## Work Experience:

### **DiscoverOrg. Feb 2014 to Aug 2015**

Senior QA Analyst Feb-13 to Aug-15

* Tested enhancements and bug fixes to DiscoverOrg’s website
* Collaborated closely with developers, product owners, and devops coworkers
* Routinely created SQL queries to locate, validate, and update test data
* Assisted in eliciting and documenting requirements

### **Nike Inc. Dec 2012 to Jan-2014**

Senior QA Analyst (on Nike’s commerce website – store.nike.com) Dec-12 to Jan-14

* Tested Nike’s commerce website (store.nike.com) on desktop (Chrome/IE/Firefox), tablets (iPad/Android), and mobile phones (iPhone/Android)
* Tested changes to CQ-5.5 content management tool

### **Kinnser Software Inc. May-2010 to Dec 2012**

Senior QA Analyst (on a SaaS Home Health Agency Admin system) May-10 to Dec-12

* Created automation tests in Ruby using Page Objects in Watir-Webdriver, TestUnit, and RSpec
* Created Ruby/Watir automation scripts to load test data in various test environments
* Routinely created T-SQL queries to verify and manipulate test data
* Worked closely with SMEs to help define business requirements
* Routinely set up and configured test environments
* Tested on Scrum and Kanban Agile teams

### **Texas Windstorm Insurance Association Jan-2008 to Mar-2010**

Senior QA Analyst (for P&C policy, billing, and claims insurance systems) Jan-08 to Mar-2010

* Created test plans for Guidewire Billing Center, J2EE/.NET and Delphi applications
* Verified content of XML/SOAP messages (WSDLs) passed by the Enterprise Service Bus
* Routinely created T-SQL queries to verify and manipulate test data
* Routinely deployed software releases to QA environments using ANT and NANT
* Restored databases and maintained and ran SQL build environment prep scripts
* Modified and ran Watir/Ruby scripts to test applications and load test data
* Tested applications using traditional and exploratory testing methodologies

### **Software Engineering Services April-2007 to Jan-2008**

IV&V Technical Analyst – Texas Medicaid Program April-07 to Jan-08

* Performed IV&V reviews on project work products and presented findings to the State

### **Computer Science Corporation May-1997 to April-2007**

Senior Business/QA Analyst (for Various P&C and Life Insurance Admin Systems) May-97 to Apr 07

* Gathered and documented business requirements
* Created SQL queries to identify mismatches between legacy and conversion data
* Developed/executed functional, integration, system, regression and conversion test plans
* Automated the loading of test data with WinRunner and SQA Robot scripts
* Tested and ran batch commands on Unix and Windows systems
* Created Excel macros (VBA) to help with analysis of conversion data
* Created training packets and led training on Payables/Receivables sub-system
* Tested Java Beans components using an in-house developed test harness

### **Electronic Data Systems (NHIC/Texas Medicaid Program) Aug-1990 to May-1997**

Surveillance & Utilization Review Business Analyst Oct-95 to May-97

* Maintained/updated TSO input files used to generate quarterly statistical reports
* Automated monthly departmental report with Excel macros using VBA
* Coordinated the Managed Care implementation for the SUR unit
* Defined specs for an MS Access application used to update parameter files

### **EDS (NHIC/Texas Medicaid Program) (cont.) Aug-1990 to May-1997**

Medicaid Audit Financial Analyst Aug-95 to Oct-95

* Gathered and defined requirements for the Private Duty Nursing Reimbursement Project
* Trained team members on Medicaid pricing methodologies
* Automated departmental processes using MS Excel macros

Medicaid Pricing Analyst Aug-94 to Aug-95

* Researched Medicaid pricing and policy issues
* Routinely defined specs for analysis reports
* Modified existing SAS programs to extract data for analysis
* Assisted in all levels of the annual Medicaid Procedure Code and Pricing implementation

Medicaid Subrogation Analyst May-94 to Aug-94

* Served Notice of Subrogation and initiated recoveries from liability insurance sources
* Negotiated subrogation amounts when settlements did not cover liens

Medicaid No Fault Insurance Analyst and Claims Adjudicator Aug-90 to May-94

* Researched and maintained recipient insurance information in the system
* Coordinated project to revise department operations manuals
* Wrote adoption agency reimbursement guidelines for the Medicaid Provider Procedures Manual
* Was designated account contact for the TPR unit and gave department overview presentations

### **The House of Tutors May-1988 to May-1994**

Tutor May-88 to May-94

* Tutored university students in Spanish and Italian

## Projects:

* Medicare/Medicaid Hipaa 5010 Electronic Billing Code/EDI Upgrade Nov-2011
* Kinnser Physical & Occupational Therapy forms upgrade Jan-11
* Texas Windstorm Data Warehouse Testing Mar-10
* Texas Windstorm Guidewire BillingCenter Implementation (application testing) Oct-09
* FutureFirst – Initial Premium Processing Redesign (gathered business requirements) Feb-05
* FutureFirst Report Requester enhancements (created user guide & trained users) Oct-04
* New China Life 2 million policy FutureFirst Implementation (Beijing) (requirements gathering) Aug-04
* Aegon Life70 to FutureFirst Conversion (2.5 million active policies)(received bonus) Jul-03
* NYLife Long Term Care FutureFirst implementation (application testing) Aug-02
* 21stCentury Insurance Cogen implementation (regression test plan development) Nov-00
* Cogen 4.1 Release (MVS & Unix) (test plan development)(received award) May-00
* Trumbull Cogen Personal Auto & Pay/Rec Implementation (received bonus) Aug-99
* Arbella Mutual Homeowners & Pay/Rec Cogen implementation Dec-98
* California State Automobile Associate Cogen Pay/Rec Implementation Aug-98
* Cogen 4.0.1 Release (test plan development/testing)(received bonus) Jun-98
* Arbella Mutual Commercial Automobile & Pay/Rec Cogen Implementation Dec-97
* SUR department Managed Care Implementation May-97
* Automated SUR departmental reports (reduced processing time by 80%) Jun-96
* Private Duty Nursing Reimbursement Project (identified 5 years of incorrectly paid claims) Oct-95
* Automated Two Year Focus Studies (savings to company $2,000.00) Aug-95)
* 1995 Medicaid Procedure Code Implementation (over 100,000 system transactions applied) Jan-95
* Revised Texas Medicaid Third Party Resources department operations manual May-94

The University of Texas at Austin, Bachelors of Arts in Spanish   
(Concentration – Latin American Literature)

Languages spoken:

Spanish and Italian

Professional/Post Bachelor’s Studies (Austin Community College): (Current GPA: 3.53)

Intro to Networking fall 2000

Intro to C++ Programming spring 2001

Intermediate C++ (OOP) fall 2001

Advanced Windows Programming with MFC spring 2002

Intro to Java Programming summer 2002

Intro to Database Programming with Oracle fall 2002

Intermediate Java Programming (JFC/Swing) spring 2003

PL/SQL Programming (Oracle 9i) summer 2005

Intro to Linux spring 2007

Intro to C#/.NET Programming fall 2007

Guidewire BillingCenter Configuration Mgnt Training (1 week course) fall 2009

Ruby on Rails 3.0.9 (self study) – Rails 3 Tutorial (Michael Hartl) summer 2011  
(using BDD with RSpec and Capybara)

Certified Scrum Master (instructor: Mike Cohn) summer 2012

## Software, Operating Systems, and Methodologies Used:

Guidewire’s BillingCenter, SQL Server Management Studio 2008 & 2005, TargetProcess, Git & Github, RVM, Spork, Ruby on Rails 3.0.9, Rspec 2.6.0, Growl 1.2.2, basic bash shell scripting on Mac OS X, Charles Proxy, iOS Simulator, SoapUI, JMeter, familiarity with Cucumber, MVS, DB2, ISPF/TSO, Oracle 9i, Cogen 4.1, Test Director 6.0, Microsoft Office (Excel, Word, Access, Power Point), SQA Suite 6.2, FutureFirst 5.0, Visual C++ 6.0/Visual Studio/MFC, C#/Visual Studio.Net, Java, JDK 1.6.0\_13, Java AWT and Swing, WinRunner, XML, HTML, J2EE,C#/Visual Studio .NET 2005, ANT, NANT, TOMCAT, Jboss, Agile