Richard Espy

Senior Software QA Engineer — Los Angeles, CA

310-895-0825 • richard.espy@gmail.com • linkedin.com/in/richardespy

Summary

Senior Software QA Engineer and former QA Manager focused on risk mitigation, compliance, and reliable releases across SaaS, e-commerce, healthcare, and consumer software. Recognized for clear test strategy, cross-functional collaboration (Dev/Product/Support), and calm, accountable delivery. Strengths include translating specs into actionable test plans, validating complex systems with SQL, and championing quality as a company-wide responsibility.

Experience

QA Engineer (Contract) — TruLite Health · 2023 · Remote (Phoenix, AZ)

- Tested Microsoft Azure–based health-equity platform integrated with Epic EHR.
- Ensured HIPAA/PII compliance via privacy/security testing; prevented potential exposure.
- Verified data integrity with complex SQL queries; tested responsive UI across devices.
- Tested Continuing Medical Education credit workflows for practitioners.

Senior Software Test Engineer — Promenade Group · 2021–2023 · Remote (Santa Monica, CA)

- Built and executed test strategies for business verticals (florists, food, liquor) while maintaining regression coverage across the core SaaS platform.
- Owned QA for SWIGG (liquor delivery); integrated Delivery Solutions APIs, provided vendor feedback, and dogfooded live purchases to surface UX gaps and drive improvements.
- Expanded testing to omnichannel retail & delivery across web, mobile, and partner integrations.
- Collaborated with engineering leadership to integrate QA feedback earlier in planning and release cycles.
- Mentored developers/product on testing practices, reducing escaped defects and speeding releases.

QA Engineer — EZ Texting · 2018–2021 · Santa Monica, CA

- Sole QA for a ground-up website redesign, ensuring functional/UX quality across all pages for on-time launch.
- Tested and validated a new onboarding flow that increased paid conversion by ~35%.
- Diagnosed and validated fix for an MMS delivery issue, preventing loss of a $250K client.
- Coordinated QA for COVID-19 response packages supporting small-business continuity.
- Supported onboarding/trial experiments (registration flows, trial bounds, modal optimizations); validated outcomes (e.g., 30-day trial lowered ARPU with no conversion lift).
- Partnered with business & engineering to QA discount migrations and plan consultations; reduced billing risk.
- Built/maintained QA environments; seeded demo data; mentored and onboarded new QA engineers.

Quality Assurance Engineer (Contract) — Various Clients · 2016–2018 · Culver City, CA

- Led testing for web-based creative tools and iOS/Android apps.
- Tested Oracle database migration for e-commerce/CMS systems.
- Authored detailed test plans/cases; identified and documented 500+ issues.
- Coordinated external/remote testers to maximize coverage.

Richard Espy • 310-895-0825 • richard.espy@gmail.com • linkedin.com/in/richardespy

Quality Assurance Lead — The Portal Group / Toyota · 2015–2016 · Torrance, CA
- QA lead for buyatoyota.com migration to AWS; validated deployment stability.
- Tested Spanish-language site and ensured full feature parity with English.
- Allocated QA resources across dealership web properties; balanced priorities and deadlines.

Manager, Quality Assurance — TrueCar / Zag · 2006–2014 · Santa Monica, CA
- Signed-off for all production releases across TrueCar and white-label partner sites.
- Built the QA org: began as sole onshore QA overseeing an India team; hired and scaled an 8-person onshore team; coached two juniors to Senior promotions.
- Transitioned QA from offshore to onshore and led shift from waterfall to agile; established release cadence and defect triage.
- Scaled white-label testing by separating core transactional flows from customizations, accelerating partner launches.
- Integrated QA operations during acquisitions (Austin & San Francisco), unifying people, processes, and tools.
- Partnered with Support and dealer partners to convert field issues into test coverage and prevent regressions.

Manager, Quality Assurance — Internet Brands / CarsDirect · 1999–2006 · El Segundo, CA
- Scaled QA for high-traffic, 24/7 consumer sites; cross-trained staff to expand capacity without added headcount.
- Established/enforced project lifecycle; led defect triage, improving release reliability and site stability.
- Owned configuration management & production deployments pre-CI/CD; final go/no-go authority.
- Rolled out Akamai CDN (30k+ images); completed development after contractor exit; trained engineering on usage.
- Represented the company at trade shows; built traveling demo servers; gathered customer feedback.

Earlier Career
- *QA Engineer — Symantec (1994–1998):* Tested Norton Utilities and other consumer products; logged 3,000+ defects; awarded A++ for Japanese localization work.
- *Producer — New World Computing (1992–1994):* Producer credits on four PC game titles; introduced first externally developed title.

Education & Certifications
Santa Monica College — Computer Science & Business Administration studies
Certifications: Certified Agile ScrumMaster; Certified Agile Product Owner; BBST Foundations; Google Cybersecurity Certificate

Skills
QA & Test Strategy: functional, regression, exploratory, accessibility (ADA/WCAG), compliance (HIPAA/PII), risk-based testing
Automation & Tools: Playwright, Selenium WebDriver, Appium, Postman, Jenkins, Docker, Git
Data & Cloud: SQL (validation & troubleshooting), Azure, AWS, analytics-informed testing (GA)
Collaboration: Agile/Scrum, release sign-off, defect triage, cross-functional facilitation, mentoring
Domains: SaaS, e-commerce, healthcare, telecom/messaging, mobile, consumer software