Richard Espy

Los Angeles, CA
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Software QA Engineer

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Summary

Experienced Software QA Engineer passionate about continuous learning and deep product expertise. I seek a dynamic environment where I can directly impact 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 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.

Manager, Quality Assurance

TrueCar.com / Zag.com – Santa Monica, CA | September 2006 – October 2014

- Mentored and coached QA team members, guiding several through promotions by developing individualized career plans and advocating for their growth.
- Managed an offshore QA team, ensuring productivity and clear communication across time zones.
- Transitioned the QA team from waterfall to **agile methodologies**, improving project timelines and adaptability to changing business needs.
- Acted as first-line support for issues raised by customer service, partners, and end-users.

Additional Experience

- **Internet Brands / CarsDirect.com** – Manager, Quality Assurance
  - Built and 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) / Program Specialist
  - Led beta testing programs and collaborated with development teams to identify critical issues before major releases.
- **New World Computing** – Network Administrator / Graphic Designer
  - Managed network operations and supported graphic design for game development projects.

Skills & Technologies

- **Languages**: JavaScript, SQL
- **Automation Frameworks**: Selenium WebDriver, Appium, Playwright (recently completed Udemy course)
- **Tools**: Postman, Jira, Confluence, Jenkins, Docker, SoapUI
- **Platforms**: iOS, Android, Microsoft Azure, Epic EHR
- **Certifications**: Certified Agile ScrumMaster, Black Box Software Testing (BBST)
- **Current Projects**: Developing personal website in **React** – richardespy.com

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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