



# Rob Quinn

Application Developer



## Contact

### Address

3919 Patterson Ave.  
Richmond, VA, 23221

### Phone

804 873 1017

### E-mail

rob.m.quinn@gmail.com



## Highlights

SQL

Web-based software  
engineering

Code reviews

Build releases

Web user interfaces

DevOps proficiency

Verbal and written  
communication

HTML

CSS

JavaScript

JQuery

Bootstrap



## Experience

2008-08 -  
2011-05

### Claims Examiner

Mondial Assistance, Henrico, VA

- Worked with management in the Claim's department and Administration department to institute a claim "Fast Tracking" system.
- Chosen as a member of the New Hire Mentoring Team.

2011-05 -  
2011-11

### Sr. Claims Examiner

Mondial Assistance, Henrico, VA

- Responsible for handling escalated phone calls when a customer requested a supervisor.
- Worked as a Collision Damage Waiver (CDW) claim examiner; on behalf of customers, negotiated settlements with agencies such as Hertz, Avis, Budget, Enterprise etc.
- Developed training materials and conducted CDW training sessions for new hire training classes.

2011-11 -  
2014-11

### Benefit Analyst/Sr. Claim Examiner

Genworth Financial Inc., Richmond, VA

- Determined claim eligibility based on the claimant's contract and other data provided at time of claim, as well as, determining the need for additional information to properly determine risk.
- Effectively managed and prioritized a work queue and multiple job responsibilities in a fast-paced environment.
- Responsible for incoming and outgoing calls to claimants, Power of Attorneys, facilities, and other persons or entities involved in the adjudication of a claim.

- Managed, tracked, and processed the department's SIU claims through collaboration with members of the SIU team in other departments.

2014-11 -  
2016-09

## QA Test Analyst

Genworth Financial Inc., Richmond, VA

- Run the Shop Team, Managed off-shore QA resources for Run the Shop releases with a focus on process improvement.
- Partnered with business leaders as part of a claims simplification process of the Initial and Ongoing Eligibility processes; pitched an idea to two directors to solve a last-minute issue, which was successfully implemented.
- Responsible for running a weekly meeting with Business Analysts, Developers, and QA to troubleshoot issues and determine the scope of each month's letter release.
- Worked on a 3-person team which redesigned and implemented a new UAT process.
- Took part in BA, QA, and Development estimation sessions for small funded projects.
- Was the owner of a project to develop an automated regression bed for all letters and forms; was responsible for determining scope, creating the backlog of letters to be automated, and timelines for development.
- Worked with one developer to create a detailed document that provided an overview of the entire Calypso letter process.
- Owner of the 1099 testing process.
- Prepared test summary documentation which was sent out to leaders at the conclusion of testing each release to communicate testing status and any known issues.
- Created release notes to be sent to the business describing any letter changes being implemented in an upcoming release.
- Participated in Go No Go calls with claims leaders after production checkouts to discuss any issues discovered and options for mitigating risk.

2016-09 -  
2018-01

## QA Test Analyst, Co QA Lead

Genworth Financial Inc., Richmond, VA

- Co QA lead on claims system re-platform from

legacy .NET system to Pega.

- Collaborated in Agile environment to create and groom user stories.
- Participated in meeting with business leaders to brainstorm process improvements and Pega implementation ideas.
- Demoed new features to stakeholders at sprint review meetings.
- Created and executed functional test cases.
- Partnered with the training team to create Pega training material.
- Created UAT documentation for releases and coordinated UAT prior to release and during production checkouts.
- Wrote and executed automated scripts using HP UFT and Selenium to create test data, as well as, for regression testing.
- Determined scope and approach for regression automation test bed.
- Wrote the Test Strategy document for the Pega LTC project and presented it to the core team, who signed off on it.
- Demoed completed user stories to Product Owner for approval.

2018-01 -  
2018-05

## **QA Test Analyst, QA Lead**

Genworth Financial Inc., Richmond, VA

- Oversee onshore and offshore QA resources.
- Review all test cases written by team members prior to execution.
- Determine scope and approach for regression automation test bed.
- Write and execute automated scripts using HP UFT and Selenium to create test data, as well as, for regression testing.
- Partner with COE to execute Performance Testing.
- Create test operators in Calypso using SQL scripts and in Pega using update activities in Designer Studio.
- Create and update test data using SQL scripts in Calypso.
- Provide SQL scripts to performance team to

execute in Oracle upon completion to verify performance scripts iterations completion.

- Create User Acceptance Testing (UAT) documentation for releases and coordinate UAT.
- Create production release calendar and timeline for development team.
- Create and execute functional test cases.
- Collaborate in Agile environment to create and groom user stories for both Eligibility and CSR projects.
- Write and execute select, insert, update, and delete SQL statements to create and modify test data using Microsoft SQL Server Management Studio and Oracle SQL Developer.
- Use Pega Live UI and Designer Studio to review new rules and design to come up with test strategy for new features.
- Review Pega Clipboard as part of test case verification.
- Work in Pega Designer Studio to modify rules in my private edit to execute different test scenario.
- Add local actions to rules to test SLA and Get Most Urgent.

2018-06 -  
Current

## Application Developer

Genworth Financial Inc., Richmond, VA

- Obtained Pega System Architect (CSA) and Pega Senior System Architect (CSSA) certifications.
- Develop all aspects of our Customer Service Workflow Application.
- Prepared major release files and documentation.
- Build Soap and Rest service connectors.
- Configure complex UI requirements.
- Create case types and flows.
- Mentored new hire.
- Supported contractors in troubleshooting application products.



## Accomplishments

- Pega Designer Studio, SQL Server, Oracle SQL

Developer, VersionOne, HP ALM, HP UFT, Selenium,  
Word, PowerPoint, Outlook, Excel.



## Education

2003-08 -  
2007-05

### **B.A: Rhetoric and Communication Studies, Business Administration**

University of Richmond - Richmond, VA

Related course work: Business Statistics, Quantitative Analysis, Interpersonal Communication, Business Communication, Group Communication, Operational Management, Organizational Behavior

2019-10 -  
Current

### **Full Stack Developer Boot Camp**

University of Richmond - Richmond, VA



## Summary

System architect adept at designing, implementing, customizing, upgrading and migrating Pega applications. Educated in various programming languages and coding. Seeking position in fast-paced company that appreciates hard work, dedication, and evolving technical skills.



## Certifications

Pega Certified System Architect (CSA)

Pega Certified Senior System Architect (CSSA)

International Software Testing Qualifications Board (ISTQB) Certified Tester Foundation Level (CTFL)

AHIP Long-Term Care Professional Designation

Mini MBA, Robins School of Business at University of Richmond

Certified Structured Board Interviewer and Behavior Analyst, Nowlin Associates