**Laura Starkand**

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# Professional Summary

Experienced and highly skilled Software Quality Assurance (QA) Engineer with a strong focus on test planning, process engineering, and technical project management for large-scale integrated systems. Proven track record in managing cross-functional teams and user story and business requirements refinement. Specializing in test planning, UAT, SME training, and hands-on testing.

# Key Specialties

* QA & Process Engineering
* Technical Project Management
* Test Planning & Execution
* Cross-Functional Team Leadership
* System Integration Testing
* Client & Stakeholder Collaboration
* Data Mapping & System Integrations
* Agile Methodologies

# Professional Experience

**Integrated Concrete Construction — Project Manager | March 2024 - Present | Hayward, CA (remote)**

* Spearheaded the migration of accounting files from QuickBooks Desktop Enterprise to QuickBooks Online for 5 business entities, ensuring seamless integration and minimal downtime.
* Managed technology integration projects, including:
* Facilitated the integration of Procore, a construction industry management tool, with QuickBooks Online using Smoothlink data mapping service.
* Conducted staff training to Procore certifications for IT Administrators, Project Managers, Finance Managers, and Field Crew.
* Reviewed and facilitated integration of applications with Procore technology for timesheet management (Hammr), Project Budget management (QuickBooks Online), and Project schedule management (MS Project).
* Led the redesign of the company website, enhancing user experience by incorporating feedback forms, showcasing completed projects, and updating the UI for modern aesthetics using Wix.com.
* Implemented Agile project management process between US and Mexico offices to establish bi-weekly project standups, project schedule management, and project design reviews. Streamlined project management processes for construction teams, improving task tracking, RFIs, submittals, and design reviews.
* Coordinated the handoff of awarded project contracts to operational teams, ensuring smooth transition with full documentation.

**Cognizant — Manager, Quality Engineering | January 2019 - December 2023 | San Francisco, CA (Hybrid)**

Managed Quality Engineering teams for Levis.com, focusing on:

* Loyalty Application QE Track Lead for global customer loyalty platforms, overseeing testing of mobile, POS, and web integration. Led QA team efforts to increase automation coverage from 50% to 80% and reduced test cycle time by 10% by updating automation suites to cover both UI and backend applications.
* Microservices QE Lead, overseeing testing of global APIs for inventory, pricing, and product catalog data. Led QA team efforts to increase microservices automation suite coverage from 90% to 95% for all services reduce test cycle time by 20%.
* SAP Hybris Commerce Cloud Migration QE Lead, managing testing efforts related to the migration of Levi’s eCommerce platform to Commerce Cloud.
* Excellent track record in working with cross-functional teams to refine business requirements and Epics into detailed user stories, driving a general 10-15% reduction on defects generated on projects in test.
* Demonstrated expertise in hands-on testing, API Testing, Test Design, web and mobile application testing.
* Led the development and management of detailed test plans, milestone criteria, and cross-team collaboration for successful project delivery.

**Charlotte Russe — QA Manager, Ecommerce | April 2012 - May 2018 | San Francisco, CA (hybrid)**

* Led the eCommerce transformation of Charlotte Russe’s digital ecosystem, including migration from Oracle Micros to Salesforce Commerce Cloud and integration with 30+ third-party vendors (payment, analytics, OMS, WMS).
* Successfully launched multiple features including Apple Pay, warehouse systems, and mobile app integration.
* Led the transition of warehouse systems from Innotrac to PFSWeb and the launch of Charlotte Beauty, ensuring seamless testing of new technologies and features.
* Developed business requirements, functional specifications, and test cases for new technologies and integrations.

# Technical Skills

* **Tools & Technologies:** Procore, QuickBooks, Salesforce Commerce Cloud, SAP Hybris, API Testing, MS Project, Wix.com, Jira, Postman, Confluence, AWS (Lambda, Step Functions, MongoDB, Aurora, CloudWatch), SQL Workbench, DBeaver, MDM, CMS, Adobe Analytics, Mobile payments, Cybersource, Salsify, Browserstack, AppLive, Scene7, API testing, Postman, GitHub, Microservices, Manhattan OMS, SAP Hybris Commerce Cloud, Salesforce Commerce Cloud, Teams, Slack, ContentStack, TestRail, Adobe Analytics, Adobe Acrobat, MS Office, MS Teams, Visio, Procore, QuickBooks Online
* **Methodologies:** Agile, Scrum, Waterfall

# Additional Work Experience

Additional work experience as a QA Manager and QA Engineer, both contract and full time, at: Sony Computer Entertainment America LLC, Pandora, StubHub, LeapFrog, Cybergold, and Nome.net.

# Education and Coursework

* College coursework at Indiana University of Pennsylvania and University of Alaska Anchorage

# References

Available upon request.