**Mike Ezem** **US Citizen**

**Systems Administrator Miramar, FL**

**Summary**:

* 9+ years of experience in IT services and consulting, specializing in SAP qTest Administration, test automation, and manual testing
* Expertise in qTest, Tosca, SAP, Jira, Confluence, Jenkins, and Python.
* Strong background in test automation strategies, creating automated test cases, and test data management.
* Created quality metrics, dashboards, and reports to track defect rates and test coverage.
* Proficient in Agile methodologies, working with cross-functional teams to deliver high-quality software.
* Managed user groups and permissions in qTest, ensuring secure access and role-based control.

Skills Summary:

* Test Automation & Management: qTest, Tosca, Jira, Jenkins, Selenium, Cypress, and Playwright
* Programming & Scripting: Python, SQL, Java, C#, JavaScript, Typescript, and NoSQL
* API & Integration Testing: Postman, REST, SOAP,
* Agile Methodologies: Agile/Scrum
* Database Management: SQL   
  OS: Windows, Apple, Android, iOS

Work Experience:

**Disney, San Francisco, CA– SAP qTest Administrator**

**06/2023 – Present**

Environment: Tosca, SAP, qTest, Jira, Confluence, Python, Jenkins

* Managed user groups and permissions in qTest, ensuring secure access and role-based control for AES engineers and QA teams
* Created reusable resilient automated test cases featuring thorough verification, recovery, and cleanup protocols, minimizing the necessity for manual intervention.
* Provided troubleshooting and guidance to the team's engineers during the development of intricate testscripts.
* Reviewed, edited, and created product documentation for Tosca test creation and QA best practices
* Ensured test artifacts were maintained in qTest and Jira per organizational guidelines, improving traceability and governance.

**QUATECH INC, Austin, TX- Across multiple test environments**

**07/2022 - 04/2023**Environment: TOSCA, BI, API, SAP FICO, DEX &TDS, HTML, Selenium, Jira, Postman, SQL, Python, qTest, Jenkins Role: SAP qTest Administrator

* Integrated qTest with Tosca for automated test execution, enabling end-to-end test lifecycle management for functional and regression testing
* Designed and developed BDD and TDD frameworks for automated test scripts using Tosca forsmoke testing and regression testing each build
* Conducted API testing to verify the integration and functionality of different platforms within the software
* Led trainings on how to use selected automated testing solution
* Designed and developed reconciliation tests for employee dataset comparisons and identified delta changes post Data migration.

**SAIC - System Administrator II**

**05/2020 - 07/2022**

* Maintained enterprise Windows servers, applying patch cycles using IBM BigFix and JAMF for Apple device compliance.
* Automated PowerShell scripts for enterprise-wide reporting and policy enforcement via Active Directory.
* Performed vulnerability management, system patching, and user access controls to support federal security standards.

**Boca Insurance - SAP qTest Lead**

**02/2019 – 06/2020**

Environment: TOSCA w/DI, SAP TM, qTest, Python, Cloud, Playwright, Jenkins, NeoLoad

* Participated in the testing efforts of various projects for Home and Life Insurance software and legacy applications implementation
* Supported on-premise qTest installation, configuring the platform to meet project-specific testing requirements for legacy and cloud systems
* Key instrument in planning, analysis, testing, timely delivery and maintenance.
* Presented test automation strategy, plan, efforts, and resource planning for release.
* Employed data driven approach using Test Case Design and parameterized test data to achieve a high level of test coverage for multiple insurance products
* Presented test automation strategy, plan, efforts, and resource planning for release

**Cedar Research Center - SAP qTest Consultant**

**10/2017 – 02/2019**

Environment: TOSCA w/DEX, SAP SM, qTest, Python, Cloud, Selenium

* Developed automated tests for critical business processes to ensure new updates did not affect existing components of software.
* Liaised with Product Owner and Subject Matter Experts on requirement gathering.
* Created and executed test plan and cases
* Assisted in ensuring compatibility with Legacy application updates being rolled out
* Worked with the team lead to estimate automated testing efforts for the upcoming projects.
* Utilized SAP SM to keep track of materials used by the research facility

**IST Research - SAP qTest Consultant**

**10/2012 - 10/2018**

Environment: TOSCA, SAP, qTest, Jira, Postman, Python

Led infrastructure support,

T requirements, and system planning across secured environments.

* Worked with the team to analyze the impact of changes on existing system to optimize test plans for both functional and regression testing
* Planned Functional and System Integration testing that cut across internal and Legacy systems and third-party systems to ensure end-to-end scenarios are functioning as expected.
* Engaged in project estimation of hours and resources needed to complete the work accurately and on time.
* Participated in the testing efforts for web enhancements and new mobile application implementation. Acted as a liaison between the end users, Subject Matter Experts, and the development teams for gathered requirements.
* Spearheaded system security programs and escalated high-risk incidents to upper command.

**EDUCATION & CERTIFICATIONS**

* University of South Florida Tampa; Bachelor of Science in Integrative Biology, 2020
* Test Automation Engineering 05/2015
* Tosca- SAP, qTest, qTest Admin, TA1, AS 1&2, AE1, API, TDS 1 & 2, Data Integrity, Databases, TQL, LiveCompare