

Richard Espy

Los Angeles, CA
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Software QA Engineer

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Summary

Experienced Software QA Engineer with a passion for continuous learning and deep product expertise. I seek a dynamic environment where I can make a direct impact on product quality while expanding my knowledge in both technical and business aspects. A strong advocate for collaboration and team-driven success, particularly in environments that value both individual challenges and team collaboration.

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 both 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 functionality across platforms.
- 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 Experience

- **TrueCar.com / Zag.com** - Manager, Quality Assurance
 - Mentored and coached QA team members, guiding several through promotions by developing individualized career plans and advocating for their growth.
 - Transitioned the QA team from waterfall to agile methodologies, improving project timelines and adaptability to changing business needs.
 - Served as primary support for issues from customer service, partners, and end-users
- **Internet Brands / CarsDirect.com** – Manager, Quality Assurance
 - Led an offshore QA team, significantly improving testing coverage and efficiency.
 - Ensured on-time and on-budget delivery of key website updates while overseeing configuration management.
- **Symantec/Peter Norton Group** – Senior Quality Assurance Analyst (Beta Testing)
 - Led beta testing programs and collaborated with development teams to identify critical issues before major releases.
- **New World Computing** – Video Game Producer - [IMDB](#)
 - Supported graphic design initiatives to enhance visual quality and ensure cohesive development throughout game production.

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