

Joe Patrow

[QA Test Lead in Web Application Development | Functional | Accessibility| All Phases of SDLC]

josephpatrow@yahoo.com
(218) 996-1096

Career Objective: To earn a QA Test Lead role by leveraging my 10+ years' experience and skills as a leading tester in all phases of the SDLC. I am a dynamic and detail-oriented self-starter with excellent communication, follow-up, documentation, and reporting skills who enjoys learning.

Professional Experience

Web Accessibility Testing Lead (100% Remote) · Prudential Financial · 2022–2025

Responsible for concurrent project testing activities for team of 10+ offshore members. Role was a combination of resource and project management to drive accessibility testing efforts on desktop and mobile platforms so health insurance and wealth management product web application Agile teams meet WCAG 2.2 AA standards, product goals, and deadlines.

- Significantly reduced team's test execution and reporting time and development churn by creating a single, consolidated test reporting template in MS Excel.
- Received "Exceeds leadership expectations" in 2025 annual review for successful leadership, including navigating roadblocks and capacity challenges while meeting ADA project objectives.
- Responsible for estimates and capacity planning of up to \$100k+ for project testing efforts based on page count and historical hours per page test execution and defect remediation data.
- Coordinated with stakeholders such as product owners, designers, and developers to understand project scope, collect test data, and remediate defects.
- Directed testing from strategy, scope and test planning, test case creation, data management, execution, defect remediation, to reporting.
- Created monthly financial and test summary reports for leadership.

Digital QA Lead · Wunderman Thompson (formerly Mirum Agency) · 2016–2022

Managed the Minneapolis office's QA Agile team in terms of resourcing, task management, estimating, training, and hands on manual and automated text execution.

- Instilled a standardized QA methodology, consisting of an Adobe analytics-driven cross-browser approach to limit tests to Priority 1 and 2 sets. Test cases were driven by JIRA development tickets traced to requirements and managed in Zephyr TCM for each test environment test cycle. Defects were tied to their respective development ticket. Automated and manual test suites were updated during CD/CI.
- 50% lead / 50% tester on concurrent new and continuous development in 3-week sprints which included accessibility testing, Cypress automation, and regression maintenance and execution.
- Participated in weekly and monthly resource planning meetings, Provided QA input and estimates for SOWs, briefed assigned QA resources on coming work.
- Created test plans and coordinated testing activities for production deployments, used a combination of manual and automated scripts to complete deployment validation.
- Expert-level understanding of WCAG 2.1 AA, mentored new QA resources, represented the company and its QA department in assessment meetings with internal and external stakeholders to review issues traced to specific guidelines and to discuss remediation plans.
- Advanced understanding of CSS, HTML, and WAI-ARIA, advised development through knowledge and research, and tested solutions in the browser inspect.

Sr. Software Quality Assurance Engineer · Pearson VUE · 2015–2016

Served one year plus 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, participated in daily scrums, sprint planning, reviews, retros, and demos with internal stakeholders.
- Created test strategies and participated in peer reviews of tasked stories for functional automation and manual accessibility testing activities.
- Worked with software engineers to create fixtures in JavaScript for Cypress test automation. Used IntelliJ with Selenium web driver for scripting and test runs with Perforce version control.

Skills

Test Case Management

JIRA Zephyr, HP Quality Center, ALM, MS Excel.

Defect Tracking

JIRA, IBM Rational ClearQuest, ALM, Bugzilla, MS Excel.

CMS

AEM, Drupal.

Coding Languages

HTML, CSS, JavaScript, XML

Functional and Accessibility

Desktop and Mobile platforms.
PC and Mac, iOS and Android.

Automated Assessment and Auditing:

SortSite, Siteimprove, WAVE, axe
DevTools, Color Contrast Analyzer.

Screen Readers: JAWS, NVDA,
VoiceOver, and TalkBack.

Automation

Cypress with bundled Mocha and Chai libraries in JavaScript, Visual Studio Code editor, and Bitbucket Repository. JavaScript-based IntelliJ with Selenium Web Driver with Perforce revision database.

Real Device Simulators

BrowserStack, Sauce Labs, Desktop
Browser Inspect Emulators.

Reporting

MS Excel with Power Query, PPT.

Education

Bemidji State University

Master of Arts in English,
Psychology Minor
Bachelor of Arts in English,
William D. Elliott Poetry Scholarship

University of St. Thomas

Mini MBA for Technical Professionals
Certified Professional Project Manager
Six Sigma Green Belt

Certified Scrum Master, Scrum Alliance
Business Analyst Certification,
University of Minnesota

Professional Experience, continued.

Quality Assurance Test Lead · US Bank · 2011–2014

Served on a three-year project to replace the USB legacy RIB system with the new Corillian online banking SAP platform, with QA manager set the ground work, processes, procedures, documentation, and resourcing of large team of QAs in IT, UAT, and Production Releases.

- Successfully led test team of 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, included business as usual and small application changes with a Waterfall (90%) and Agile (10%) approach.
- Responsible for the testing efforts of 8 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, requirements walk throughs, work estimates and resource planning, presented the integration test plan and test strategy to project stakeholders, prioritized and scheduled test environments with infrastructure team, led daily defect triage 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 on Windows Server 2008 with Citrix XenApp, desktops with Windows XP, 7, and 8, Mac OSX, and mobile devices for 100+ resources across Online Banking, Apply Banking, usbank.com, Mobile Banking, development, and business line testers to maintain compliance of the Enterprise OS/browser approach, processed requests and coordinating deployments based on customer usage data from Omniture/Adobe SiteCatalyst.

Quality Assurance Test Lead · City of St. Paul · 2010–2011

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

Senior Quality Assurance Software Tester · J. Walter Thompson · 2010

Performed IT and UAT on United HealthGroup/AARP Healthcare website. Short-term project to gain experience.

Senior Quality Assurance Tester · Mn/DOT · 2010

Performed functional regression and security QA testing of Microsoft Windows XP-based products and internal traffic and weather software applications under various user profiles. Created and updated test scripts and validation matrices for happy path, alternate, and negative scenarios, and reported findings to QA Lead. Short-term project to gain experience

e-Product Manager · Merrill Corporation · 2007–2009

Production Support Specialist · 2005–2007

Technical Desktop Specialist · 2000–2005

Last promotion to e-Product Manager was a key role that monitored the U.S. Securities and Exchange Commission site for changes to rules and regulations and their business implications for clients, sales, customer service, and training. Prioritized efforts according to impact and timing.

- Increased efficiencies by renovating the team's project workflow system by urgency and criticality to instill a more logical, organized process.
- Worked with back end core system engineers to update tags and headers in C language to correctly reflect updated SEC technical regulatory specifications for enterprise wide systems.
- Performed various types of testing, such as functional, regression, user acceptance, and installation testing.
- Managed escalation process when SEC or internal filing systems failed to process time critical data, disseminating enterprise wide communications and worked with SEC technical staff and internal IT specialists to find solutions for client time-sensitive data and content processing.
- Provided customer service and demos online, on site, and at call center to facilitate clients' electronic filings of compliance and transactional financial data on 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 customers.