Joseph M. Ryan IV

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LinkedIn

Software Quality Analyst II

- **Proven SQA** for industry leading company in financial services industry, specializing in Agile SDLC 2-week sprints using JIRA
- **Contributor** in design, development, testing, release, and production testing of projects
- **Selenium WebDriver automation** of most time consuming processes of manual testing
- **Strong Black Box and Gray Box testing skills** and ability to identify bugs outside of happy path
- **Attention to detail** was ingrained in me growing up and is part of everything I do
- **Excellent team member** that works extremely well with developers, project managers, and operations users to accomplish end goal

EXPERIENCE

Clear Capital   Truckee, CA
www.clearcapital.com
Software Quality Analyst I   1/2012 - 11/2013
Software Quality Analyst II   11/2013 - Current

I was one of only five internal employees to ever transition from Operations to the Tech department at Clear Capital. When I attained the SQA position, I beat out an external candidate with 10+ years as a SQA Engineer and was told by my final interviewers, the Director of UX and Senior Developer of Architecture, it was obvious I was the right candidate. The Manager of Application Development recently told me I am the best SQA he has ever worked with in his 30+ year career in software development.

I immediately excelled in the position due to attention to detail and cognitive ability and rapidly became a valuable asset to the department. Within three months I was given full autonomy from the Project Manager and SQA Lead to be responsible for the testing/fix/release of a highly visible, new product line of Commercial Valuation products with an extremely tight customer defined go live date. This massive, complicated project was released with no defects and on time. After proving myself on that project, my responsibilities and trust from Project Managers and Dev Leads has only increased.

When I started in SQA at Clear Capital, there was no designation between SQA I, II, or III so my current SQAII responsibilities are pretty similar to what I was responsible for as a SQAI. Responsibilities include:

- Participating in application design
- Estimating testing effort/hrs
- Writing test plans
- Setting up testing environments
- Collecting/interpreting specs and requirements
- Creating and executing a test plan and strategy
- Black box testing
- Gray box testing - SQL Developer
- Regression testing
- Multi-Browser testing
- Identifying defects
- Reporting defects
- Verifying fixes
- Version control - TortoiseSVN, CommitMonitor
- Sprint Demos
- Moving the project through various stages of release environments
- Building the release package
- Production test strategy
- Production testing
- Error log monitoring
- Post-release operations communication
- Confluence SQA Documentation

Clear Capital   Truckee, CA   3/2010 - 12/2011
Quality Assurance Representative, Broker Price Opinion Quality Assurance
Primary responsibilities for this role include reviewing the Broker Price Opinion (BPO) products prior to customer delivery. This role requires strong analytical, decision making, and communication skills to review and deliver a well supported product to our clients. Effective completion requires reviewers analyze large amounts of data, reconcile differing opinions, and account for specific client requests/expectations in the review of each report, all while maintaining an efficient pace.

After a few days in this role, my then Team Lead told me "well, you're excelling nicely." After a few more months of proving my ability to obtain and apply job knowledge quickly, notice details that make a huge difference in the quality of the final product we send to customers, and communicate with vendors effectively, my superiors began to entrust me with some of the more senior tasks for the department. Additional responsibilities earned based on my demonstrated abilities included: Go to reviewer for Commercial BPO products, conducting of "ride-along" portion for all operations level candidate interviews from September 2010 - December 2011 (over 80!), reviewer selected by dept. Supervisor to sit with customers during visits if they request to sit with an operations level employee, review of high priority test orders for potential clients, review of the most discerning customers' reports, senior review of all high variance/risk duplicate reports and +$1mm dollar properties, analysis of monthly customer performance scorecards, duplicate reconciliation analysis, internal team website development & maintenance, and basically being a Swiss Army tool for the BPO QA department.

JMR Custom Finish Inc. Fresno, CA
2004 - 2/2010
Apprentice

Throughout college I was lucky enough to work for my father's construction company. JMR focuses on the top 1% of the housing market in Fresno, so differentiation through excellent customer relations, and superior quality work is a daily requirement. The opportunity to work for such discerning customers and in such unique situations comes with heightened standards far above the industry norm. The finish work we do is all custom, requiring each team to be adept in mathematical skills, on the spot problem solving ability, safety, and dedication to do the job perfect every time under minimal supervision.

Susan G. Komen For The Cure Central Valley Fresno, CA
7/2008 - 10/2009
www.komencentralvalley.org
Assistant to Race Chair 2008, 2009

I volunteered for 2008 Race for the Cure as part of a semester long service-learning project. After working with Executive Director, Sharon Johnson, and Race Chair, Eric Frazier, Sharon offered me a position to continue assisting Eric in execution of the 6000+ person event.

SKILLS

- High cognitive ability, resulting in rapid attainment and application of product knowledge, as well as superior decision making
- Self-starter with great ambition to succeed and dedication to see tasks through to the end
- Agile Scrum SDLC methodology
- JIRA Project Management/Bug Tracking
- Selenium WebDriver JAVA testing automation
- HTML, CSS, LESS, SQL, learning JavaScript
- Excellent leadership skills
- Excellent verbal and written communication skills
    - Presented all (55+) Sprint Demos to Executives, Managers, and Business Stakeholders
    - Designed, wrote, documented, and reported to Senior Management results of 400+ pages of test cases for Clear Capital's Oracle 12c upgrade
    - Responsible for writing of Sprint Test Plans

EDUCATION

California State University, Fresno
Graduated 12/2009
Bachelor of Science, Business Administration
Major: Management, Organizational Leadership
Major GPA 3.68 Overall GPA 3.36
Wonderlic Personnel Test Score: 33 (Administered by William Bommer, Ph.D. – CSUF Professor)