

SUMMARY:

- Accomplished quality engineering leader with a track record of delivering large-scale SaaS applications for HR enterprise software and building high performance teams.
- Drive quality excellence across multiple development and test teams by defining and adopting best practices for innovative testing strategies.
- Build, coach, mentor, and manage a highly effective team of up to 17 employees – Quality Assurance Engineers, Automation Engineers and QA Managers, supporting multiple engineering teams.
- Strategic and hand-on manager with proven ability to improve quality, reduce customer defects and promote overall efficiency and productivity.

SKILLS

- **SDLC:** Agile, Iterative and Waterfall
- **Test Types:** Functional, Regression, Security, Usability, Accessibility, Localization, Web-based and mobile applications
- **Test Case Management:** BDD, TDD
- **Tools:** Jira, SOAP, REST APIs
- **Automation:** WATs (Workday Automation Tool), Selenium WebDriver
- **Languages:** Java, XML, JavaScript, HTML, CSS, PL/SQL, SQL, Python, Perl
- **Workday Technology:** Business Processes, Security, Analytics, Reporting and Integrations
- **Workday Modules:** Talent Management, Skills, Performance Enablement, Recruiting and HR Core.

PROFESSIONAL EXPERIENCE

Workday Inc, Pleasanton, CA – 7/2011-Present

Manager, Quality Assurance - 12/2013-Present

Lead and develop a team of 15+ quality assurance engineers. Collaborate with Engineering, Product Management, Product Design and Support to deliver high quality products for Workday's Talent Management suite.

Product Area Management

- Drive quality engineering for multiple continuous releases in an Agile development environment working with Engineering, Product Management and Customer Support.
- Define testing roadmap and strategy in collaboration with cross-functional stakeholders to align with business goals.
- Spreadhead processes to get consistent customer feedback to ensure we are testing the business value for innovative Workday products like Skills Cloud and Career Hub.

Quality Process and Standards Management

- Define test practices, methodologies and best practices for manual, regression and automation testing.
- Collaborate with Engineering to establish code review standards, unit testing and system automation framework.
- Develop innovative testing strategies and streamline processes to reduce backlog, regressions and test redundancy by 25%.
- Present quarterly quality metrics and retrospective to communicate and prioritize quality efforts, issues and process improvements to development, product management and senior leadership.

People Management

- Consistently rated "5-Providing Remarkable Experiences" by my team through Workday's weekly survey for leadership.
- Hiring, coaching and mentoring of team members and new managers.
- Built a collaborative, meaningful and inclusive team culture by fostering career growth and personal development.
- Performing mid-year and yearly Calibration and performance reviews for team members.

Quality Assurance Lead, Talent Management - 7/2011-11/2013

Lead Quality Assurance engineer for Workday's Talent and Performance Management module. As an early employee and only QA engineer for Talent, helped manage the testing efforts and growing the team to a four-member team.

- Perform manual, regression, security and automation testing for features including Performance Reviews, Goals, Talent Reviews, Skills and Experiences.
- Assigned and allocated QA resources for multiple releases.
- Created test plan templates and test development processes for the team.
- Tracked weekly progress of test development, execution and automation for the team.
- Ensured that all use cases defined by product management get converted to test cases by team.

HP Enterprise Services (Symantec Account), Mountain View, CA - 11/2008 to 4/2011**Principal Business Analyst**

Responsible for identifying the needs of business owners and stakeholders and determining business solutions in the areas of Core HR, Talent Acquisition, Absence Management and Payroll. Transitioned from Symantec to HP Enterprise Services as part of the 800+ employee IT organization outsourcing.

- **Product Requirements and Design:** Led requirement gathering, system analysis, user acceptance testing, end-user support, training and knowledge management for multiple HR projects and releases. Created detailed functional and technical design documents, unit testing, QA and user acceptance test plans
- **Global Payroll Outsourcing Application:** Designed and built a Payroll application for France using PeopleTools Application Engine and PeopleCode. Worked closely with business analysts, business stakeholders, payroll vendors to determine payroll requirements and rules. Collaborated with an offshore development team and QA to ensure solution could scale and incorporate future EMEA countries and requirements.
- **Ethics Compliance Application:** Drove and created functional and technical requirements for a third-party SaaS based EthicsPoint solution. Partnered with HR, Legal, development and QA teams to ensure a quick and successful implementation.

Symantec, Mountain View, CA - 11/2001 to 10/2008**Principal Business/Technical Analyst**

Senior member of a team responsible for identifying the needs of HR business stakeholders and determining business solutions in the areas of Core HR, Talent Acquisition, Absence Management, Workforce Recognition and Payroll.

- **Tibco Integration:** Integrated PeopleSoft with Tibco to send real-time data to down-stream applications. Developed two web services in Tibco using XML to retrieve data from PeopleSoft and send to other apps. Created database level stored procedures and functions to send data to Tibco.
- **Performance Management:** Designed and implemented an in-house Performance management system within PeopleSoft. Involved in all phases of the project like requirement gathering, planning, design, development and implementation. Provided post-production support to line of business managers and HR.
- **Talent Management:** Led, developed and implemented the eRecruit module for PeopleSoft. Go to person for defining business processes, enhancements, and post-production support. Partnered with HR Services and recruiters to define business processes, requirements and enhancements.

Callidus Software, San Jose, CA - 03/2001 to 07/2001**Software Engineer**

Member of the development team developing and designing sales compensation solutions for Callidus TrueComp product suite. Developed, tested and implemented enhancements and customizations for new and existing TrueComp modules using Java, SQL and Oracle 8i in an NT environment. Work with external customers to define functional and technical requirements. Evaluated solutions to integrate the TrueComp product with PeopleSoft 7.5 using XML, JMS, and SOAP for future product releases. Other duties include software QA, documentation, version control and project management.

Informix Software, Menlo Park, CA – 10/1998 to 12/2000**Programmer/Analyst**

Member of the IT Applications team designing and developing solutions for HR and Sales Compensation business owners. Developed, implemented and maintained internet-enabled applications for sales compensation and human resources systems. Duties included creation of web-based three-tier solutions, using JavaScript, JSP, Java, C++, Informix 4GL and Informix Dynamic Server 2000 in a Solaris environment. Interacted with sales and human resources business users to refine requirements for current and future development.

Intel Corporation, Santa Clara, CA – 07/1997 to 10/1997**Summer Intern, Software Test Engineer****Intuit Corporation, Palo Alto, CA – 01/1997 to 06/1997****Programmer/Analyst****EDUCATION**

Golden Gate University – San Francisco, California

MS – Computer Information Systems, GPA: 3.8, April 1998

Eastern Connecticut State University – Willimantic, Connecticut

BS – Computer Information Systems, GPA: 3.62, June 1996, Magna cum Laude