

Richard Espy

Los Angeles, CA
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Software QA Engineer

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Summary

Quality-focused Software QA Engineer with extensive experience in software analysis, testing, and team development. Adept at collaborating with cross-functional teams to enhance product quality, streamline operations, and implement scalable QA processes. Passionate about advocating for end-users and continuously improving QA practices to ensure seamless, high-quality releases.

Professional Experience

Quality Assurance Engineer (Independent Contractor)

TruLite Health – Phoenix, AZ (Remote) | April 2023 – September 2023

- Tested Microsoft Azure-based health equity platform integrated with Epic EHR systems.
- **Ensured compliance with HIPAA requirements** by meticulously testing for data security and privacy, preventing potential PII exposure, and addressing all security-related concerns in the healthcare platform.
- Conducted testing of responsive UI updates to ensure a seamless user experience across devices.
- Verified data integrity using complex SQL queries, ensuring accuracy in health-related data.
- Tested Continuing Medical Education credit system to meet practitioner needs.

Senior Software Test Engineer

Promenade Group – Santa Monica, CA (Remote) | February 2021 – March 2023

- Led the QA effort in achieving **ADA compliance** on a tight deadline, mastering new testing methodologies to meet legal requirements, and ensuring an inclusive user experience.
- Pivoted from feature development to compliance testing mid-project, delivering a fully compliant product within management's demands.
- Collaborated with customer service to identify pain points, driving feature improvements that reduced support costs and enhanced customer satisfaction.
- Developed and executed test plans for APIs and 3rd party integrations, including Afterpay, customer.io, and Salesforce Marketing Cloud.

QA Engineer

EZ Texting – Santa Monica, CA | October 2018 – January 2021

- Spearheaded the QA process for a comprehensive **website redesign**, creating a detailed testing schedule that balanced quick wins with more complex areas of the site.
- Served as the sole QA responsible for front-end testing across all pages during a major redesign, ensuring functionality and aesthetic consistency.
- Authored SQL queries and executed manual and automated test plans for telephony-based software.
- Set up test environments and seed data for product demos and new feature testing.

Quality Assurance Engineer (Independent Contractor)

Steelhouse / HomeMe / Beachbody – Various Locations | March 2016 – September 2018

- Led testing efforts for web-based creative software and iOS/Android native mobile apps, ensuring smooth platform functionality.
- **Managed Oracle database migration** for e-commerce systems, testing and validating content management processes.
- Developed and executed detailed test plans, identifying and documenting over 500 issues.
- Coordinated external testing, managing efforts of remote testers to maximize test coverage.

Quality Assurance Lead

The Portal Group / Toyota – Torrance, CA | June 2015 – March 2016

- Spearheaded QA for buyatoyota.com and associated automotive marketing websites, ensuring seamless functionality and a high-quality user experience.
- Supported migration from internal servers to Amazon Web Services (AWS), testing infrastructure stability during the transition.
- Managed resources across multiple projects, balancing priorities and optimizing efficiency.

Additional and Early Career Experience

- **TrueCar.com / Zag.com** – Manager, Quality Assurance — Mentored team members, guiding several to promotions; transitioned team from waterfall to agile.
- **Internet Brands / CarsDirect.com** – Manager, Quality Assurance — Managed offshore QA team, enhanced testing efficiency, and oversaw configuration.
- **Symantec / Peter Norton Group** – Senior Quality Assurance Analyst — Led beta testing for major releases, collaborating with development to resolve critical issues.
- **New World Computing** – Video Game Producer - [IMDB](#) — Supported graphic design initiatives to enhance visual quality and ensure cohesive development throughout game production.
- **U.S. Secret Clearance** – Held Secret Clearance in the past, familiar with high-security environments and protocols.

Skills & Technologies

- **Languages:** JavaScript, SQL
- **Automation Frameworks:** Selenium WebDriver, Appium, Playwright
- **Tools:** Postman, Jira, Confluence, Jenkins, Docker, SoapUI
- **Platforms:** iOS, Android, Microsoft Azure, Epic EHR

Education & Certifications

- **Santa Monica College** – Computer Science & Business Administration Studies
- **Certifications:**
 - Certified Agile ScrumMaster
 - Certified Agile Scrum Product Owner
 - Black Box Software Testing (BBST) Foundations
 - Google Cybersecurity Certificate