

# Mike Anderson

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## SUMMARY

Senior Quality Assurance professional with over 10 years of expertise in testing within agile software development environments. Skilled in both manual and automated testing, with a proven ability to ensure software quality across web, mobile, and API platforms. A collaborative team player with excellent communication, organizational, analytical, and problem-solving skills, experienced in AI adoption.

## EXPERIENCE

### World Wide Technology St. Louis, MO

2014 – Present

#### Senior QA Engineer (2021 – Present)

#### QA Engineer (2015 – 2021)

- Serve in a consultative QA role, partnering with cross-functional teams to plan, build, and deliver high-quality software applications.
- Design and execute automated test plans, cases, and scripts to identify and document software bugs, using tools such as Postman, Cypress, and Jira.
- Review business requirements, user stories, acceptance criteria, and functional specifications to develop usage scenarios and comprehensive test strategies.
- Provide QA leadership by identifying gaps, edge cases, and opportunities for process and product improvements.
- Support software release processes by ensuring adherence to quality, verification of instructions, and maintaining effective communication for successful outcomes.
- Deliver iterative demos to clients to showcase progress, gather feedback, and conduct knowledge transfers.
- Apply Agile methodologies, including Kanban and retrospectives, to enhance team collaboration, visibility, and delivery efficiency.
- Conducted end-to-end mobile testing on iOS and Android platforms, as well as backend REST API validation, to support feature development and improve the digital experience for consumer apps and POS systems of a nationwide fast-casual sandwich chain.
- Led QA strategy and execution for an AI networking product startup, collaborating with developers, data scientists, and network engineers to define test methods, integrate automation, and drive continuous improvements through quality initiatives and stakeholder alignment.
- Built and executed automated API tests to validate integrations with payment systems (Credit Card, Gift Card, Apple Pay, Google Pay, Venmo, and PayPal) and delivery partners (DoorDash, Grubhub) for a Greenfield ecommerce application of a fast-growing Quick Service restaurant chain.
- Performed end-to-end manual testing on Point Of Sale systems, a self-service mobile order pickup kiosk, and backend API validation to deliver new features and improvements to the digital customer experience of a nationwide pizza chain.

### Formerly Asynchrony and acquired by WWT

#### QA Engineer (2014 – 2015)

- Worked as part of a project team to implement quality standards across new/modified software applications.
- Performed manual cross-browser and mobile testing to ensure applications stability and appearance.

**KnowledgeLake, Inc., St. Louis, MO**

**2012 – 2014**

**QA Analyst (2013 – 2014)**

- Create test plans and test cases for desktop, server, and web-based products.
- Responsible for finding and documenting software bugs using Test Manager/Test Studio.
- Build and execute automated test plans and test cases using Telerik Test Studio.
- Build desktop and server operating systems with SharePoint, SQL, and office applications.
- Recognized recipient of the 2013 “Rising Star” award for work performance within department.

**Customer Solution Specialist (2012 – 2013)**

- Assisted customers with the installation and configuration of KnowledgeLake software.
- Troubleshoot installation and configuration issues with KnowledgeLake software in client’s environment.
- Built desktop and server operating systems with SharePoint, SQL, and office applications.
- Consistently held top position of tickets resolved on a monthly basis.

**TECHNICAL SKILLS**

**Tools/ Software:** GPT, ChatGPT, LLMs, Prompt Engineering, Postman, Swagger, Cypress, Playwright, Python, JavaScript, Ruby, Node.js, Capybara, Git, GitHub, SQL, AWS, Azure, Docker, Visual Studio, IntelliJ, Mockoon, Android Studio, Xcode, Point-of-Sale (POS) systems, Salesforce, Apex

**Techniques:** Automated Testing, Manual Testing, API Testing, Mobile testing (iOS, Android), Cross-Browser testing, Software testing methods (Functional, Performance, Regression, Accessibility, etc.), Jira, Kanban, Agile, Scrum

**EDUCATION & CERTIFICATIONS**

NVIDIA-Certified Associate: Generative AI LLMs (NCA-GENL), August 2024

Webster University | St. Louis, MO

Master of Arts in Information Technology Management, 2012, (GPA 3.86)

Southeast Missouri State University | Cape Girardeau, MO

Bachelor of Science in Business Administration, 2000