JOHN **HOGAN**

23 Louis Street,, 06611 Trumbull CT | (203) 247-3488 | [hogie0147@aol.com](mailto:hogie0147@aol.com)

**SUMMARY**

Experienced and accomplished Software Quality Assurance professional with strong expertise in functional, regression, system integration (SIT), acceptance (UAT), security, and performance testing. Proficient in the entire software development lifecycle, including test strategy creation, execution, and bug tracking using tools like Jira, TestRail, Zephyr, and Quality Center. Skilled in manual testing with a proven ability to design and execute test cases, perform detailed defect analysis, and ensure comprehensive coverage. Strong background in SQL and data migration testing, with experience conducting client walkthroughs and leading testing efforts. Experienced across industries such as broadcast media, health insurance, equity trading, pharmaceuticals, and life insurance. A clear communicator, effective at all levels, with a focus on delivering quality results in Agile and Waterfall environments.

**CORE COMPETENCIES**

* **Software Quality Assurance (SQA):** Manual Testing | Team Leadership | Test Documentation | Functional Testing | Regression Testing | System Integration Testing (SIT) | User Acceptance Testing (UAT) | Agile / Waterfall | Performance Testing | Test Data Management | UX/UI Testing | Virtualization Tools | API Testing.
* **Process Documentation:** Test Strategy/Plan Development | Test Case/Scenario Design | Test Execution | Test Result Analysis | Bug Tracking and Maintenance | Client Walkthroughs | Peer Reviews | Data Migration Testing | Database Management | Cloud Computing | Software Development Life Cycle | CI/CD Pipelines | Debugging and Troubleshooting.
* **Data Extract Testing (XML/CSV):** Integration Testing | SQL | Jira / Quality Center | Risk Assessment and Mitigation | TestRail | Zephyr | Reporting to Senior Management | Client Communication and Support | Data Transformation | Testing Automation.

**EXPERIENCE**

**Senior Data Tester**  **05/2017 to 05/2024**

**Envision Pharma Group - Permanent**  **Fairfield, CT**

* Led a team of 6 testers in project allocation, training, and provided comprehensive weekly reports to senior management, ensuring alignment with project goals and timelines.
* Designed, documented, and implemented migration and extract testing processes, enhancing the accuracy and efficiency of data migration for over 70 clients transitioning to iEnvision.
* Conducted detailed peer reviews and client walkthroughs of mapped data, meticulously documenting project deliverables, including test strategies, summaries, and evidence, to ensure adherence to quality standards.
* Developed and executed test cases for data migration and integration, utilizing tools such as Jira, Zephyr, and TestRail, and efficiently logged issues to ensure quick resolution.
* Utilized advanced tools (Jira, Excel, Notepad++, SharePoint, ShareFile, Confluence, XML, CSV, SQL) to conduct thorough data extract and integration testing, optimizing data quality and system performance.

**Quality Assurance Analyst**  **04/2013 to 04/2017**

**HSS, HAI Group - Contract**  **Cheshire, CT**

* Developed and maintained test matrices and test cases for the HousingHub/Client Portal, ensuring cross-browser compatibility across Internet Explorer, Firefox, and Chrome using TestRail for test management and documentation.
* Executed comprehensive manual test cases and accurately reported results while logging issues in Jira and Zephyr to maintain high-quality standards throughout the testing process.
* Collaborated effectively with both offshore and in-house development teams, facilitating smooth communication and timely issue resolution through Confluence, ensuring all testing documentation was up-to-date and accessible.
* Participated actively in daily scrums within an Agile development environment, utilizing Jira for sprint planning and bug tracking, contributing to continuous improvement and rapid iteration of the product.
* Ensured consistent quality assurance practices by systematically testing and validating new features, maintaining a focus on end-user experience and system reliability.

**Quality Assurance Analyst** **08/2011 to 08/2013**

**ESPN - Contract**  **Bristol, CT**

* Developed and authored 180 manual test scripts for the Playbook Scheduling System (.NET) and 100 manual test scripts for the NCS Scheduling System (Oracle Forms), utilizing TestRail for managing and organizing test cases.
* Transitioned from the manual testing team to the automation team after 4 months on the project, where I began leveraging Quick Test Professional (QTP) and VBScript for automating repetitive test cases.
* Executed test suites as needed, reported results, raised issues, and troubleshooted and repaired automated scripts using Quality Center/ALM, QTP, and VBScript to ensure seamless functionality across the application.
* Created new automated test scripts using QTP and VBScript, enhancing test coverage and reducing manual effort, which significantly improved testing efficiency.
* Actively participated in code reviews, providing insights and recommendations based on my experience, ensuring high-quality code and alignment with testing standards.

**Senior Quality Assurance/Business Process Manager**  **10/2010 to 07/2011**

**UnitedWay Of Connecticut - Contract**  **Rocky Hill, CT**

* Developed and executed test scenarios using Excel and TestRail for effective management and tracking of test cases.
* Tested SQL reports for accuracy and performance, utilizing SQL Server Management Studio (SSMS) to validate data integrity and optimize query performance.
* Conducted manual testing for CCMIS, focusing on provider and family data, while tracking defects and issues in Jira to ensure comprehensive coverage and accurate reporting.
* Maintained and enhanced six Microsoft Access databases, ensuring data consistency and improving database performance through regular optimization and maintenance.
* Managed and documented various business processes using Confluence and SharePoint, including CBC, DCF, Recoupment Mailings, New Provider Mailings, DAS Report, DPH Discrepancy Report, Data Integrity Report, Mailroom Reports, Mailroom App Performance Report, and database updates, to ensure accurate and accessible process documentation.

**Senior Quality Assurance Analyst**  **02/2010 to 10/2010**

**Smartequip - Contract**  **Norwalk, CT**

*Smartequip offers a comprehensive platform enabling manufacturers and fleet owners to efficiently view and order machine parts, upload and manage part catalogs, and seamlessly search for parts and purchase orders.*

* Developed test scenarios using Excel and TestLink, ensuring comprehensive test coverage and efficient tracking of test cases and results.
* Identified and manipulated data in SQL using SQL Server Management Studio to validate test data and ensure the accuracy of database queries.
* Performed manual testing on websites for Sunbelt, Hertz Canada, and Hertz USA, ensuring cross-browser compatibility and functional integrity, with defects tracked and managed in Jira.
* Maintained system documentation in Confluence, ensuring up-to-date and accessible records of test cases, scenarios, and bug reports for seamless collaboration among team members.

**Quality Assurance Analyst** **06/2009 to 02/2010**

**Twin Oaks Software Development - Permanent**  **Berlin, CT**

* Tested software used by Health Clubs and Gyms, including testing Front Desk operations, Serial and PS2 barcode readers, Billing, Reports, EFT, and file maintenance, with issues tracked using Jira for defect management and resolution.
* Performed manual testing on websites, ensuring functionality and user experience across various browsers, with test cases documented and managed in TestRail.
* Conducted manual testing for gym software, focusing on end-to-end scenarios, and recorded any defects or issues in Fortress for effective bug tracking.
* Identified and manipulated data in SQL using SQL Server Management Studio to validate database integrity and ensure accurate reporting, while maintaining and managing the online bug tracking system using Fortress.

**Quality Assurance Analyst**  **01/2008 to 12/2008**

**A&E Television Networks (Media and Broadcasting) - Contract**  **Stamford, CT**

*Quality Assurance Analyst for* [*www.aetv.com*](http://www.aetv.com)*,* [*www.biography.com*](http://www.biography.com)*, and* [*www.history.com*](http://www.history.com) *JavaScript websites. Operated in a fast-paced environment with weekly code deployments, collaborating closely with content teams and developers to ensure the successful delivery of high-quality projects.*

* Developed test plans from functional specifications for large-scale projects, utilizing TestRail to organize and document test cases and ensure comprehensive coverage.
* Conducted manual website testing across multiple browsers, including IE6, IE7, Firefox 2, Firefox 3, Safari on Mac, and Safari on PC, with cross-browser compatibility testing managed and tracked in Jira.
* Set up the test harness, including the deployment of content and CSS files using TeamSite, ensuring consistent and accurate test environments for comprehensive testing.
* Identified and manipulated data using SQL Navigator to validate database interactions and maintain data integrity, while managing and maintaining the online bug tracking system in Jira.

**Quality Assurance Analyst**  **03/2004 to 01/2008**

**MEGA (formerly Healthmarkets) Health Insurance - Permanent**  **Norwalk, CT**

*Quality Assurance Analyst for Health Insurance Applications, including JavaScript-based web applications designed for Members, Employers, Sales Agents, and Medical Providers, providing tailored web pages for each user group. Key systems included Saleslogix (workflow system), GEM (census collection), CAG (claims processing), Renewals (annual policy renewals), and SAM (underwriting system).*

* Developed test strategies and test plans based on functional and technical specifications using JIRA and TestRail for comprehensive test management.
* Created test scenarios for both automated and manual testing, employing manual testing tools such as TestLink.
* Tested web services using Quick Test Pro (QTP), ensuring thorough validation of web services functionality.
* Performed black box testing on stored procedures with SQL Server Management Studio (SSMS) and conducted automated and manual testing of various applications using Astra QuickTest and Quick Test Pro (QTP).
* Managed and maintained the bug tracking system in StarTeam, ensuring efficient tracking and resolution of issues throughout the development lifecycle.

**Quality Assurance Analyst** **04/2002 to 08/2003**

**Aitken Campbell, (Equity Trading/Stock Exchange) - Contract**  **Birmingham, England**

*Quality Assurance Analyst for the Polling and Execution System (PES) in Equity Trading. The PES system is a FIX and BOOT protocol-based messaging platform that enables clients' electronic trading systems to send deal and quote request messages for execution. Primary clients included TD Waterhouse and Charles Schwab.*

* Developed a structured QA approach, defining various testing stages (Unit Test, System Test, UAT, Soak Test, and Performance Testing) using JIRA and TestRail for test management and tracking.
* Designed the test harness, which functioned as a broker workstation with enhanced flexibility, and utilized performance testing tools like LoadRunner for thorough performance evaluations.
* Designed MIS Reports and contributed to the development of an online broker interface, leveraging tools such as SQL Server Management Studio (SSMS) for data validation and reporting.
* Developed the Test Strategy and wrote test scenarios for various transaction types, including Straight Limits, Delayed Limits, Simple Stop Loss, and others, using TestLink for managing test scenarios.
* Created and maintained the Error Logging System, integrating with bug tracking tools like JIRA or StarTeam to efficiently manage and resolve issues..

**Test Analyst**  **10/2000 to 08/2001**

**Prudential Insurance, (Life Insurance) - Contract**  **Reading, England**

* Created process design documents using Visio and developed detailed test conditions based on these documents, utilizing TestRail for managing and tracking test cases.
* Designed and implemented corresponding test scripts to ensure comprehensive coverage of the Stakeholder Pension Project (UAT) requirements.
* Tested the system to enable Internet access for Stakeholder Pension customers, performing functional and integration testing.
* Executed test scripts and conducted retesting of changes using TestComplete for automated testing and manual test execution, ensuring all issues were addressed and verified.
* Managed and maintained the bug tracking system in Test Director, integrating with JIRA for streamlined issue tracking and resolution throughout the project lifecycle.

**Cardio-Vascular Program Test Team Leader**  **02/2000 to 09/2000**

**Merck, Sharp and Dohme - Contract**  **Brussels And Paris**

* Developed and implemented procedures for unit testing, system testing, and user acceptance testing (UAT), ensuring comprehensive coverage and quality assurance throughout the development lifecycle.
* Collaborated with physicians in Paris to gather requirements and oversee the testing of APIs, ensuring that the system met user needs and functional specifications.
* Managed the bug reporting log and facilitated change requests, utilizing tools such as JIRA or TestDirector to efficiently track and resolve defects and monitor their status.

**Y2K Test Analyst**  **12/1999 to 02/2000**

**Pfizer Pharmaceuticals (Pharmaceutical) - Contract**  **Kent, England**

* Conducted and supported comprehensive testing activities, including unit testing, system testing, integration testing, and user acceptance testing (UAT) for forty business-critical systems to ensure Y2K compliance. This encompassed critical systems such as Discovery, Research Information, Animal Health, Biometrics, Clinical, Regulatory Affairs, and Development Research.

**System Tester** **02/1997 to 10/1999**

**Prudential Insurance (Life Insurance) - Contract** **Reading, England**

* Utilized CICS, JCL, TSO, and ISPF to support system testing and ensure effective integration within mainframe environments.
* Developed and executed detailed test scenarios to validate system functionality and performance.
* Managed and maintained the bug tracking system, ensuring accurate defect tracking and resolution throughout the testing process.

**Senior Analyst Programmer**  **04/1992 to 02/1997**

**Sun Life of Canada (Life Insurance) - Permanent**  **Basingstoke, England**

* Served as a Senior Analyst Programmer, utilizing Supersession Structured Programming Language, COBOL, CICS, JCL, TSO, and ISPF to develop and maintain complex systems.
* Authored comprehensive technical specifications to guide development and ensure alignment with project requirements.
* Executed coding, unit testing, and system integration testing to deliver high-quality software solutions and ensure system reliability and performance.

**Programmer**  **02/1989 to 02/1992**

**Hoskyns (Facilities Management) - Permanent** **London, England**

* (PL1, COBOL, CICS, DL1, JCL, TSO, ISPF)

**EDUCATION**

**Diploma in Computer Programming And Systems Analyst**

Dundalk Institute of Technology Ireland

**Leaving Certificate**

Coláiste Éanna, Dublin Ireland