

NATHAN HEIDT

Phone Number: (701) 630-0362 **Email:** heidtna@gmail.com

LinkedIn: www.linkedin.com/in/nathan-heidt

PROFESSIONAL SUMMARY

A detail-oriented and versatile Quality Assurance and Test Automation Engineer with 5+ years of experience in web application testing and software development, and a strong background in solutions-based problem solving and data-driven decision making. Experienced in all things testing, including manual and automated testing, test frameworks, CI/CD, test planning and strategy, and bug reporting and tracking. Demonstrated ability to lead projects, understand and improve complex systems, and quickly adapt to change. Proven success in designing scalable QA tools and processes, collaborating with diverse and distributed teams to solve complex problems, and using data to drive decision-making and enhance product quality. A life-long learner with a passion for technology and a deep commitment to delivering quality products and services.

SKILLS

Agile/SCRUM, Cross-functional Collaboration and Teamwork, Complex Problem Solving, Critical Thinking, Data Analysis, Risk Analysis, Manual Testing, Unit Testing, Integration Testing, End-to-End Testing, API Testing, Regression Testing, Test Automation, Microservices, Adaptability, Resourcefulness, Communication, Organization

C#, Python, Java, C/C++, GO, Kotlin, SQL (T-SQL/MySQL), HTML, CSS, API (REST/SOAP/GraphQL), Selenium, Playwright, Postman, NUnit, Robot Framework, Swagger, Launch Darkly, Azure DevOps, GitHub, Jira, Grafana, Splunk, Confluence, Figma

EXPERIENCE

Software Development Engineer in Test

WEX Inc. | Fargo, ND (Remote) | 2021 - 2025

Key Contributions and Results:

- Led the design and implementation of custom automated test frameworks and CI/CD pipelines for multiple cross-functional teams, enhancing product quality and dramatically accelerating release validation.
- Drove a 60% reduction in production defects as part of a large, distributed team by optimizing a complex test suite of 8000+ automated tests.
- Took initiative in identifying a 54% discrepancy in performance of new consumer AI chatbot model by independently analyzing response data generated by real-world prompts.
- Spearheaded the discussion around AI training and performance, leading to improved training techniques and enhanced product knowledge for multiple teams and decision makers.
- Reinforced chatbot reliability by implementing numerous unit and integration tests.

Software Quality Assurance Engineer (internship)

WEX Inc. | Fargo, ND (Remote) | 2020 – 2021

Key Contributions and Results:

- Developed test framework tools to read and validate data-rich documents in PDF and CSV formats.
- Expanded test coverage by authoring and implementing 150+ manual and automated test cases to validate 20+ different kinds of reports.
- Optimized CI/CD pipeline and framework tools for generating, storing, and validating complex auto-generated reports, improving test reliability and accelerating testing cycles.

Other Experiences

- **Teaching Assistant – Computer Science**, Minnesota State University Moorhead | 2018 – 2020
- **Teaching Assistant – Physics & Astronomy**, Minnesota State University Moorhead | 2012 – 2015, 2018
- **Store Manager**, Rock 30 Games | 2010 - 2011

EDUCATION

Minnesota State University Moorhead | **Bachelor of Science in Computer Science** | 2021

Minnesota State University Moorhead | **Bachelor of Science in Physics** | 2015

CORE COMPETENCIES

- **Test Framework Development:** Adept at identifying gaps, developing test framework tools to expand coverage, and writing tests to improve release confidence. Able to understand complex suites of 8000+ tests written in several languages, including Python and C#. Skilled in the use of framework tools such as Selenium, Playwright, Postman, NUnit, and Robot Framework.
- **Unit, Integration, and End-To-End Testing:** Experienced in validating full-system workflows, backend services, and product code. Capable of authoring and maintaining 200+ individual tests across several levels of an application.
- **CI/CD Pipeline Integration and Automation:** Proven success in setting up CI/CD pipelines in Azure DevOps and GitHub Actions for several cross-functional teams, improving product confidence and accelerating time to production.
- **Test Planning, Strategy, and Management:** Expert in product analysis, identifying critical test scenarios, prioritizing risk, and eliminating redundancies to enhance testing efficiency. Seasoned in the use of test management tools such as Azure and Jira, as well as collaboration tools including Confluence and Figma. Proficient in the use of Grafana for QA metrics.