

# Hired Resume Service

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## Quality Assurance (QA) Analyst

*Software Development and Testing | Software Quality Assurance | Software Lifecycle | Test Plans, Test Cases, Status Reports | Cross-Functional Team Collaboration | Conduct Post-Release/ Post-Implementation Testing*  
*Agile Certified, Experienced on Agile and Waterfall Teams*

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Highly analytical and experienced professional offering a deep understanding of Quality Assurance in software development, and testing. Proven ability to collaborate with business partners and subject matter experts to define test objectives and standards through performing analysis of applications and identifying areas for improvement in the quality system. Excels in driving issue resolutions and solutions.

### Key Qualifications:

- Interface with day to day operations of the Project Management Organization and Development teams.
- Analyze functional requirement documents to create a detailed suite of test plans, test cases, and scripts.
- Provide recommendations on areas for test case automation; execute test cases and analyze results.
- Lead QA effort during deployments including coordination of cross-functional resources.
- Identify, record, document, and tracks code bugs as they arise and perform regression testing.
- Participate in daily SCRUM meeting to report defect and test execution status to the Senior Leadership Team.
- Communicate effectively within the team on challenges and escalations.
- Excellent written and verbal communication skills, able to interact across all levels of organizational hierarchy.
- Strong knowledge of analytical tools, root cause analysis, and corrective/preventative actions.

### Technical Skills:

- **Defect/Bug Management, Test Software:** Test Director, Quality Center, QuickTest, Rational ClearQuest, ALM Software, Microsoft Test Manager, MVS, TFS, CodedUI
  - **Testing Languages:** c#, VB, Perl, PHP, Oracle, Linux, HTML, CGI, Unix, MS-DOS, Java, JavaScript, C, Flex.Net, XML
  - **Web Services:** SOAP and REST
  - **Databases:** SQL, MySQL
  - **Software:** Microsoft Office: Outlook, Word, Excel, PowerPoint
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## Professional Experience

### Quality Analyst

**2000 to 2016**

Held a wide variety of Quality Analyst positions. Worked both contract and permanent positions.

#### **QUALITY ANALYST, State of MN, Dept. of Health, Env. Public Health Tracking, St. Paul, MN, 7/2016—8/2016**

Planned and executed usability study for an external web site. Interviewed study participants and documented results. Tested Web Site through providing highly experienced insight.

- Recorded all defects. Documented and Presented Study Results.

#### **SENIOR QA ANALYST, C.H. Robinson, Eden Prairie, MN, 09/2015—03/2016**

Developed and executed test plans based on business requirements. Wrote integration, regression, and automated test cases. Maintained and executed regression test suites. Ran Beta testing and defect management. Prepared test cases for automation. Technical environment: C#.

- Successfully collaborated with the Agile team on new development testing during the design phase.

#### **SENIOR QA ANALYST, AON Benfield, Bloomington, MN, 06/2011—04/2014**

Developed and executed test plans based on business and systems requirements and specification documentation; maintained and executed regression test suites. Coordinated user acceptance testing with remote users.

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- Worked with the primary developer on new development, testing, and fixing. This was a rewrite and complex project for Aon's Funding Application.
- Collaborated with Business Analysts to improve requirements and establish design.
- Ran Beta testing and defect management, assisted with builds; partnered with the Production Support team on application issues. Executed production validation test plans after software release. Technical environment: .Net

## **SENIOR QA ANALYST, Best Buy, Minneapolis, MN, 12/2010—03/2011**

Performed Manual Test on Connect Project. Reported defects in the UAT environment; utilized Excel Metrics, Visio Graphing.

- Consulted with business users regarding system functionality. Ran GL Bill runs and validated results.

## **SENIOR QA ANALYST, Wells Fargo Home Mortgage, Minneapolis, MN, 05/2010—10/2010**

Manual Tester on ERCP Project. Tested and reported defects in the current UAT Environment. Reviewed requirements for testability and usability. Consulted with business users regarding system functionality. Executed querying, and created test data. Tested Mortgage software that provided early resolution of mortgage modifications. Technical Environment: Mainframe LPS, Oracle

## **SENIOR QA ANALYST, NRT Web Services, Edina, MN, 03/2010—04/2010**

Provided yearly update of Standards and Policies for Sarbanes-Oxley IT Audit. Redefined Sox Goals. Updated and tested traceability of the SDLC. Created IT and QA documents for NRT. Technical environment: Agile, .Net, SQL

- Successfully created a test strategy for NRT Web Sites.

## **SENIOR QA ANALYST, Best Buy, Minneapolis, MN, 12/2008—08/2009**

Recorded and test defects in Bugzilla. Tested Java and Web applications. Helped developers with unit testing, and determined the origin of defects. Adapted Agile methodology to QA structure. Technical environment: Agile, PHP, MYSQL, Selenium.

- Successfully participated in dress rehearsals and certifications regression testing, tested retail web site, POS, purchase through fulfillment, Web Application Testing, and Automated testing using Selenium.

## **SENIOR QA ANALYST, NRT Web Services, Edina, MN, 10/2008—11/2008**

Established Standards and Policies for Sarbanes-Oxley IT Audit. Established Sox Goals for future NRT audits. Technical environment: Agile, .Net, SQL

- Created and tested traceability of the SDLC. Created IT and QA documents for NRT. Created test scripts, web application testing; created test strategy for NRT web sites. Provided direction for NRT employees.

## **SENIOR QA ANALYST, US Bank, St. Paul, MN, 07/2007—10/2008**

Wrote and executed test plans, test cases with and without requirements for a Migration. Rational ClearQuest to record and track defects. Ran Queries in Rational ClearQuest for reporting.

- Recorded and retest defects in Quality Center. Tested Java and Web applications. Technical environment: Waterfall, Java, Perl, Linux, Apache, SQL, Oracle.

## **SENIOR QA ENGINEER, Patterson Dental, St. Paul, MN, 10/2006—08/2007**

Wrote Test plans and Test Cases from business and technical requirements. Executed test plans, log results, and forwarded to appropriate developers. Used Quality Center, automate test plans and cases for regression testing.

- Performed mainframe testing, DB2, Delphi, Testing reports, reviewing documents, end to end testing, Java testing, Migration web sites.
- Used Rational ClearQuest to record and track defects, Ran Queries in Rational ClearQuest for reporting, tested all corporate software after configuration. Technical environment: Waterfall, Java, SQL, and Delphi.