Parker Ferguson

702.848.9822 parker_ferguson@hotmail.com
www.parker-ferguson.com

Summary of Qualifications

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

- Champion of quality with a record of challenging existing strategies 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 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

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

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 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
- Partnered with DevOps on 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

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% eligible 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 reduced testing from weeks to 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

AWS Certified Developer Associate - Y0DGSMLLCBEEQ9KN ([Digital Badge](#))	**2021**
AWS Certified Cloud Practitioner - 0PSZLSDDLJREQGGD ([Digital Badge](#))	**2021**
Professional SCRUM Master PSM1 - 602739	**2020**
Certified Bitcoin Professional - 47eed1	**2018**
Google Analytics - 5518740790716176	**2016**