

PROFESSIONAL PROFILE

Senior Quality Assurance engineering professional working in development and operations, specializing in process improvement and automated testing. Expert in the software development life cycle, and am proficient in Agile development methods, specifically Scrum and Kanban. Have experience as a QA Manager, Product Manager and leading without authority.

- Quality Assurance Management
- Product Management
- Project Management
- Software Development Life Cycle
- Risk Analysis
- Test Automation
- Process Improvement
- Requirement Gathering
- Test Environments

PROFESSIONAL EXPERIENCE

CHANGE HEALTHCARE/RELAYHEALTH/MCKESSON, Emeryville, CA

2011 - 2017

RelayHealth, which was part of the McKesson became Change Healthcare

Senior QA Analyst, Development-Build Team (March 2017 – May 2017)

Administered TeamCity and managed build configuration settings for multiple projects while maintaining all DevOps Engineer responsibilities. Wrote a PowerShell script that created a daily report, "Difference between Environments" for FUSE projects in TeamCity and GitHub.

RELAYHEALTH (McKesson)

Senior QA Analyst, Infrastructure Operations, Automation and Build Teams (Jun 2014 - Mar 2017)

Collaborated with development and infrastructure engineers to facilitate creating new processes for data center server provisioning, web server virtualization and developing a cloud based testing platform. Managed the staging environment web servers, configuration changes and code deployments. Contributions: defined standard operating procedures, developed PowerShell scripts, and assisted with continuous integration and delivery of TeamCity builds, deployments, and GitHub repositories.

- Directed the Web Server Virtualization project which was an overhaul of the production web server buildout process as we transitioned from one-off physical servers to identical virtual machines by creating clones from a virtual machine template. Improved server consistency, service reliability and infrastructure automation.
- Designed and implemented a Web Server Certification program for building new web servers in the production environment that eliminated an error-prone process, assured a safe go-live delivery and saved weeks of buildout time.
- Designed and implemented an automated testing platform (Selenium Grid) in McKesson's OneCloud environment that enabled the QA teams to run tests on different machines against different browsers in parallel.

Senior QA Analyst, Software Configuration Management Team (November 2013 - June 2014)

Transferred from the development organization to systems configuration management team as a permanent resource. Supported operational readiness of product and infrastructure features.

- Restructured the RelayHealth change management policy as required for the DTAAP Federation Agreement which was necessary to get Federal contracts.
- Created a new change control request form used for all changes to any data center environment that included a risk assessment and resulted in better coordinated changes.

Senior QA Analyst, Infrastructure Organization (February 2011 - November 2013)

Assigned to the infrastructure organization as the Lead QA engineer for the data center migration of all infrastructure assets from old data center. Implemented new infrastructure test strategies and designed server verification, entrance and exit criteria checklists which improved environment provisioning by setting new standards and controls. Performed root cause analysis on production support issues and supported the development QA teams.

HARTZLER CONSULTING, Redwood City, CA

2009 –2011

Product Management consulting, product design database administration, working with multiple clients designing databases for human resources and customer satisfaction surveys.

PAYPAL, San Jose, CA

2004 –2008

Product Manager, *Merchant Services, Business Debit Card* (Jun 2006 – Dec 2008)

Managed the PayPal Business Debit Card. 2 Million customers, \$50M in annual net revenue. Responsible for the overall customer experience and delivering features to grow the business.

Senior Quality Assurance Engineer, *Fraud QA, Financial Products* (Sep 2004 – Jun 2006)

Testing PayPal Financial Products using a combination of desktop tools, SQL, batch tools, automation tools.

ULTIMATE TECHNOLOGY, San Jose, CA - Sun Microsystems

2002-2003

Quality Assurance Lead, Managed and mentored the QA team, created and maintained a suite of 400 automated tests for the management system software that UTI developed.

- Supervised 3 QA team members.
- Created a new centralized recording system that reduced by 75% the time needed for posting automated and manual test results

ENSERA, Redwood Shores, CA

1999 - 2002

Quality Assurance Manager, Ensera developed software for the auto collision industry with a suite of 8 core products. Team was responsible for the functional testing of 5 Client/Server desktop applications.

- Promoted from Senior QA Engineer to QA Manager
- Hired 3 QA Engineers, total managing responsibility for a team of 5.
- Set up a test lab to simulate insurance customer and auto body shop installations.

EDUCATION

Officer Candidate School, Leadership award, United States Army

AS degree, Manufacturing Engineering Technology (with Honors), Three Rivers Community Technical College

Certificate Program, Computer Aided Drafting and Design - Three Rivers Community Technical College

CERTIFICATIONS

eBay/PayPal - Product Management, Project Management

Pragmatic Marketing - Practical Product Management Certification

Pragmatic Marketing - Requirements That Work