

Joe Patrow

Software Quality Assurance Managing Test Lead
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SUMMARY

Software Quality Assurance Managing Test Lead with 10+ years' experience leading small to large teams comprised of both manual testers and automation engineers in front and back end aspects of web application product development.

6+ years' experience leading and mentoring teams in Accessibility testing using manual and automated assessment methods to help ensure web applications and content meet WCAG 2.2 AA standards.

Experienced in both Agile and Waterfall methodologies within the healthcare, financial services, government, educational testing, and marketing communications domains on both Desktop and Mobile devices.

Skilled in all areas of resource management, and testing project management including estimation, capacity planning, scope definition, test planning, test execution, progress tracking, defect triage, retesting, reporting, tool evaluation, mentoring, and process improvement.

TOOLS

Test Case Management:	Zephyr Scale, HP Quality Center, ALM, VersionOne, and Excel for Manual test cases
Defect and Issue Tracking:	Excel, JIRA, IBM Rational ClearQuest, ALM, SharePoint, Bugzilla, VersionOne
Coding Languages Tested:	HTML, XML, CSS, JavaScript, jQuery, C#
WCAG Accessibility Tools:	Automated Assessment and Auditing tools: SortSite, Siteimprove, WAVE, Deque's axe DevTools, ANDI, and HTML validator Screen Readers: JAWS, NVDA, VoiceOver, and TalkBack Color Contrast Analyzer
Reporting:	Power Query, MS Excel, PPT
Content Management Systems:	Adobe Experience Manager, Drupal, some Kentico and Acquia
OS, Browser, Real Device Simulators:	BrowserStack, Sauce Labs
Automation:	Cypress with bundled Mocha and Chai libraries in JavaScript with Visual Studio Code editor, and Bitbucket Repository. JavaScript-based IntelliJ with Selenium Web Driver with Perforce revision database
Project and Time Tracking:	WebEx, Rally, HP Project and Portfolio Management Center, PMT, Hive, Epic, Beeline, Confluence

PROJECTS

Prudential Financial, Newark, NJ

03/10/2022 to present

Web Accessibility Testing Lead (100% Remote)

Responsible for concurrent project testing activities for team of 12+ offshore team members under the direction of ADA Governance leadership. Role is a combination of resource and project management to drive Accessibility testing efforts to ensure product web application development teams maintain WCAG 2.2 A/AA standards in a timely manner.

- Drives Web Accessibility Testing team by removing roadblocks to completing test execution goals, navigates capacity challenges, and assigns and monitors project work to ensure timely completion.
- Responsible for estimates of \$100k+ for project testing efforts based on page count and historical hours per page test execution and defect remediation data.
- Coordinates with stakeholders such as product owners, designers, and developers to understand project scope, collect test data, and remediate defects.
- Serves as a 10% hands-on tester for urgent needs.
- Creates monthly financial and test reports for leadership.
- Significantly reduced team's test reporting time and development churn by creating a single, consolidated test reporting template in MS Excel.
- Participates in key organizational proof of concept tool evaluations offering detailed results analysis reports.
- Received "Exceeds leadership expectations" in 2025 annual review for successfully leading the testing team, including navigating testing roadblocks and capacity challenges while meeting ADA project objectives.

Wunderman Thompson Agency, Minneapolis, MN 02/01/2018 to 03/03/2022

Digital Quality Assurance Lead

Managed the overall affairs of the Minneapolis office's QA team in terms of resourcing, task management, project estimating, training, and maintaining a testing methodology and process. Championed the application of WCAG 2.1 AA standards across disciplines and office locations. Served as 50% Lead and 50% Tester, primarily on UnitedHealthcare continuous development, which includes Accessibility testing and assessment activities, as well as Cypress automation during continuous integration. Worked on multiple concurrent projects.

- Instilled a standardized QA methodology, consisting of an Adobe Analytics-driven cross-browser selection approach to limit Test Cases to Priority 1 and 2 Test Sets. Test Cases are driven by JIRA Development tickets managed in Zephyr TCM for each test environment Test Cycle and are traced to Requirements. Defects are tied to their respective Development ticket. Automated and Manual test suites are updated during CD/CI.
- Has expert-level understanding of WCAG 2.1 AA and Section 508 guidelines, mentored new QA resources on best practices, procedures, and tools. Represented the company and its QA Department in WCAG assessment meetings with internal team members and client Accessibility teams, to review current issues traced to specific guidelines and to discuss remediation plans.
- Advanced understanding of CSS, HTML, and WAI-ARIA, excellent research skills. Advised Development through knowledge, researched, and tested solutions by manipulating the browser inspect while using a screen reader and validation tools such as Deque's axe DevTools, and WAVE.
- Conducted site audits using SiteImprove, Sortsite and WAVE. Prepared findings report for client presentation and translated issues into Development tickets for remediation.
- Participated in weekly and monthly resource planning meetings, briefed assigned QA

resources on coming work. Provided QA input to Statements of Work. Offered estimates of testing efforts.

- Created Test Plans for Production deployments and coordinated testing activities, used a combination of Manual and Automated scripts to complete post-deploy Regression testing.
- Maintained QA team's testing hardware, including laptops, tablets, and phones, as well as Accessibility-related software. Researched new tools.
- Executed manual tests in 3-week Sprints in a restricted Agile format.
- Used physical devices for manual testing, otherwise BrowserStack or Sauce Labs.
- Participated in Daily Scrums, Sprint Planning, Review, and Retro meetings.
- Primary client work includes: UnitedHealthcare Community & State, NewYork-Presbyterian Hospital, Aon, Sherwin-Williams, Bell Bank. Projects based in CMS such as AEM and Drupal, require testing of Back End authoring and Front End user experiences.

Mirum Agency, Minneapolis, MN

08/2016 to 01/31/2018

Sr. Software Quality Assurance Tester (Consultant)

Contributed to the successful completion of manual desktop and mobile UAT, Production, and Post-Production phases of UnitedHealthcare's major releases around its Medicare plan updates, and UnitedHealthcare Insurance Solutions upgrades and governance forms for state-specific changes. This included Content Hub, and a new Member Experience Viewer, as well as Epilepsy Foundation of Minnesota, and Taylor Guitars in a fast-paced, WCAG 2.1 AA-focused, Agile environment.

- Participated in test planning meetings and test case reviews with 5-person QA team, BAs, and client Product Owners.
- Tested manually on both desktops and mobile phones and tablets, some using the Chrome emulator and Firefox responsive design mode, developer tools at various resolutions, and some with BrowserStack.
- Accessibility testing focused on the following during manual and automated assessments of web pages and PDFs: keyboard access, focus states, heading levels, CSS, forms rules, ALT text, valid HTML, and contrast, for example, and the use of screen reader technologies. Used automated assessment tools such as SortSite, WAVE, and Color Contrast Checker, to ensure web applications meet WCAG 2.1 AA and 508 guidelines.
- In ALM, scripted, executed, and logged defects around complex features, ad campaigns, and content and design, from acceptance criteria and user stories in Rally, updated regression tests.
- Used MS Office 365, including SharePoint for document sharing, JIRA for defect tracking, and Slack for instant messaging.
- Tested ad campaigns, validated metadata, including titles, descriptions, keywords, and Web trends marketing campaign IDs.
- Created and presented IT and UAT test plans, along with test scenarios to hand off to client.
- Assisted operations manager with on-boarding, mentored teammates as needed, with minimal supervision.

Pearson VUE, Minneapolis, MN

04/2015 to 6/2016

Sr. Software Quality Assurance Engineer (Consultant)

Served one year plus as an SQAE on an Agile, automation-driven, WCAG 2.1 AA-focused, highly collaborative team in an educational testing delivery setting.

- Successfully completed about 30 iterations in 2-week Sprints involving stories of various complexity, including black box testing of a test harness, HTML tables, and an in-application

scratchpad.

- Created test strategies and conducted reviews, and tasked stories for automation-driven, web-based and WCAG 2.1 AA testing and assessment, with some back end verification, and participated in iteration planning and retrospectives.
- Worked with Software Engineers in Extreme Programming to create User Stories where fixtures in JavaScript were derived from. Used IntelliJ with Selenium web driver for scripting and running tests, and Perforce for version control.
- WCAG 2.1 AA testing verification on the desktop during validation of exam functionality and content included: keyboard and PDF accessibility, CSS, forms rules, ALT text, hover and focus state indication, HTML language tags, use of magnification tools, and JAWS screen reader.
- Worked side by side with fellow SQAEs, Development, and Business Analysis teammates to help drive efficiency and successful completion in all facets of the software development life cycle.
- Participated in Daily Scrums, Sprint Planning, Review, Retro, and Demos to Product Owner.

US Bank, Minneapolis, MN

03/2011 to 11/2014

Quality Assurance Test Lead

Served as one of three Test Leads of initial three-year project to replace the USB legacy RIB system with the new Corillian Online Banking platform, with QA Manager set the ground work, processes, procedures, documentation, and resourcing of large team of QAs.

- Successfully led test teams of 5-50 onshore and offshore resources testing projects for U.S. Bank's Technology and Operations Services and its multi-million-dollar plan to improve its Online Banking Money Movement application customer experience, as well as business as usual and small application changes with a Waterfall (90%) and Agile (10%) approach.
- Successfully led the testing efforts of 8 to 10 Waterfall projects with minimal deferred defects to subsequent releases. Application contained 1,000+ integration endpoints (9.5 million customers active in Online Banking, 30,000 concurrent sessions, and 800,000 logins per day).
- On-boarded and off-boarded all onshore and offshore testing resources, attended requirements walkthroughs, completed work estimates and resource planning, presented the Integrated Test Plan and Test Strategy to project teams, prioritized and scheduled test environments with Infrastructure team, lead defect calls, communicated daily test status reports to stakeholders and QA Director, represented test team at go/no go meetings, completed sign-off documents and production readiness, and coordinated and participated in production validation.
- Managed virtual machines running in Windows Server 2008 with Citrix XenApp, and desktops running Windows XP, Windows 7, Mac OSX, and tablets running Windows 8 and 8.1 for 100+ onshore and offshore resources across Online Banking, Apply Banking, usbank.com, Mobile Banking, Development, and Business Line testers to maintain compliance of the Enterprise OS/browser approach, including processing requests and coordinating deployments based on customer usage data from Omniture/Adobe SiteCatalyst.

City of Saint Paul, St. Paul, MN

09/2010 to 03/2011

Quality Assurance Test Lead (Consultant)

Responsible for the overall testing progress of the City of St. Paul Lawson Software ERP upgrade, delegated responsibilities based on skill level and shifting priorities, assisted PMs with work breakdown structures and task handling.

- Established a quality assurance methodology based on Waterfall/Agile during the Integration and User Acceptance stages of the migration of the Finance and Procurement modules. Coached City team, instilling a quality assurance mindset, to perform daily tasks more efficiently, effectively, and with consistency, focusing on test case creation and manual testing best practices.
- Wrote test scenarios and scripts from conference room pilot documents, checking others' work for accuracy during QA, and revised as needed in preparation for integrated testing.
- Coordinated and participated in integration and user acceptance testing, responsible for preparation, facilitation, defect tracking, resolution, retesting, and regression testing.

JWT, Minneapolis, MN

07/2010 to 09/2010

Senior Immediate Quality Assurance Software Tester (Consultant)

- Conducted Quality Assurance Analysis/UAT of new United Health Group/AARP Healthcare website, a Web 2.1, CSS/Asynchronous JavaScript and XML/AJAX/HTML/Adobe Flash site.
- Validated site map and wire frame architecture templates, content, style, links, graphics, layout, and navigation in IE 7 and Firefox browsers, using pre-existing test scripts and an Excel validation matrix, and ticketed and re-tested to completion.
- Accessed client test environment website and HP Quality test management software through VPN with assigned pass codes.
- Brought change requests and supporting documents to daily status conference calls with stakeholders and led my team's discussion while QA manager was absent.

Mn/DOT, St. Paul, MN

05/2010 to 07/2010

Senior Immediate Quality Assurance Tester (Consultant)

- Performed routine functional and security quality assurance testing of Microsoft Windows XP operating system products and internal traffic and weather software applications under various user profiles on local and remote desktop and laptops.
- Created and updated test scripts and validation matrices, happy path, exception, and negative scenarios, and reported findings to QA Lead.

Merrill Corporation, St. Paul, MN

2000 to 2009

e-Product Manager, 2007 to 2009

- Increased workflow efficiency 50% by renovating the team's project management system to instill a more logical, organized workflow structure.
- Liaised with business and functional owners during risk management and high-level review sessions to derive and execute action plans, to meet deadlines and quality standards.
- Interfaced with business users to prepare and update Business Requirements and Software System Requirements. Created manual test cases and test scripts.
- Ensured all artifacts complied with corporate Software Development Life Cycle policies and guidelines.
- Prioritized outstanding defects and system issues, ensuring accuracy and deadlines were met.
- Prioritized business and systems problems and analyzed U.S. Securities and Exchange legislation and conducted impact analysis.
- Validated technical designs created by IT developers against U.S. Securities and Exchange Commission regulatory technical specifications. Made code changes in C to the back end,

took over development of the product.

- Performed various types of testing, such as functional, regression, user acceptance, and installation testing.
- Drafted training materials and procedural guides on SEC regulations and their implications to clients, sales, customer service, and training.
- Managed escalation process when SEC or internal filing systems failed to process time critical data, disseminating enterprise wide communications and working with SEC technical staff and internal IT specialists to find solutions for client time-sensitive materials.
- Provided customer service and demos online, on site, and at call center to facilitate compliance, transactional, and mutual fund clients' online filings of lengthy financial forms for the SEC EDGAR system.
- Resolved 100% of suspended filings and technical problems alone or in collaboration with SEC officials and technical support personnel, and served as a conduit between the legal department and customer.

Production Support Specialist, 2005 to 2007 (Merrill Corporation, St. Paul, MN cont.)

Technical Desktop Specialist, 2000 to 2005 (Merrill Corporation, St. Paul, MN cont.)

Education

Bemidji State University, Master of Arts, English, Writing Emphasis, 2002

Bemidji State University, Bachelor of Arts, English, Psychology, 1996

Professional Development

University of Saint Thomas, Mini MBA, Non-Profit Organizations, 2010

University of Saint Thomas, Mini MBA, Technical Professionals, 2010

Normandale Community College, Edina, Minnesota, 2009

- Certified Scrum Master (CSM), Scrum Alliance, Inc.

University of Minnesota, St. Paul, Minnesota, 2010

- Certified Business Analyst

University of St. Thomas, Minneapolis, Minnesota, 2009

- Six Sigma Green Belt Certification
- Certified Professional Project Manager (CPPM)

Watermark Learning, Edina, Minnesota, 2009

- “Leading Without Authority”

Sage Presence, St. Paul, MN, 2009

- “Compelling Messages,” “Inspiring Connections,” and “Dynamic Delivery”