

Robert Michaels

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QA Analyst

Quality Assurance Analyst with 10+ years of experience validating complex, data-driven enterprise systems, including healthcare platforms and high-volume transactional workflows. Proven ability to ensure business logic equivalence between legacy and modernized applications, validate calculations across systems, and support SIT/UAT cycles with accurate, defensible results. Strong collaborator with technical and business SMEs.

Core Skills

Functional & Integration Testing • SIT / UAT • Business Logic Validation • Data Integrity Testing • Legacy-to-Modern Platform Validation • SQL (MSSQL, Oracle) • Test Data Preparation • Azure DevOps • Jira • HP ALM • Agile / Scrum

Professional Experience

QA Engineer / Quality Advocate – Nomad Health (2022 – 2023)

Executed functional and integration test cases for healthcare applications supporting clinical and operational workflows. Validated eligibility logic, calculations, and data accuracy across interconnected systems using SQL. Supported SIT and UAT cycles, coordinating test data and validating outputs against expected and historical results. Collaborated closely with business stakeholders and documented defects through resolution.

SRE Manager (QA & Reliability Focus) – Fortive / ServiceChannel (2024 – 2025)

Led an 8-person SRE/QA team supporting modernized .NET/C# SaaS platforms. Implemented synthetic testing to continuously validate critical user journeys and backend workflows, detecting regressions prior to customer impact. Integrated synthetic tests into release readiness and go/no-go decisions. Coordinated testing across environments and validated data consistency across SQL Server backends.

Senior SDET – Salesforce / Desk.com (2013 – 2019)

Built and maintained automation and regression test coverage for large-scale SaaS platforms. Validated data flows, API integrations, and business workflows across services and databases. Partnered with developers and product teams to ensure expected system behavior prior to release.

Manager of Systems Operations & QA – Commerce Technology Solutions (2008 – 2013)

Led QA and operational validation for high-volume transaction platforms. Validated business workflows, calculations, and data integrity across legacy and evolving systems. Performed hands-on SQL validation and supported modernization efforts by ensuring new implementations preserved expected behavior.

Education

Equivalent professional experience in Quality Assurance, Systems Testing, and Enterprise Application Validation.