

Bryan Plumb

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LinkedIn: [My LinkedIn Profile](#)

CORE SKILLS & ACCOMPLISHMENTS

- 16 years of QC/Testing Experience
- People Management
- Certified Scrum Master
- Audit Compliance Enforcement/Standards Creation
- Advanced SQL Skill set
- Strategic/Tactical Planning
- On-going Process Improvement
- AWS Certified Cloud Practioner
- Six Sigma Green Belt
- Hundreds of successful business demos
- Project Planning / Management
- Agile Scrum/Kanban Expertise
- Completion of MBA in 2018

PROFESSIONAL EXPERIENCE

Swagup

2022 - Current

Engineering Manager and QA Manager

Remote (CST/EST Time Zone)

Role Responsibilities:

- People management of 17 Dev, Infrastructure, and QA team members
- Running of daily standups, refinements, retrospectives across 2 teams
- Release management for all Engineering Department
- Creation, Compilation, and Reporting of Engineering Metrics on a weekly basis
 - Increased Velocity, Deployment Frequency, Quality %, Timely Delivery %, Code Coverage
 - Decreased Cycle Time, Carryover %
- Performance tracking for all Engineering Department on an individual level through custom Jira filters
- Assisting with removal of impediments for the Engineering Department
- Ensuring constant process improvements department-wide

Smile Direct Club

2018 - 2022

QA Manager/Lead

Nashville, Tennessee and Remote

Software QA leader spanning multiple international teams responsible for:

- Release Leadership/Management
- Team Member growth
- Timely delivery of high-quality web and app products
- Process improvement in automation and manual testing processes
- Managing product owner and above expectations
- Encouraging positive team morale, while still maximizing output and efficiency
- Creating a positive, inviting space that team members enjoy over the long-term
- Effective use of various agile methodologies (Kanban/Scrum)

OpenSky

2017 - 2018

QA Lead

Nashville, Tennessee

Responsible for entire QA process for the Marketplace division

- Daily communication with business regarding all work items and prioritization
- Perform all types of QA testing in various viewports, including mobile app testing
- Automation testing with PHP using Selenium
- Utilization of JIRA for management of all work items
- Management of deployment queue for Marketplace division
- Kanban process for management of work item progression
- Consistently improving process as change control and resources allow

The Health Exchange Market (T.H.E.M)**Director of Quality and Data Utilization**

2017 - 2018

Nashville, Tennessee

Leadership and Vision for all Data Utilization regarding our Health Data Exchange Market

- Creation of a proprietary data filtering system to ensure HIPAA Compliance
- Created a proprietary bucketing system based on ICD-9 and ICD-10 codes
- Managed and oversaw the intake of all EMR data and Claims data
- Owned the entire visual layout of the User Interface for our Marketplace
- Maintenance of our WordPress Site
- Provided guidance around Brand Management, Marketing Strategies, Revenue Generation
- Continuously led in the dynamic addition of new arms of business

Optum Health

2015 – 2017

Senior QA Lead/Analyst and Certified Scrum Master

Nashville, Tennessee

Provided leadership through facilitation of daily meetings; assisting in project scope estimation, effort allocation, and orchestrating end-to-end manual testing efforts in various applications.

- Performed Smoke testing regarding defect fixes, version testing, as well as cross-browser testing.
- Performed Integration testing with multiple products during the development cycle coordinating with multiple teams and their requirements.
- Effectively communicated with multiple teams to coordinate the successful resolution to integration issues.
- Improved the department's QA Audit Process, and implemented department-wide standardization.
- Utilization of Confluence for Management of our team's WIKI.
- Facilitated multiple deployments of one of our many applications, including the creation of the Release Plan.
- Responsible for over 100 demos to product owners/UAT testers.
- Facilitated our team transition from Scrum to Kanban.
- Orchestrate numerous early morning meetings to effectively communicate with off-shore on their timetable regarding QA team processes, defect resolution, and prioritization.
- Instrumental in the creation/organization/management of regression and integration suites.
- Expertise in HP ALM for managing the entire lifecycle of testing efforts.
- Training of fellow resources regarding Agile Methodology, and QA best practices.
- Daily Correspondence with Production regarding business requirements and production.
- Expertise regarding project/issue tracking via Rally.

Community Health Systems

2014 – 2015

Corporate Intern

Nashville, Tennessee

Implemented lessons learned from my MBA classes, to improve the testing process used. Efforts resulted in increased clarity, transparency, and standardization.

- Created improved nomenclature standards for test cases and folder structure in HP ALM.
- Created training documentation surrounding the improved standard testing process.
- Created documentation for the On-boarding process of new QA team members
- Completed functional, regression, and load testing for our applications
- Coordinated and prepared UAT Testing
- Assisted in the creation of release documentation

Various Contract Positions

2007 – 2012

QC Chemist

Nashville, Tennessee

Showed progression from an entry-level skill set, to managing my own laboratory

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Professional Experience Continued

615-969-3177

- Exemplified process understanding by increasing efficiency while maintaining work quality.
- Used every cross training opportunity available to progress from basic chemist to Master's level chemist (all while only having my bachelor's in Pre-Med).
- Trained fellow chemists and lab assistants to implement a testing system I created.
- Wrote standard protocols for the aforementioned testing system.
- Reduced the length of test runs, simultaneously improving accuracy and precision.
- Managed lab resources to ensure ample testing supplies at all times, as well as verify the absence of defects.

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A W A R D S / R E C O G N I T I O N S

Ruby Award for Leadership: Awarded by IT Manager

2016

Opal Award for Leadership: Awarded by Lead Business Analyst

2016

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E D U C A T I O N / C E R T I F I C A T I O N S

MASTERS OF BUSINESS ADMINISTRATION – MANAGEMENT / BUSINESS INTELLIGENCE

2018

Belmont University – Nashville, TN

BACHELORS OF SCIENCE – EXERCISE SCIENCE/PRE-MEDICINE

2007

Tennessee Tech University – Cookeville, TN

CERTIFICATIONS:

Six Sigma Green Belt

2014

Certified Scrum Master

2016

Management Skills Training

2013-16

Lean Healthcare Management Certification

2016

Programming Foundations: Software Quality Assurance

2018

AWS Certified Cloud Practitioner

2020

DevOps Essentials via IBM

2024

Data Science Orientation via IBM

2024

Google Cloud: Introduction to Generative AI

2024