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| **Alexander Gibson** | Madison, WI 53715  +1 920-573-1067  argibson02@gmail.com |

**Professional Experience**

***Epic Systems Corporation***  **Madison, WI**

**Functional Area Quality Assurance Lead**   **Jul. 2019 - Present**

- Managed a QA team for Epic's managed-care electronic health record software and patient access portals (Tapestry & MyChart).

- Assigned out projects and adjusted the team's workload to cater to individuals' specialties and bandwidths.

- Reviewed software designs and RFPs to ensure that development met customer needs and intentions.

- Managed critical development projects for one of Epic's largest customer. Identified substantial functionality gaps missed in the initial design phase and prevented the company from shipping broken software.

- Created test plans and internal documentation regarding new development. Reviewed team members’ test plans for any testing gaps. Reviewed customer-facing documentation and setup guides for accuracy and ease-of-use.

- Identified areas of QA inefficiency and created tools/fixed processes that ended up saving days of QA work every quarter.

- Mentored new employees in QA processes, testing tools, and bug-finding techniques.

- Lead weekly scrums for projects and functional areas. Curated biweekly department update meetings.

- Facilitated user experience studies to ensure we were meeting customer needs and that new development was improving software usability.

- Performed root cause analyses for software security and privacy risks. Pioneered process changes to help prevent similar issues.

**Quality Assurance Analyst Jan. 2018 - Present**

- Tested electronic health record systems (EHR); focusing on billing, claims, and referral functionality for managed-care healthcare systems. Tested end-user facing healthcare membership websites and mobile applications.

- Coordinated development and QA strategy for high-risk bugs needing quick turnaround.

- Oversaw department internationalization and localization efforts. Greatly reduced translation volume by identifying international customers with retired software licenses.

- Presented on industry and internal education topics. Shared key knowledge and provided training on company-wide initiatives.

- Communicated with customers and vendors to help facilitate the company content approval process. Enabled customers to share their success stories while protecting Epic’s intellectual properties.

- Accessibility tested websites and mobile applications to ensure ease of use for visually impaired users.

- Tested data aggregation/EDI for external vendor claims and patient satisfaction surveys.

***Amscan*  Oshkosh, WI**

**Market Research Analyst Sep. 2017 - Aug. 2019**

- Conducted in-depth research into current competition, target demographics, and market trends for new concept retail products.

- Explored and compiled reports on new business opportunities in the party supplies/costume industry.

**Education**

**University of Wisconsin – Madison**  **Madison, WI**

GPA: 3.52/4.0, Dean’s List (3 Semesters)  **Sep. 2012 – Aug. 2016**

**Double Major in Chinese and Environmental Studies, Certificate (Minor) in East Asian Studies**

- Studied Chinese language, linguistics, history, culture, and business etiquette.

- Studied various aspects of the environment including environmental law, regulatory compliance, soil science, climate change science, water resource management, and environmental economics. - Studied abroad for one year at the prestigious Tsinghua University in Beijing, China.

**Skills**

- Black box and white box software testing - UX review - Code injection/security vulnerability testing

- Advanced knowledge of all Microsoft Office suites (PowerPoint, Word, Outlook, OneNote, etc.)

- Excel (pivot tables, macros) - Project tracking software - Screen readers (JAWS, NVDA)

- SQL - Fiddler - IBM Security AppScan - Automated testing - Agile and Waterfall software development