

# TERRENCE REGIS, MBA

## QA ENGINEERING LEADER

STRATEGIC PLANNING | TEST-DRIVEN DEVELOPMENT | PROCESS IMPROVEMENT

### CONTACT

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### EDUCATION

**Masters, Business Administration**  
The City University of New York  
**BS, Business Administration**  
Kennesaw State University

### ADDITIONAL EXPERIENCE

**Director, Quality Assurance**  
RIA GROUP  
**Manager, Quality Assurance**  
MERRIN FINANCIAL

### TECHNICAL SKILLS

Oracle | Mongo | C# | C++ | Java | Perl  
Java Script | Linux | .Net | UFT | Selenium  
SOAP UI Pro | JMeter | LoadRunner | qTest  
ALM | Jira | Confluence | MS Office

### PROFESSIONAL SUMMARY

Solutions-oriented Quality Assurance leader with over 20 years' expertise deploying enterprise test, development and performance strategies across the Healthcare, Payment and Financial industries. Highly adept at leveraging automation frameworks to optimize efficiency and quality driving full-scale implementations from ideation to delivery. Embraces enterprise change management initiatives through guided oversight to propel adoption and standardization. Superior communication skills with the ability to build consensus and collaborate across internal and external stakeholders to enhance global partnerships.

### AREAS OF EXPERTISE

Automation Frameworks | Enterprise Test Strategy | Process Improvement  
Performance Testing | Capacity Planning | Requirements Analysis  
Performance Management | Defect Management | Test-Driven Development  
Change Management | Agile Methodologies | CI/CD | SDLC | Regression  
Testing | Integration Testing | Vendor Management | Continuity Planning

### PROFESSIONAL EXPERIENCE

**MCKESSON/RELAYHEALTH | Atlanta, GA**  
**Sr. Director, Quality Assurance & Technical Operations | 2010 - Present**

Relay Health Pharmacy Solutions (RHPS), a part of McKesson Rx Technology, provides essential healthcare connectivity for the nation's leading pharmacy network. Reporting to the Head of Product Development, oversees a global delivery team of 5 direct and over 60 on/offshore resources to execute production support for the .Net/JAVA healthcare applications for system administration, development, automation, QA, performance testing, monitoring, and delivery of all transformation initiatives.

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- Spearheaded the deployment of automation frameworks to formalize QA testing processes and systems utilizing Selenium, SoapUI and alternative tools; progressed the Dev to QA ratio by 50%, yielding \$2M in six sigma cost savings.
- Orchestrated the development and integration of an operations scorecard in partnership with Systems, Networking, and Product Delivery to mitigate vulnerability and risks, optimize SLA deliverables, and enhance reporting capabilities for executive leadership.
- Introduced a systemic framework across the product development environment to triage, escalate and exceed targeted SLA requirements, engaged in-depth analysis and process mapping, creating an improvement in cycle times for issue resolution.
- Selected to head the Quality Committee comprised of QA leadership to stabilize best practices across McKesson's Technology Solutions; developed an efficiency scorecard to establish reporting for BU presidents advancing continuous improvement initiatives.
- Designed a global staffing model through the alignment of strategic vendor partnerships to balance project support during peak periods; reduced development team's expansion cost by 60% over a 6-year timeframe, creating \$2.5M in savings.

**TYSYS | Alpharetta, GA****Director, Business Systems | 2004-2010**

TSYS is a leading provider of seamless, secure and innovative payment solutions with over 24,000 employees globally. Reported to the EVP of Technology, led a team of 4 direct reports inclusive of QA, BA and Engineering Managers across the Product Delivery division providing system requirements, functional designs, and QA testing support for large scale Java based applications.

- Authored the implementation of pre/post-test release strategy acting as a liaison with internal teams; deployed requirements gathering, data analysis, and use case scenarios to strengthen prepaid service functionality, reducing product defects by 90%.
- Executed the transition of the NJ data center to GA directing configuration teams through test strategy definition and implementation, efforts realized minimal impact to the business.
- Cultivated cross functional synergy between Dev, QA and BA leadership teams by fostering a collaborative environment through requirements discovery, design, testing and delivery; enhanced practical knowledge and concepts to improve quality of prepaid products.
- Led the development and conversion of automation frameworks to advance prepaid transactions; employed (QTP) Quick Test Professional to assess authorization and settlement engines, leading to an 80% regression test efficiency ratio.
- Spearheaded the transformation to a Hybrid Operating Model across the BA and QA teams increasing depth and breadth of product knowledge leveraging centralized and decentralized delivery.
- Augmented the test case organization, reusability, and status reporting utilizing HP ALM for test management and defect tracking.

**SYNYGY | Conshohocken, PA****Director, Software Assessment & Release | 2001-2004**

Synogy is a worldwide provider of Consulting, Technology and outsourcing services leading the way in defining and creating the markets for sales compensation and performance management software. Reported to the VP of Technology, directed a QA Manager and two Software Engineers in execution of unit, regression, and load/performance testing across the organizational network.

- Established a foundational team through talent identification, training and formulation of a robust QA process; developed core staff to successfully perform functional, regression, and performance testing through automation frameworks.
- Instituted the transformation to an Agile Business Model across the Development, BA, and QA teams through change management, definition and standardization, inspiring engagement, and process efficiency.
- Guided intelligence-driven teams throughout the software development process focused on building velocity within the product lifecycle which ultimately advanced product quality outcomes.
- Converted the build process from a manual to an automated framework through the deployment of test scripts; eliminated production delays and increased efficiency by 88%.
- Developed test planning and test case documentation processes by introducing the use of a Quality Center – test management tool; improved timely delivery of final production releases from days to minutes.