Quincy Williams

Experienced Software QA/QE Professional

Seattle, WA

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• Experienced Quality Assurance or Quality Engineering leader with nearly 20 years demonstrated know how.

• Enhanced requirements analysis, test planning, process improvement, QA oversight, and hands-on testing.

• Initiated and/or spearheaded test automation and provided cross-functional team leadership for various sized capital

projects across different types of industry sectors and different types of technologies.

• Optimized software testing for web and mobile implementations and fine-tuned QA within the Agile scrum methodology

delivery space.

• Centralized Quality Assurance program and aligned it to strategic interests.

Authorized to work in the US for any employer

Work Experience

Director of Quality Assurance

HOVERSTATE - Seattle, WA

March 2019 to July 2022

• Hired and mentored QA analysts/engineers/SDETs to support various sized agile scrum capital projects.

• Standardized & streamlined the software testing program, quality improvement processes and best practices.

• Oversaw release activities from staging to production environments.

• Improved QA organizational productivity and utilization by 35% as Director of QA.

• Administered QA Center of Excellence to support manual & automation efforts which lead to an increase in both the SDLC process

and test efficiencies.

• Advised external clients on QA processes to support production cutover.

• Composed status reports highlighting test or QA improvement progress.

• Produced web & mobile (native, web, hybrid) hands-on manual or automated testing as needed for SaaS products.

• Provided testing oversight and hands on testing for SAP SuccessFactors Core, Talent Management, & reporting modules to allow

for better workflow efficiency replacing a more manual process.

Program Manager, QA (consultant)

KAISER PERMANENTE - Seattle, WA

July 2017 to May 2019

• Headed enterprise level quality assurance program for 200+ application migration from Windows 7 to Windows 10

• Unified asset inventory management integrated with Service Desk to manage physical, virtual, and cloud assets onto single

platform across distributed business, clinical, and Laboratory teams.

• Contributed to development of selenium data driven automation test framework.

Software Test Manager (consultant)

PREMERA BLUECROSS OF WASHINGTON - Seattle, WA

April 2017 to March 2018

• Headed & contributed to QA testing for medical Claims migration from mainframe to server platform

• Coordinated cross-functional testing to complete SIT, OAT, and database migration efforts across 10 test environments

(sandboxes, lower and upper environments).

• Contributed to feature/bug releases with DevOps team by implementing java automated test scripts and adding scripts to Jenkins

pipeline.

QA Software Leader

GENERAL ELECTRIC - Seattle, WA

June 2016 to August 2017

• Headed FE & BE quality assurance for Oil & Gas pipeline management applications & tools.

• Collaborated with DevOps to automate BVT by generating VMS automatically (Docker), deploying build (Jenkins- Terraform), executing unattended test scripts (Python), and configuring web-hook to add results to Jira.

• Centralized QA tools & approaches across Oil & Gas projects to increase efficiency & productivity.

Software Test Manager (consultant)

PREMERA BLUE CROSS OF WASHINGTON - Seattle, WA

October 2015 to February 2016

• Coordinated UI & integration testing for health plan shopping tool.

• Developed Nightwatch.js testing scripts to support regression and smoke test cycles.

• Partnered with vendor (Benefitfocus) to resolve critical or significant blockers to product implementation.

Manager, Quality Engineering

MISSOURI EMPLOYERS MUTUAL INSURANCE COMPANY - Columbia, MO

October 2014 to October 2015

• Managed quality engineering team consisting of Business Analysts, System Analysts, Quality Analysts, & Automation Engineers for corporate IT organization.

• Increased requirements gathering by at least 30% and testing efficiency by at least 50% for capital projects.

• Demonstrated "best QA delivery in company's history" per Executive Committee feedback when launching new insurance company (Previsor) in State of Kansas.

Senior Project Manager - QA (consultant)

INTELLITECT - Spokane, WA

May 2013 to October 2014

• Coordinated quality assurance across business and field teams for CRM and field services SaaS applications.

• Collaborated and partnered with multi-discipline project team members to identify & remove bottlenecks while offering recommendations to keep project moving by focusing on viable essentials first then adding fast follows items.

• Contributed to test automation scripts for billing application & performed hands-on attended testing.

QA Manager (consultant)

ENGAGEPOINT - Jefferson City, MO

July 2013 to May 2014

• Coordinated software testing on behalf of Missouri & Arkansas Social Services agencies in partnership with Centers for Medicare & Medicaid Services to test IBM Cots product plus 100+ federal & state API integration to adhere to regulatory implementation of ACA 2010.

• Developed Selenium UI automation.

• Orchestrated Accessibility, Performance, and Security testing.

Senior Manager, Business Planning

EXPRESS SCRIPTS - Memphis, TN

July 2011 to January 2014

• Developed financial workflow models and improvement initiatives for Specialty mail order Pharmacy.

• Conducted oversight for operations process improvement & software implementations using lean six sigma to find efficiencies in workflows for contact center, pharmacy, and fulfillment operations.

• Developed and implemented labor model yielding $175k in cost savings for Fulfillment Operations.

Education

Bachelor of Arts

University of Memphis - Memphis, TN

September 1992 to December 1996

Skills

• SDLC: (including Agile with SCRUM/Sprints, Iterative, Waterfall project methodologies) (10+ years)

• Test Planning: Scoping, estimates, strategy, plans, presentation, coordination, defect management. (10+ years)

• Risk Management: Identify risks and plan best case approach for risk mitigation. (10+ years)

• Implementer/Mentor of QA processes, techniques, standards (10+ years)

• Test Execution: Web apps, RESTful API's, databases, hardware, and infrastructure. (10+ years)

• Test Types (manual): Functional, Regression, Integration, Usability, Accessibility (WCAG), Production verification (UAT).
    (automated): Regression, test data generation; (non-functional): performance, stress/load testing. (10+ years)

• Release Management: coordinate and lead software release activities with application and support teams. (10+ years)

• Test Automation: (including OOP Script Development using structural design patterns). (9 years)

• Mobile Applications: Using Appium to test native, web and hybrid mobile iOS/Android applications (5 years)

• CRM: Salesforce, Pipedrive, Zendesk. (5 years)

• ERP: NetSuite, SAP, ServiceNow (7 years)

• API Integration Testing (9 years)

• Git (9 years)

• CI/CD (7 years)

• Linux (5 years)

• Java (3 years)

• JavaScript (1 year)

• Python (Less than 1 year)

• MySQL (5 years)

• Node.js (2 years)

• JMeter (9 years)

• Jira (10+ years)

• X-Ray (5 years)

• Selenium (9 years)

• Docker (3 years)

• Azure (3 years)

• AWS (3 years)

• SQL (10+ years)

• Please visit LinkedIn profile to see additional assessment information

Links

http://www.linkedin.com/in/quincywilliams

Certifications and Licenses

Six Sigma Certification

Assessments

Analyzing data — Proficient

August 2022

Interpreting and producing graphs, identifying trends, and drawing justifiable conclusions from data Full results: [Proficient](#)

Technical support — Highly Proficient

August 2022

Performing software, hardware, and network operations Full

results: [Highly Proficient](#)

Technical support: Customer situations — Proficient

August 2022

Responding to technical support situations with sensitivity Full

results: [Proficient](#)

Software developer fit — Expert

September 2022

Measures the traits that are important for successful software developers Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

I've worked with Quincy for several years and know that he is a dedicated, kind, and professional Quality Assurance expert and strong technologist. He has extensive experience and skills in the space
- that combined with his personality and communication skills - form a very strong foundation for both leadership and principal-level test architecture/approach/testing roles. In the fast-changing technology space, Quincy recognizes the need to take a flexible approach to QA where the correct strategy depends on all the various project attributes - product features, technology, team composition, schedule, budget, etc. in order to deliver the highest quality given the constraints. In that pursuit, he also takes time to cultivate those around him, so that in addition to executing a test strategy he is also leveling up the QA organization. He does this through clear and effective communication, tailored to each individual's style and logistical considerations. I highly endorse and recommend Quincy for any role within the space, and would be eager to provide more specific references based on the role.
ERIC BERGLUND
VP, SOFTWARE DEVELOPMENT
HOVERSTATE