability
- Jira Zephyr 'ZAPI' real-time test results; email and chat notification via Jenkins
- Integrated Docker to CI for performant parallel node based test execution

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 and implemented hybrid data driven REST service & keyword scenario based test framework
- Authored automated tests, developed internal tools, and performed manual testing tasks
- Developed and implemented overall test strategy for Next Gen Identity & Access Management
- Transitioned tooling from Sahi Pro to Ruby, Selenium BDD test framework while maintaining release cadence and parallel feature test automation
- Performed ad-hoc reporting for management
- Review 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 and rebuild reduced testing of one product from several weeks to approximately one day

Education

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

Professional SCRUM Master PSM1 - License 602739

2020

Certified Bitcoin Professional - License 47eed1

2018

Google Analytics - License 5518740790716176

2016