PROFESSIONAL SUMMARY

Senior QA Automation Architect with 15+ years of experience leading testing for web, native apps, and APIs across pharma, e-commerce, and emerging tech. Skilled in Cypress, Playwright, CI/CD, and performance testing. Builds tools that streamline QA, improve deployment speed, and elevate team efficiency. Strong advocate for accessibility and ADA compliance, ensuring inclusive user experiences. Proven leader in driving automation-first transformations and mentoring QA teams.

Experienced in leading hands-on training and onboarding for cross-functional teams (QA, design, dev, copy, stakeholders). As QA Lead and Scrum Master at both Small Planet & JUICE Pharma, I hired and trained test interns and 3rd party QA teams, facilitated Agile ceremonies, and implemented Jira/Kanban workflows for technical and non-technical staff.

PROFESSIONAL EXPERIENCE

○ QA Lead

JUICE Pharma Worldwide
New York, NY | Apr 2019 – Feb 2024

Innovations & Achievements:

- Led agency-wide QA automation overhaul, replacing 80% of manual tests with robust Cypress and Playwright suites.
- Built a custom automated ADA Compliance Toolkit (axe-core) with actionable remediation reports.
- Designed SEO Automation Engine with Googlebot emulation to validate meta tags, canonical structures, and crawl readiness.
- Created tools for Competitive Data Extraction and Redirect Validation to support digital marketing integrity.
- Developed CI/CD pipelines in GitHub Actions to run automated tests on push/PR with visual reporting.
- Executed 22,000+ regression, API, load balancing, e2e and integration test runs across platforms, devices and

browsers.

- Reduced manual QA times by over 60%, and accelerated release cadence by 30%.

Tools & Technologies used:

JavaScript Python Cypress Playwright HTML/CSS
Postman JIRA Axe Accessibility Tools GitHub Actions
Litmus HubSpot GA4 GTM Selenium Browserstack
Zephyr for JIRA Email On Acid Serverless Functions
Node.js Figma WordPress Visual Studio Code

QA Director
Small Planet Digital
Brooklyn, NY | Aug 2018 – Apr 2019

Innovations & Achievements

- Built the QA department from scratch and hired a team of interns, streamlining development cycles and relieving producers of testing responsibilities.
- Formalized QA processes including onboarding, test planning, and build automation.
- Integrated Slack-based crash reporting and built custom bot workflows to aid dev handoff.
- Managed QA and collaborated with developers to execute Espresso/Android mobile tests.

Tools & Technologies used:

XCode Android Studio GitHub Linux Shell Fastlane
JIRA Crashlytics Expresso XCTest Appium
Charles Proxy Fastlane Unity Visual Studio Code pytest
Google Cloud

Producer
Small Planet Digital
Brooklyn, NY | Jan 2015 – Aug 2018

Innovations & Achievements

- Delivered iOS and Android apps for Disney, Planned Parenthood, Fujifilm and Fandueal (amongst others) in healthcare, gaming, and blockchain, isome including HIPAA-compliant features.
- Oversaw client facing agile ceremonies, acting as Scrum Master backlog grooming, and client QA SLAs.

Tools & Technologies used:

JIRA Pivotal Tracker Slack Zoom ADB Mixpanel

Project Manager

COLLINS:
New York, NY | May 2014 – Dec 2014

Innovations & Achievements

- Ran full-lifecycle delivery for branding and design projects for Target Corp, writing SOWs and facilitating stakeholder workshops for Fortune 500 clients.

Tools & Technologies used:

Microsoft Office   Adobe Creative Suite   Google Workspace

Product Manager / Account Executive

Fahrenheit Marketing
Austin, TX | Jul 2013 – Feb 2014

Project Manager / Account Manager
Jul 2012 – Jul 2013

Innovations & Achievements

- Led agile sprints and conversion optimization campaigns for e-commerce and B2B clients.

Account/Project Manager

Black Box Social Media
Austin, TX | Jun 2011 – Jul 2012

Innovations & Achievements

- Directed SEO and ORM strategies for digital clients.

ESL Instructor (Corporate + K-12)

Language Cube / Kid's College
Seoul, South Korea | 2009 – 2011

Innovations & Achievements

- Delivered custom ESL curriculum for executives and children, improving language acquisition across all age groups.

SKILLS & TOOLS

Frontend

JavaScript

Python

Node.js

SQL

HTML/CSS/SASS/LESS

Test Frameworks

Cypress

Playwright

pytest

Locust

Others

DevOps
Code Review   Git
Unit Testing
Wireframing   Figma
WordPress   Stripe
Google Analytics 4
Google Tag Manager
Google Cloud
Microsoft Azure
Open AI API
Google Gemini

EDUCATION

BA English & Creative
writing
Appalachain State
University
2008

INTERESTS

Drumming
Writing Short Fiction
Volunteering
Traveling
Music
Philosophy