SPENCER
HORN

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SB

Smashing
Boxes
2015 -
Current

Lead Quality Engineer

Worked with the team to define and improve processes. Improved reporting capabilities and insight into defect reports. Lead initiative for team automation best practices. Acted as an advocate for the Quality Assurance team to leadership.

Senior Quality Engineer

Participated in daily standups, bi-weekly sprint planning and retrospectives. Documented and executed test cases for multiple concurrent projects. Logged detailed bug reports with steps to reproduce. Authored detailed test plan and communicated our test package to our clients.

Languages: Ruby, Ruby on rails, Swift, Javascript, HTML, CSS.

UI/UX/Design: Sketch, Photoshop, Invision.

Testing: Test planning, Test Documentation, Automation.

Technologies: Virtual Box, Vagrant, Digital Ocean, Heroku, Sauce Labs, Cucumber, Selenium, Appium.

Operating Systems: MacOSX, Linux, Windows.

Project Management: Jira, Trello, Confluence, Basecamp, Slack.

SDLC: Agile, Scrum, Kanban, Lean.

Leadership: Mentorship, Quality Best Practices, Personal Development Direction.

Allscripts
2005 - 2015

Quality Engineer

Defined and wrote test cases to test products from a solutions level. Optimized testing efficiency by implementing automated testing solutions where applicable. Executed test cases on multiple devices and platforms including mobile iOS and Android. Maintained team virtual test environments via lab manager. Tracked and reported status to management on weekly basis. Worked with development to demonstrate defects and other issues found during testing.

Languages: Python, Javascript, HTML, CSS, C#, SQL.

Testing: Test planning, Test Documentation, Automation.

Technologies: Visual Studio, Lab Manager, vCenter, CodedUI, SQL Server Management Studio, Salesforce, Selenium, Sikuli.

Operating Systems: AIX, Windows.

Project Management: Microsoft Test Manager, Jira, Visual Studio, Microsoft Project.

SDLC: Agile, Scrum, Kanban, Lean

Project Manager

Designed project plans for complex community software. Tracked progress through daily stand ups. Held planning and retrospective sessions with developers and quality engineers pre and post sprint iterations to ensure accurate delivery dates.

Senior Technical Consultant

Installed, implemented and troubleshot our Patient Portal product. Served as escalation point for install team to resolve various IIS and server related issues. Created and managed install priorities for the team in order to successfully meet implementation numbers. Supported implementation coordinators with go live issues to ensure successful deliveries and capture revenue. Reported application design flaws to management and development. Worked with development teams to resolve fourth level escalation issues. Acted as liaison between development teams and implementation teams and updated implementation procedures as necessary. Worked with development teams to prioritize necessary features for future releases and help drive critical issue resolution.