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Experienced in optimizing software testing processes with a strong background in automation testing using Playwright and other tools. Proven track record in enhancing software quality and reliability through comprehensive test planning, defect management, and collaboration in Agile environments. Seeking to leverage skills and expertise as a Test Automation Engineer to drive efficient and reliable software releases.

## EXPERIENCE

JAN '23 - JUL '25

### Quality Engineer | HMH, Boston, MA

- Optimized software testing processes by developing and maintaining comprehensive automated UI tests using Playwright, significantly reducing manual testing time by 40% and enhancing test reliability.
- Designed and implemented functional test cases for new features and bug fixes, ensuring robust software releases with reduced post-launch issues.
- Collaborated in Agile planning meetings to define test requirements, resulting in enhanced test accuracy and reduced project timeline delays.
- Collaborated with developers throughout the SDLC to ensure quality standards, resulting in a 25% reduction in defects and improved integration of new features, enhancing the software's performance and reliability.
- Logged and documented defects in JIRA with clear reproduction steps, accelerating resolution times and improving overall product quality.
- Managed production deployments with Octopus Deploy, improving integration reliability and reducing system downtime by 40%.
- Used Playwright, Cypress, and Postman for Testing.
- Used Bitbucket for repositories, Jira for bug reporting, Octopus and Jenkins for deploys

APR '19 - DEC '22

### Quality Engineer | NWEA / Questar, Apple Valley, MN

- Conducted comprehensive testing across QA, Integration, Stage, and Production environments, enhancing software quality and reliability by swiftly identifying and resolving critical defects.
- Created and documented comprehensive test plans and clear step-by-step procedures, resulting in a 20% reduction in testing errors and a smoother testing workflow.
- Improved test processes by reducing defect turnaround time by 30% through careful analysis of test results and effective communication of issues to development teams.
- Developed job aids and documentation that enhanced user understanding of step-by-step processes, resulting in improved team efficiency by 20%.
- Used qtest as the Test Management System, for creating test Cases.

SEP '17 - DEC '18

### Senior Software Tester | U.S. Bank, Richfield, MN

- Created and executed comprehensive test cases within an Agile environment, which ensured high-quality software delivery, reduced bugs in production, and improved user satisfaction through more reliable product performance.

- Enhanced issue resolution efficiency and team collaboration by managing defect tracking and reporting with Microsoft Team Foundation Server (TFS).

AUG '17 - SEP '17

#### **Mobile Device Tester** | Target, Minneapolis, MN

- Conducted manual testing on Android devices using BrowserStack, identifying and reporting defects which enhanced product quality and contributed to successful release cycles.
- Developed and executed test cases during a bi-weekly Agile release cycle, ensuring timely identification of defects and contributing to smoother product launches.
- Collaborated with developers and QA teams to validate software fixes, ensuring accurate implementation and enhancing team efficiency, which accelerated problem resolution.

JUN '16 - JUN '17

#### **Software Automation Engineer** | Granicus, St. Paul, MN

- Company Overview: Formerly GovDelivery
- Developed and implemented automated test scripts within the development release cycle, significantly enhancing testing efficiency and accuracy by reducing manual errors and accelerating release times.
- Implemented automation frameworks using Ruby on Rails, Cucumber, and Jenkins, reducing deployment time by 30% and improving reliability.
- Formerly GovDelivery

JUL '10 - JUN '16

#### **Quality Assurance Engineer** | GovDelivery, St. Paul, MN

- Led testing efforts for multiple software platforms within Agile monthly releases, resulting in early detection of critical issues, enhanced operational efficiency, and consistently achieving timely delivery and high-quality standards.
- Developed manual testing protocols and performed detailed defect analysis, resulting in a 25% improvement in defect detection rates and substantially improving product reliability and customer satisfaction.
- Developed key QA metrics that empowered leadership to enhance decision-making processes.

JAN '05 - JUN '10

#### **Senior Quality Assurance Analyst** | Thomson Reuters, Eagan, MN

- Oversaw up to five projects and manage teams across the U.S., India, and the Philippines.
- Delegated tasks and actively tracked remote QA staff progress, leading to a 25% boost in project completion rates and enhanced team productivity.
- Designed and executed initial quality test plans and generated regular reports for leadership.
- Guided and supported 10 new team members by providing comprehensive training in Agile and Scrum, boosting their confidence and enhancing the team's overall performance.

JAN '00 - JAN '05

#### **Customer & Technical Services** | Thomson Reuters, Eagan, MN

- Delivered comprehensive technical assistance for Westlaw.com and various legal software products, improving user satisfaction by successfully resolving issues quickly, thereby minimizing downtime and enhancing overall client interactions.
- Identified and resolved data corruption and complex user issues, enhancing system reliability by 20% and improving user satisfaction.
- Mentored junior support staff and handled escalated technical issues, leading to improved team performance and faster issue resolution.

## EDUCATION

JAN '00

**Bachelor of Science in Industrial Technology Education**  
Bemidji State University

## SKILLS

- Automation testing
- Integration testing
- Test plan development
- Version control systems
- Functional testing
- Regression testing
- Performance testing
- Playwright
- Cypress
- Selenium
- Cucumber
- JavaScript
- Ruby on Rails
- Jenkins
- Octopus Deploy
- AWS
- Git
- Bitbucket
- GitHub
- GitLab
- JIRA
- Zephyr
- BrowserStack
- TargetProcess
- Agile
- Scrum
- Manual Testing
- Test Documentation
- Defect Management

## CERTIFICATIONS

- AWS Certified AI Practitioner (in process)

## REFERENCES

References available upon request