**Brian Bagby**

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**James Madison University**

**Summary**

* Senior Level Quality Assurance Analyst and QA Tester with 15 years overall experience with prior related programming and business analyst work
* Experience with Video Assets, Selenium, SQL and some knowledge of Web Services (REST/API- but not hands on or expert)
* Full Life Cycle Quality Assurance experience and variety of related QA testing tools and methodologies

**Brian’s Profile**

* Senior QA & BA with 15 years overall experience
* Roles in QA, QC, BA, MMIS, Social Media and Healthcare
* Technical experience with performing software testing, system development life cycle, software testing, data analysis and data mining

**Technical Skills**

Testing Tools: Selenium IDE, Test Director, Quality Center, Quick Test Professional (QTP), Pingdom, DeepTrawl, BrowserStack, Wrike, SoloBug, TestTrack

Languages: SQL, VISUAL BASIC, HTML, XHTML, DHTML, DTML, HTML5, MS-DOS

Database: SQL Microsoft SQL Server, MySQL

Business Tools: Oracle Business Intelligence Discoverer, Google Chrome Web Developer Tools, Internet Explorer F12 Web Developer Tools, Safari Web Development Tools, Firefox - Web Developer Toolbar, Opera - Opera Dragonfly

Other: WordPress, Agile Software Development, Synaptris IntelliPRINT Dashboard Reporting, MITA, NetOp Remote Control, ACDSee, Pinnacle PCTV Vision, Avaya, MMIS, WebSurveyor, Social Media, Visual Studio

**Professional Summary**

**State of North Carolina, Raleigh NC  August 2014 – Current**

**Software QA Analyst / Tester**

North Carolina Families Accessing Services through Technology (NC FAST) was developed as a tool to improve the way eligibility was determined and benefits given for a whole spectrum of services, such as Food and Nutrition Services, Medicaid, Work First and Child Care.

* Develop requirements into test conditions, cases and scripts, development and execution of automated scripts using HP Quality Center to thoroughly test software to ensure proper operation and freedom from defects.
* Analyze business requirements for testability and completeness using Functional Specification Documents, Business Requirements Documents and Technical Design Documents.
* Responsible for test scripting data collection and analysis according to the project plan schedule and ensuring adherence to standard practices and procedures.
* Work with other product team members to diagnose and recreate problems as well as prioritize and implement solutions and close problem reports.
* Review test cases and other testing artifacts to ensure the accuracy and completeness of all test artifacts.
* Coordinate testing, report and track testing problems by providing reproducible test cases.

**AICPA, Raleigh NC  May 2014 – July 2014**

**Business Analyst & Data Manager**

American Institute of Certified Public Accountants (AICPA) is the national professional organization of Certified Public Accountants (CPAs) in the United States. It sets ethical standards for the profession and U.S. auditing standards for audits of private companies, non-profit organizations, federal, state and local governments.

* Planned, implemented, and controlled activities that applied quality management techniques to measure, assess, improve and ensure the fitness of data for use.
* Prepared, carried out, and composed activities to ensure privacy and confidentiality and to prevent unauthorized and inappropriate data access, creation or change.
* Monitored and maintained use of enterprise data and its connection with the application system solutions and projects that shared architecture.
* Outlined, composed, and contained processes to provide data and support knowledge for workers engaged in reporting, query and analysis.
* Defined, completed and incorporated activities across the data lifecycle, to enable easy access to high quality, integrated metadata.
* Exercised control and shared decision-making over the management of data assets.
* Managed databases and data-related solution components.

**Salix, Raleigh NC                            November 2014 – April 2015**

**Quality Assurance Analyst**

Salix Pharmaceuticals, Inc. is a specialist pharmaceutical company that develops prescription drugs and medical devices that prevent and treat various gastrointestinal disorders.

* Tested pre and post-launch Desktop, Mobile, and Tablet software for coding, content, design, media, forms, search engine optimization, browser compatibility, files and scripts.
* Applied DeepTrawl, Pingdom and BrowserStack to test DNS Health and analyze page load times.
* Utilized Web Developer Tools to debug code while testing user facing interface of websites / applications.

**Expion, Raleigh NC                            June 2014 – October 2014**

**Quality Assurance & Social Media Quality Assurance**

Expion provides brands and agencies with enterprise tools to drive social marketing and increase user engagement to grow their audiences.

* Utilized Seapine Test Track Pro to manage and report on tasks, defects, feature requests, change requests, and other development-related work items, while keeping all stakeholders informed of progress.
* Executed Facebook, Twitter, Google Plus, YouTube, Instagram, Foursquare, LinkedIn, & Weibo test cases in Safari, Internet Explorer 8-11, Firefox and Chrome.
* Designed & tested Tablet, Mobile Android, & Apple iOS phone software native apps with front-end widgets.
* Wrote and conducted Smoke Tests to reveal failures severe enough to reject prospective software releases.
* Launched updated code releases utilizing quality control with Team Foundation Server 2013 (TFS).
* Created queries to extract data from Microsoft SQL Server 2012 to validate test cases.
* Used Selenium IDE 2.8.0 to deploy software releases to production.

**State of North Carolina, Raleigh NC  October 2010 – May 2014**

**Quality Assurance & Business Systems Analyst**

NCTracks is a multi-payer Medicaid Management Information System for the N.C. Department of Health and Human Services (N.C. DHHS). It has three separate portals for specific internet access to different sectors of the business (Providers, Recipients and internal operation’s needs).

* Co-managed provider outreach project that reached out to providers possessing over $100 million in denied claims.
* Assisted in all phases of system development of medical & pharmacy claim multi-payer system.
* Derived UAT coordination and regression testing of claims, prior approval, & pend resolution segments.
* Wrote SQL queries for test cases to extract data from vendor written databases.
* Researched edits incorrectly posting on claims, escalating them as system, trading partner, provider training issues.
* Derived, wrote and executed test cases during SIT, UBAT, UAT, FIT, smoke, and regression testing phases. Coordinated defect resolution and severity levels between client and vendor.
* Queried databases for test planning and test case data with XQMF and QMF+ tools.
* Wrote and submitted professional, dental and institutional 4010 and 5010 X12 claims. Tested user automated interfaces for HIPAA compliance with Medicare and Medicaid claims.
* Data scrubbing and analysis for recipients and business rules. Interpreted business processes and business data models.
* Participated in requirements gathering, operating system development, and test case management. Using Silk Central I derived flight plans, and firing sequences for End to End testing.
* Wrote, analyzed, and reviewed MMIS business system design documents and technical design documents. Introduced ‘Blocker’ designation to test defects, increasing speed and efficiency of vender defect resolution. Trained new employees.

**PAREXEL International, Durham NC August 2009 – September 2010**

**Clinical Informatics & Quality Assurance**

PAREXEL International Corporation is a multinational biopharmaceutical contract research organization that provides clinical research, clinical logistics, medical communications, consulting, and advanced technology products and services to pharmaceutical, biotechnology, and medical device industries worldwide.

* Conducted investigator outreach and update efforts in close collaboration with local clinical trial specialists to expand and improve the global pool of qualified investigators.
* Administered web-based survey process, including requirements analysis, survey creation, test management, deployment, and training.
* Introduced test driven development for worldwide use of web-based survey.
* Analyze incoming data received from the web-based survey to determine viable candidates for clinical trials. Integrated all aspects of administrative and technical support for feasibility & clinical informatics data assets.
* Responded to requests for database profile information, data analysis, and investigator referrals.
* Organized training of new staff and other groups on feasibility and clinical informatics systems and similar tools.
* Worked with information technology team & external vendors to troubleshoot problems and increase efficiency.
* Wrote SQL queries for data cleansing purposes as well as auto populating we-based surveys. Reviewed and maintained investigative site lists against the investigator module for compliance issues.
* Executed and quality controlled necessary data imports from external and other systems as needed. Promoted data integrity, data collection/cleaning, and efficient workflow in a business analyst role.

**PAREXEL International, Durham NC January 2008 – July 2009**

**IISS Database Administrator**

PAREXEL International Corporation is a multinational biopharmaceutical contract research organization that provides clinical research, clinical logistics, medical communications, consulting, and advanced technology products and services to pharmaceutical, biotechnology, and medical device industries worldwide.

* Managed call center and data entry staff, ensuring data was entered into the database accurately & timely.
* Performed administrative role within lotus notes database.
* Reviewed, accepted, & imported data from external projects and imported into internal database. Manipulated and formatted data for upload into Access databases. Queried database for requested information.
* Performed initial and ongoing entry and cleansing of data. Reviewed sponsor provided investigative lists against our database & maintained files of reviewed lists.
* Ran SQL queries for data normalization.
* Discovered & communicated information regarding problematic sites to quality assurance & management. Trained new IISS employees.

**Virtual Heroes, INC., Raleigh NC December 2007 – May 2008**

**Quality Assurance Analyst**

Virtual Heroes develops a variety of products and licensable IP that are sold generally within the commercial, medical and healthcare marketplaces.

* Captured videos / screenshots with automated testing tools, generating Mantis 1.1.1 Bug Tracker web-based reports for lead programmers, lead artists, and lead producers.
* Analyzed artificial intelligence, level geometry, textures, rendering, shading, and play-ability of single player & multiplayer (offline + online) games in development.
* Lab tester for PC and PlayStation Portable (PSP) titles during all phases of the software product life cycle.
* Recommended feature enhancements that were directly implemented into game titles.
* Researched and incorporated new technologies into ongoing QA protocol.
* Exchanged information on QA issues and processes; with internal team members and end users.
* Completed system testing on various operating systems. Provided voice acting for major PC title.

**Durham Convention & Visitors Bureau, Durham NC December 2007 – April 2008**

**Information Technology Manager**

Durham Convention & Visitors Bureau is the official marketing agency for Durham.

* Team leader for website portal development. Performed new hire IT orientation and training.
* Entered and maintained IT projects in Project 2007, aligning timelines with stakeholders. Reviewed, updated, and closed IT trouble tickets with SharePoint Services 3.0.
* Developed, updated, tested, and distributed standard operating procedures and protocols. Installed, controlled and repaired computer software remotely with remote desktop connection. Managed network folder permissions and active directory on SQL Server 2005 & Exchange Server.
* Developed and managed IT quality assurance processes as well as software documentation. Managed and maintained GFI Fax service.
* Executed Business Analyst role. Assisted in IT budget analysis. Aided in software deployments.
* Maintained Avaya phone line routing and auditing. Controlled new system hardware/software installations and upgrades to new operating systems.
* Executed hardware and software procurement, installs and support of malfunctions or failures. Backed up data from security camera system.

**Durham Convention & Visitors Bureau, Durham NC July 2006 – May 2007**

**Database Administrator**

Durham Convention & Visitors Bureau is the official marketing agency for Durham.

* Supervised database migrations, enhancements, and report development while improving efficiency, accuracy, and ease of use for staff.
* Extracted data with SQL back-end queries of databases hosted on SQL Server 2005.
* Managed database development, database design, normalization, performance tuning, backup and recovery.
* Integrated Destination 3000 direction software into website.

**Red Storm Entertainment, Morrisville NC November 2004 – February 2005**

**Quality Assurance**

Red Storm Entertainment is a wholly owned subsidiary of Ubisoft Entertainment, specializing in video games and related merchandise, mainly based on the works of the writer Tom Clancy. The company develops and markets their own video games.

* Lab tester for major PlayStation 2 title during all phases of the software product life cycle.
* Captured screenshots/videos with automated testing tools, generating Solobug reports for programmers.
* Recommended feature enhancements that were directly implemented into game title.
* Analyzed artificial intelligence, level geometry, textures, rendering, shading, play-ability, and fun factor.

**Cornell Technical Systems, D.C. Metro 1999 – 2004**

**Technical Consultant**

Provided technical support to major clients during contracted assignments. Clients included: Siemens, MLC Group Inc., Intermedia Communications and Fairfax County Housing Department.

* Built Office applications, ex: Access databases, while performing linkage, importation and report creation.
* Database Analyst for MCI WorldCom. Created verification process in Visual Basic, maintained in Office.
* Trained a team on implementation, verification, and order entry processes.
* Developed multimedia CDs/DVDs for government, designed jewel case backs, fronts, and disc labels.
* Evaluated company hardware/software needs, researched solutions, implemented and installed upgrades.

**Microsoft, D.C. Metro August 2001 – July 2002**

**XBOX Field Merchandising Specialist**

XBOX is a video gaming brand created and owned by Microsoft. Winner of National “Xbox is Here” Xbox Price Reduction Blitz Campaign.

* Set product area to plan-o-gram, collected and evaluated data, performed competitive analysis.
* Solidified retail relationships, educated customers, and trained store personnel on Microsoft products & POP placement.

**BGotEm LLC, Worldwide 1997 - Current**

**CEO**

* Assist clients in creating viable businesses, working with them through their first tax year.
* Produce Social Media analytics specific to patron.
* Formulate algorithms specific to customer needs.
* Design and maintain web pages for clients.