

Jason Miller

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Profile

Experienced QA leader with over a decade of success driving quality initiatives for SaaS, enterprise and cloud-native cybersecurity products, including FedRAMP certification for authentication and access management systems. Proven track record of building QA processes, mentoring engineering teams, and leading cross-functional efforts to deliver secure, resilient software. Equally effective at strategic leadership and hands-on execution within Agile environments. Skilled at managing multiple complex, large-scale projects while maintaining release velocity and product quality. Expert in clearly communicating complex systems and scenarios to diverse audiences through documentation, bug reports, and live walkthroughs. Extensive experience in manual testing supported by automation capabilities, with a focus on efficient execution and timely delivery.

Skills & Technical Summary

Testing Strategy & Methodologies: QA process design, requirements development and change tracking, test strategy development, cross-team test planning, exploratory testing, edge case analysis, risk-based testing, Scrum, Kanban, Lean, CI/CD-driven delivery environments

Automation & Programming: Python, JavaScript, Playwright, Selenium (POM), Go, SQL (MySQL & Postgres)

Testing & QA Tools: Zephyr, Xray, Postman, RESTful APIs, Splunk

Program Leadership & Collaboration: Cross-functional coordination, program-level QA leadership, executive reporting, SME support for developers and technical writers, QA onboarding and mentorship, and creation and maintenance of both product and test documentation

Collaboration Tools: Git, Bitbucket, Jira, Asana, Confluence

Security & Observability: Secure SDLC principles, FedRAMP compliance and access control validation, least-privilege testing, threat detection awareness

Professional Experience

CrowdStrike, Senior Quality Assurance Engineer

Sunnyvale, CA (Remote)

Oct 2019 – May 2025

- Sole QA owning end-to-end quality efforts for the Authentication product group, managing 3–6 concurrent projects involving authentication methods (SSO, TOTP, FIDO), identity provisioning (SCIM), role-based access control (RBAC), and access management across a complex multi-tenant architecture.
- Led all QA and validation work that brought the authentication and access management stack into FedRAMP High authorization, ensuring least-privilege enforcement, secure access design, and comprehensive test coverage of compliance controls.
- Partnered with product managers and designers to clarify initial feature requirements, identifying logical gaps or unintended edge cases early in the process. Collaborated to adjust requirements to align with intended outcomes while avoiding potential security or functionality issues.
- Translated evolving requirements into structured test plans, tracked changes throughout development, and continuously refined test coverage to reflect the current product state.
- Partnered closely with developers to communicate issues, reproduce bugs and validate fixes. Maintained internal feature documentation to support shared understanding and future context across QA and development teams.
- Worked closely with technical writers at the end of development cycles to demonstrate product behavior and highlight nuanced edge cases, limitations, and areas needing explicit guidance.

- Served as an internal subject matter expert for authentication and access control, enabling product, support, and TAM teams by clarifying RBAC behavior, multi-tenant access models, and identity integrations to resolve customer issues, reduce escalations, and align internal product teams on expected system behavior.
- Facilitated UAT efforts by supporting product managers and researchers in developing user walkthrough scenarios to validate new features and edge cases before release.
- Recognized for identifying high-risk, hard-to-detect edge cases in complex environments and proactively preventing potential data exposure with critical security and business impact.
- Contributed to the team's growing Playwright test suite, supporting efforts to expand and modernize UI automation. Stood up and managed test environments and test data for both the Auth team and other groups beyond my direct area of responsibility.
- Instrumental in scaling the QA team from 2 to ~35 engineers by driving hiring efforts, refining interview processes, mentoring new hires, and creating onboarding documentation to accelerate team integration and productivity.
- Played a key role in QA alignment during the company-wide transition to Xray, helping define usage standards, streamline test case and execution management, and unify practices across teams for greater consistency and efficiency.
- Led cross-functional QA efforts for enterprise-wide RBAC implementation, coordinating 30+ QA engineers across 15+ teams. Developed the test strategy, documentation, training, and reporting, while directly supporting teams without dedicated QA resources to ensure consistent coverage and quality.
- Selected from outside the responsible product team to play a key role in triage and mitigation efforts during CrowdStrike's global outage on July 19, 2024. The incident impacted millions of systems worldwide and demanded flawless execution under intense pressure.
- Selected for the Test Architect Group (TAG), a senior engineering team tasked with overseeing company-wide initiatives, driving QA strategy in critical projects, and shaping architectural decisions through targeted operational improvements.
- Received multiple awards for outstanding contributions, including the Artistry Award, the Endurance Award, and the company's highest honor: The One Team One Fight Award.

SafetyPIN Technologies INC., Principal Quality Assurance Engineer

Baltimore, MD (Remote)
Dec 2017 – Feb 2019

- Recruited as the company's first and sole QA engineer, responsible for defining and implementing QA strategy, processes, and documentation from the ground up.
- Collaborated with developers and stakeholders to define QA deliverables and adapt to rapidly evolving requirements.
- Designed and executed comprehensive frontend and API test plans, including regression suites, throughout the development lifecycle.
- Developed and implemented automation tooling using Python and Selenium to support repeatable test execution.
- Identified, documented, and communicated high-impact issues; partnered closely with developers to assist in reproduction and validate fixes.

Tenable Network Security, Quality Assurance Engineer

Columbia, MD (Remote)
2015 – 2017

- Selected as a founding member of the QA team for the launch of Tenable.io, the company's new SaaS cloud platform.
- Helped define QA processes for a continuous delivery environment and ensured scalable practices across multiple teams.
- Developed and maintained QA artifacts with auditability and traceability in mind,

aligning with SOC 2 principles.

- Acted as subject matter expert and QA representative on multiple Agile Scrum teams that delivered high-priority features.
- Maintained close alignment with product and engineering teams to adapt test coverage to constantly evolving requirements.
- Trained and supported newly hired and transitioning QA staff and project leads on cloud-specific tools and workflows.
- Participated in triage rotations, regularly embedded with feature groups in crisis or under high risk.
- Tools: Confluence, Jira, Splunk, Postman, browser dev tools
- Environment: Greenfield SaaS platform with CI/CD-driven, MVP-focused delivery cycles.

Tenable Network Security, Quality Assurance Analyst

Columbia, MD (On-site)
2013 – 2015

- Served as QA lead, subject matter expert, and user experience advocate on Security Center, a well-established on-premises enterprise security product.
- Owned full-cycle QA processes, including requirements analysis, test planning, execution, defect tracking, and release validation.
- Collaborated with product owners and engineers to define functional and UX requirements for Kanban-based releases.
- Created detailed test plans and authored comprehensive test cases covering functional, integration, and UI scenarios.
- Tools: Confluence, Jira, MySQL, browser dev tools, network analysis tools.
- Environment: Mature, on-premises enterprise security platform with Kanban-based release cycles.

Education

BS **University of Maryland Baltimore County**, Information Systems Management
• Minor: Computer Science

Baltimore, MD
2009 – 2013

Certifications

Certified ScrumMaster (CSM): Scrum Alliance

Certified Product Owner (CPO): Scrum Alliance