Aaron Glass

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EDUCATION:

University: Bowling Green State University, Bowling Green, OH
Degree: Bachelor of Science in Technology
Major: Visual Communication Technology

WORK EXPERIENCE:

July 2017-Present

Employer: OnShift, Inc. Cleveland, OH
Positions: Senior QA Engineer
Duties: Primarily serves as lead QA for employee engagement, hiring, and mobile teams. Creates and maintains UI Automation utilizing Selenium with Python and TestCafe with JavaScript. Member of quality leadership team responsible for defining automation and quality processes standards. Reviews test cases for all products teams. Serves as a mentor for the QA chapter. Creates support dashboards with PostgreSQL in Metabase. Documenting products, practices, and knowledgebase. Using LoadImpact as a pipeline performance gate. Leveraging LaunchDarkly for A/B testing, pioliting, and UAT. Drives and supports agile best practices. Influences engineers to think quality when delivering. Award recipient for three consecutive Innovation Days.

January 2008-July 2017

Employer: MRI Software, Solon, OH
Department: Product Development and Global Client Support
Positions: Quality Assurance Engineer Sr. (January 2012 - July 2017) - Sr. Application Support (January 2008 - December 2011)
Duties: Primarily served as lead QA for Budgeting and Forecasting module. Ruby Cucumber Automation for UI and Integration test. Jenkins Administration for 2,700+ test. Leveraged Microsoft Test Manager for test case management and defect prevention. QA Leadership Team member. Served as temporary Product Owner and Development Manager. Mentored new employees. QA point of contact for major and minor releases. Leader and contributor of Retrospectives. Practicing Scrum Master. Engaged in parallel development. Documented team best practices and processes. Reviewed support cases monthly for trend and defect analysis. Chosen for Research and Development team. Regularly demoed products to internal and external clients.

November 2002-December 2007

Employer: Progressive Insurance, Mayfield, OH
Department: Agent Support
Position: IT Help Desk Specialist Sr
Duties: Primary duties included supporting Progressive Agents and internal departments with technical knowledge pertaining to Progressive's rating software, ProRater and website, www.foragentsonly.com. Other duties included problem ticket escalations to resolve development issues, serving as the point of contact for Progressive National Accounts and Policy Download, providing support for level 1 and level 2 help desk software issues, documentation review, and training and mentoring of new employees.

SKILLS SUMMARY:

- Test Automation with TestCafe - JS, Selenium - Python, Cypress - JS, and Ruby Cucumber
- SQL - Testing, troubleshooting, and dashboards
- Testing efficiencies, strategies, and regression testing reduction
- Performance - LoadImpact and Visual Studio
- Test Management Azure Devops Test Manager and HipTest
- Agile methodology - Scrum Ceremonies
- Defect & Bug Tracking - Test Manger, Jira, SalesForce, and Azure
- A/B testing, Pilot, and UAT - LaunchDarkly
- CI/CD deployments - Jenkins
- API Testing - Postman
- Proficient in Windows, Mac, and Linux
- Strong communication and leadership
- Able to quickly learn product domain
- Strong problem-solving and multi-tasking skills
- Customer focused quality approach
- Positive, optimistic, but realistic