

Nick Hanson

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Skills & Abilities

TECHNICAL

- QA Engineer with experience in automated testing using Cypress, Playwright and Selenium frameworks, along with using Javascript, Typescript and Java languages to create, maintain and develop automated testing suites. Also experienced in creating and maintaining SQL queries and reports along with REST API testing.
- Experience in developing, analyzing and improving automation test cases and frameworks using Playwright, Typescript, Cypress, Javascript, Java and Selenium.
- Knowledge of Playwright, Cypress, Selenium, Typescript, Javascript, Java, SQL, HTML & CSS, REST, TestNG, JUnit, Maven, and other Testing and Development tools.
- Databases: Oracle SQL Developer, Teradata, MariaDB, and Microsoft Access.
- Microsoft Office: Microsoft Azure, Outlook, Word, Excel, SharePoint, PowerPoint, InfoPath, and OneNote.
- GSuite: Gmail, Chat, Calendar, Docs, Drive, Sheets, Slides, etc.

COMMUNICATION

- Coordinated with business and development teams
- Experienced collaborating with and leading multinational teams of diverse testers to deliver quality software and support to clients and teams.
- Participated in team meetings, daily stand-ups, scrums, functional requirements gathering, bug reviews, retrospectives, and grooming sessions.

EXPERIENCE

Quality Assurance Analyst | Zelis | Feb 2023 - Present

- Expanded and maintained automated test coverage using Selenium and Ranorex frameworks.
- Consulted with developers, project managers, and colleagues in Quality Assurance to create and improve comprehensive test plans.
- Analyzed risk to each respective area of the application.
- Created and executed newly functional and regression test cases.
- Led and participated in Sprint Retrospectives, Grooming, and Planning meetings.
- Helped to improve existing SDLC procedures and lead efforts to improve Agile processes.
- Performed triage on bugs entering the system to determine root cause and improve bug turnaround times.
- Utilized MS SQL to confirm app behavior maintained high standards
- Automated and tested APIs using Postman and Newman

Automation Test Engineer | Object Computing Inc | May 2022 - Jan 2023

- Created, maintained, and expanded automated test coverage using test frameworks such as Cypress and Playwright
- Engaged as a full member of the development team, including participation in sprint planning, backlog grooming, standups and retrospectives
- Tested and reviewed Rest Assured API
- Communicate with Business Analysts and Developers on the team to better understand the requirements and create comprehensive test plans
- Reviewed requirements, specifications and technical design documents to provide timely and meaningful feedback
- Created detailed, comprehensive and well-structured test plans and test cases
- Collaborated with a diverse QA team to peer review test cases and improve testing methodologies
- Estimated, prioritized, planned and coordinated testing activities
- Designed, developed and executed automation scripts using open source tools
- Identified, recorded, documented thoroughly and tracked bugs
- Performed thorough regression testing when bugs are resolved
- Developed and apply testing processes for new and existing products to meet client needs
- Liaised with internal teams (e.g. developers and product managers) to identify system requirements
- Monitored debugging process results
- Investigated the causes of non-conforming software and train users to implement solutions
- Tracked quality assurance metrics, like defect densities and open defect counts
- Stayed up-to-date with new testing tools and test strategies

Lead QA Analyst | Mastercard | Feb 2022 - May 2022

- Implemented a testing framework for black box/white box, integration and regression testing.
- Participated in and provided direction to testing activities to ensure the quality and functionality of Mastercard developed systems.
- Provided technical and advisory support to ensure adherence to requirements.
- Ensured testing conforms to the MasterCard testing standards.
- Provide high-level analysis on new initiatives to help assess impact to Mastercard.

QA Engineer | BrainPOP | Sep 2021 - Feb 2022

- Collaborated with a diverse, global team to ensure quality educational content and experience was delivered to our customers.
- Designed and maintained automated test cases utilizing Java, Selenium, and JUnit.
- Created and tracked defects, stories, and tasks in Jira and Confluence.
- Mentored team members in software automation best practices.
- Used version control software to maintain robust and updated automation framework and test cases.
- Work closely with the development team, application support team, help desk team to troubleshoot issues in production and development environments.

- Represented QA efforts in daily stand-ups, sprint retro, planning and backlog grooming.

QA Engineer | Financial Networks Inc. | Feb 2019 - Sep 2021

- Developed automated test cases using Java, Selenium, TestNG, and JUnit.
- Utilized Java to design and implement smoke, integration, regression, and acceptance tests.
- Designed and executed REST API testing using Postman.
- Contribute to the maintenance and enhancement of products and test automation where needed.
- Wrote test cases around the front end REACT based website and created JSON collections and environments to facilitate testing the back end in Postman
- Coordinated with other members of the QA team to enhance the automation testing framework.
- Responsible for designing, producing, executing, and maintaining software test plans and test cases.
- Investigate configuration and other issues using SQL, SecureCRT, and Postman.
- Wrote complex SQL queries using complex joins, grouping, nested subqueries, cursors, etc.
- Participated in bug reviews, functional requirements gathering, and daily stand-up calls.
- Identifying, reporting and tracking via Jira bugs found during functional testing, regression testing and new product testing.
- Coordinated with business and development teams to guarantee alignment of goals and results
- Working with project managers, business analysts, and developers on handling multiple priorities simultaneously
- Recommending design modifications to business analysts and developers for a polished UX experience
- Assisting developers with issue analysis
- Collaborating with other QA team members and developers in determining and developing approaches to testing solutions
- Communicates significant issues or developments identified during quality assurance activities and provides recommended process improvements to management
- Consult with management to provide information regarding software readiness/jeopardy items
- Coordinating testing activities with the QA Manager and Project Managers

Software Tester | Enterprise Holdings | Oct 2018 - Feb 2019

- Participated in bug reviews, functional requirements gathering, and daily stand-up calls.
- Created documents, posted in confluence and tracked defects in Jira.
- Identifying and reporting bugs during functional testing, regression testing and new product testing.

- Coordinated with business and development teams to guarantee alignment of goals and results
- Working with project managers, business analysts, and developers on handling multiple priorities simultaneously
- Designing test grids to cover new features per business requirements and to prevent any future production issues
- Recommending design modifications to business analysts and developers for a polished UX experience
- Creating step-by-step guidelines on reproducing defects in the Android APK

IT QA Specialist | Express Scripts | Feb 2017 - Oct 2018

- Developed and implemented Quality Assurance plans while working in an Agile environment.
- Collaborated and reviewed Quality Assurance plans with Development and Product Owner.
- Developed and executed the Quality Assurance plans from requirements gathering.
- Participated in bug reviews, functional requirements gathering, and daily stand-up calls.
- Created documents, posted in confluence and tracked defects in Jira.
- Initiated the documentation processes and started gathering requirements for the team.
- Coordinated with business and development teams to guarantee alignment of goals and results
- Analyzed data using SQL, Excel, and other methods to ensure correct information is coordinated to end users.

Quality Assurance Representative | Express Scripts | Sept 2014 - Feb 2017

- Upgraded the former Quality Assurance process by facilitating a new process that automated custom SQL queries using Oracle SQL Developer.
- Developed and maintained custom Visual Basic macros inside of Excel to automate portions of job functions. Served to both increase productivity and reduce the chance for human error.
- Acted as team leader and subject matter expert for all campaigns.
- Trained and mentored new hires, contractors, and members of other teams to help during our busy season.
- Wrote and maintained SOP's to train new hires and ensure our Quality Assurance process was accurate.

EDUCATION

Bachelor of Science | Graduated May 2014 | Maryville University

- Major: Information Systems

- While studying for my degree at Maryville I was involved in a special project for the campus bookstore. This project involved designing, testing, and implementing a custom database for the bookstore to use to track and fulfill student orders for textbooks, apparel, and other merchandise that was sold onsite.