

Philip L. Robbins

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SUMMARY

Secure a position in IT industry that enables utilization of my skills and qualities to achieve excellence in my chosen technical domain, endeavor to show improved results for the prospective employer and meet new challenges through dedicated perseverance and continual learning.

EDUCATION

Certification in Coding: Full Stack Web Development

UNC CHARLOTTE/ CHARLOTTE, NC

Completion Date: January 2021

Bachelor of Science in Biology

ELIZABETH CITY STATE UNIVERSITY / ELIZABETH CITY, NC

Major: Biology/Pre-Medicine | Minor: Chemistry

SKILLS

- ALM
- TFS
- Rally
- SQL
- MS Office Suite
- TestRail
- Agile Methodology
- Waterfall Methodology
- JIRA
- User Acceptance Testing (UAT)
- Early Access Testing (EAT)
- EMR Systems: Paragon Clinical Suite of Applications

EXPERIENCE

CASTLIGHT HEALTH / SAN FRANCISCO, CA

June 2018 - May 2020 (Position eliminated due to COVID-19)

Senior QA Implementation Analyst

- Reviewed and tested back-end configurations for customer-specific delivery within the configuration tools and then within user-facing interface of the Castlight app.
- Tested the successful implementation of programs.
- Assisted in resolving complex issues reported by project teams, customers and/or users.
- Recommended improvements for testing methodology and processes.
- Created test scripts for use during Early Access Testing and net new implementations.
- Tested back-end configurations and user-facing configurations of net new implementations.
- Assisted in back-end configurations during Plan Year Rollover.
- Performed functional, end-to-end, and verification testing on the software application and programs.
- Used JIRA to document issues found while testing, resolve issues that came in from Support calls and tracking agile project plans.
- Tested issues in web (Chrome, Safari and Microsoft Edge) and mobile (iOS).

Oct 2016 - June 2018

Senior Application Specialist

- Supported and managed the Homecare Homebase application which interfaces with Cerner.
- Assisted clients with troubleshooting system problems and creating/managing user accounts.
- Monitored system performance and communicates service interruptions to Management/Leadership team and application users.
- Created and executed test scripts for Homecare Homebase upgrades prior to implementation.
- Documented the analysis, design, coding, testing and conversion processes of assigned applications.
- Communicated application updates and system modifications to pertinent staff across the organization.
- Evaluated and test new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines.
- Provided resolution to complex application and reporting needs of users.
- Wrote, revised, and verified quality standards and test procedures for program design and product evaluation to ascertain quality of software.

MCKESSON PROVIDER TECHNOLOGIES (CURRENTLY ALLSCRIPTS) / CHARLOTTE, NC

Dec 2013 – April 2016

Manager Paragon Product Quality

- Responsible for managing Paragon's Product Nursing Domain suite of applications.
- Managed QA resources, schedules, and workload assignments to ensure projects and software releases are completed on schedule with acceptable product quality.
- Responsible for hiring and negotiating salaries for full-time employees, contract-to-hire employees, and statement-of-work contractors.
- Conducted on-boarding, mentoring, 1:1 meetings, full staff meetings, performance planning, and disciplinary actions for staff.
- Managed team members who support Pilot customers' educational needs, functionality questions, working service orders, created, and identified work items and testing software.
- Generated weekly work item statistical reports for major releases.
- Provided status to senior management on testing efforts and quality of major product releases.
- Led efforts to improve test coverage and QA team productivity.
- Continued to test the application areas my team was responsible for.
- Responsible for tracking the regression testing for a release was generally available.
- Worked closely with development team members to drive rapid resolution of identified issues and provide internal department support.
- Worked with Project Management and Business Analysts on scheduling and QA resources required for testing efforts.

Feb 2012 – Dec 2013

Clinical Quality Assurance Team Lead

- Continued to fulfill the role of Clinical Quality Assurance Analyst.
- Managed day-to-day planning, operation and problem-solving to ensure team met required level of service and production.
- Responsible for the team's performance evaluations and other human resources related functions.
- Evaluated and tested new or modified software programs and software development procedures used to verify that programs function according to user requirements and conform to establishment guidelines.
- Wrote, revised, and verified quality standards and test procedures for program design and product evaluation to ascertain quality of software.
- Responsible for the management, development, and training of team.

Oct 2010 – Feb 2012

Clinical Quality Assurance Analyst

- Evaluated and test new and modified software programs and development procedures.
- Verified program functionality according to user requirements and guidelines.
- Reviewed new and modified programs to determine if program will perform according to user requests and guidelines.
- Tested programs for validity of results, accuracy, reliability, and conformance to established standards
- Responsible for quality assurance testing for the Paragon Clinical Care Station, Medication Administration and Patient Profile applications.
- Provided secondary support to Support and Implementation departments.
- Supported the Pilots with point and major release statistics for the QA Department and attend bi-weekly meetings during the Pilot.
- Documented and tracked product defects during the testing process.
- Identified, logged, and tracked product quality issues, capturing, and providing detailed test result artifacts for proper root cause analysis.
- Used ALM for test script management and to execute the test scripts.

Oct 2008 – Oct 2010

Product Support Analyst

- Analyzed problems with paragon clinical software applications and provide solutions (i.e. **Clinical Assessments and Emergency Department Management**).
- Identified system issues and executed process improvements to ensure client success with applications.
- Responded to product application support questions and training needs from customers.
- Researched and diagnosed problems utilizing SAP CRM.
- Supported customer-led training sessions.

NOVANT HEALTH / CHARLOTTE, NC

Aug 2005 – Aug 2008

Certified Nurse Assistant – Part-time (Hemby Children's Hospital)

- Provided care to pediatric patients under the direct supervision of a Registered Nurse.

LASH GROUP HEALTHCARE CONSULTING / CHARLOTTE, NC

Jan 2002 – Sept 2008

Senior Reimbursement Counselor/Healthcare Consultant

- Assessed data to recommend best practices and solutions for payers.
- Provided customer service for patient assistance programs to over 3,500 accounts.
- Provided continuous process improvements to clients in most cost-effective manners.
- Tested databases created by information technology and provided feedback to increase usability.
- Increased knowledge of private payer, Medicare and Medicaid structure, systems, and reimbursement process.
- Identified alternate coverage options and conducted research on less common or more complex payers.
- Assisted with benefit verifications, prior authorizations, billing and coding support, appeals management, and Letters of Medical Necessity.