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Eric Henderson

**erickeithhenderson@att.net ▪ 8179156294**

[**https://www.linkedin.com/in/ekhenderson/**](https://www.linkedin.com/in/ekhenderson/)

**Hurst, TX 76054**

**Software QA Manager ▪ Senior QA Lead**

Results driven technology leader with over 20 years of experience driving strategic, operational, and technical excellence. Proven success in building high-performance teams, implementing Agile methodologies, and leading automation initiatives to enhance product quality and efficiency. A skilled communicator with a strong blend of technical expertise and business acumen, known for fostering collaboration across all levels and delivering impactful solutions in dynamic, fast-paced environments. Passionate about continuous improvement and empowering teams to exceed expectations.

# Areas of Expertise

## QA Management | Agile | Testing | COE | API Testing | Load Testing | Performance Testing | QA Consulting | POS Testing | Mobile Testing | Hardware Testing

# Technical Skills | Tools

## Tools: BrowserStack | Azure Test Plans | Microsoft SQL | SoapUI | Telerik Test Studio| LoadRunner | JIRA | Octopus Deploy | Katalon Automation | Postman API | JMeter | Azure | Active Directory | Ready API | SQL | TOAD | SharePoint | Cognos | Visio | Excel | PowerPoint | XML Spy

**Industries:** Retail, Finance, Banking, Healthcare, Insurance, Technology, Ecommerce

# Professional Experience

## Selene Finance, Dallas, Texas 05/2024 – 09/2024

**QA Contract Consultant**

**Tools:** Azure Test Plans, Postman, Microsoft SQL, Active Directory

* **Short Term Contract for QA Consulting**
* Mentored QA resources within the organization, managed 15 offshore contractors
* Developed project and test plans using Azure Test Plans for Test Case Management.
* Designed Master Test strategy for QA Members
* Established API Test Process

## The Container Store, Coppell, Texas 03/2022 - 02/2024

**Sr. Manager, Enterprise QA and TCOE**

**Tools:** Jira, Postman, Katalon, JMeter, BrowserStack, Ready API

* Managed QA Budget around 20 percent of overall development budget
* Led testing of Container Store Applications, including Manual Testing, Automation Testing, Mobile Testing, Testing Center of Excellence (TCOE)
* Managed testing in retail technology areas such as Point of Sale, Back Office, Supply chain, Mobile Systems, eCommerce, Legal/Marketing, and Enterprise API Tech Connections
* Managed QA resources within the organization, supervising a team of 20 employees and contractors both onsite and offshore
* Implemented risk contingency, mitigation, and development resource allocation plans to ensure project success
* Developed project and test plans using Jira for Test Case Management.
* Experience with enterprise business applications (ERP, WMS, CRM)

## Brinks Home, Farmers Branch, Texas *04/2020 – 03/2022*

## Manager, DevOps, Release Management

Tools: Octopus Deploy, Visual Studio, Jira, Postman

* Spearheaded DevOps and Release Management functions within IT Foundational Group
* Managed Smaller DevOps team of 5 Contractors
* Led Centers of Excellence Practice to drive innovation and excellence.
* Implemented improved processes for DevOps and Release Management
* Transformed IT projects using Center of Excellence (COE) methodology

### Brinks Home, Farmers Branch, Texas *10/2016 – 05/2020*

### Manager, Software Quality Assurance

**Tools:** TFS, SoapUI, Postman, BrowserStack, PowerBI, Telerik Test Studio

* Managed QA Resources with a team of 15 members, both FTE and Contractors
* Managed overall QA Budget exceeding 2 million per year
* Led software quality assurance team across the organization with a focus on implementing test automation
* Successfully advanced the company's testing process by fully leveraging continuous integration/continuous deployment (CI/CD) practices

## Digital Recognition Network, Fort Worth, Texas 05/2014 – 09/2016

**Manager QA Lead, Quality Assurance**

**Tools:** Jira, LoadRunner, Postman API, Telerik Test Studio

* Managed all Software QA functions, overseeing both manual and automated testing utilizing Microsoft and Telerik testing tools
* Led testing efforts for all DRN websites and services, including Smart Collections and DRN LPR web applications
* Mentored and supervised junior QA resources, hiring and managing 2 QA Developers and overseeing 8 Offshore Members
* Designed and managed QA tools, gathered requirements, provided analysis
* Developed risk contingency plans
* Developed project and test plans, monitored timelines and benchmarks
* Created and executed automated Performance test scripts
* Administered MTM (Microsoft Test Manager) to capture QA Metrics and conducted Performance testing with HP LoadRunner.
* Testing Hardware for Cameras, Networked Hardware (Switches, and Routers)

## GameStop, Grapevine, Texas 06/2013 – 04/2014

**QA Manager, Performance Testing (CSL)**

**Tools:** Microsoft CodedUI, Microsoft Test Manager, Ranorex, Microsoft SQL

* Successfully managed and led a team of 6 local team members (4 QA, 1 PM, 1 Developer) for CSL division of GameStop
* Effectively oversaw a team of 12 offshore Philippine QA team members for Microsoft Services testing
* Designed and implemented Automation and Process Flow for CSLQA, enhancing organizational transparency
* Spearheaded the automation of API and Load testing for GameStop POS Systems
* Gathered requirements, conducted analysis, and developed risk contingency, mitigation, and resource allocation plans
* Created project and test plans, established timeline and benchmark monitoring, and executed automated performance test scripts
* Produced and reviewed processes and documentation to support system needs with stakeholders including QA analysts, database analysts, and developers
* Administered MTM and TFS for capturing QA metrics and facilitated performance testing with Microsoft Visual Studio using tests designed by QA Development staff.
* Experience with enterprise business applications (ERP, WMS, CRM)
* Testing Hardware for POS (Point of Sale), Mobile Devices, Networked Hardware (Mobile RF and Handheld Devices, Switches, Wi-Fi Systems, and Routers)

## MEDHOST, Plano, Texas 08/2011 – 05/2013

**Sr QA Automation Engineer**

**Tools:** Jira, Microsoft Test Manager, Microsoft SQL, Telerik, VMWare, Microsoft CodedUI

* Provided MEDHOST with various levels of service, including assisting the existing Automation Team with automation tasks
* Managed VMWare service areas
* Designed test case management initiatives for the organization

## Markit, Dallas, Texas 05/2007 – 08/2011

**AVP, QA Technical Lead**

**Tools**: Bugzilla, VMWare, Microsoft SQL, QTP, LoadRunner

* Led QA efforts for a key component of Markit's product suite (Data Interfaces)
* Managed the VMware Lab Manager Domain
* Designed automation tools for improved efficiency
* Served as the technical liaison for the QA team, providing first-line support for hardware and VM issues.

## McKesson, Coppell, Texas 11/2005 – 05/2007

**Sr. Technical Engineer**

Tools: TestDirector, QTP, LoadRunner, Microsoft SQL

* Assisted McKesson in implementing Test Automation activities for Functional Testing and Performance Testing
* Managed Mercury Products such as Quality Center, TestDirector, LoadRunner, and Quick Test Professional for testing systems
* Oversaw maintenance of Automation efforts within the Carrollton office
* Managed associated test Hardware including PC's, switches, etc.

## AIC, Addison, Texas 01/2000 – 12/2003

**QA Consultant, Performance Testing**

Tools: LoadRunner, Microsoft SQL

* Spearheaded LoadRunner Performance Testing for JPMorgan Chase systems, analysing web traffic from London and California to determine latency, identifying maximum user load, and conducting stress testing to pinpoint network and procedural bottlenecks
* Optimized backend databases and mainframe operations to enhance system performance
* Designed and implemented test environment and test cases, providing Quality Assurance Methodology and Risk Assessment Methodology to clients
* Tested applications programming projects, developed software test case documentation, executed automated test scripts, and analysed test data for patterns and projections
* Gathered requirements, provided analysis, developed project plans, timelines, and benchmark monitoring, while assisting with risk contingency, mitigation, and resource allocation for development efforts.

# Education

## The University of Memphis Management Information Systems 01/1987-12/1991

# Awards

## Brinks Home Security Valley View Leader Award 09/2018

* Received recognition for exceptional teamwork in supporting Brink’s Home Security in transitioning the disaster recovery site from a local to a remote location.

**McKinsey Leadership Program 09/2019**

* Participated in McKinsey Leadership Program for emerging leaders. Program provides great insight on leadership for senior Management and technology executives.