Quality Assurance Lead

FIVE PACK

Overview

Experienced Quality Assurance leader and engineer with over 25 years of experience in software quality assurance roles. They have implemented processes designed to drive quality upstream in the development lifecycle. They have lead both on-shore and off-shore testing teams and has developed test plans and processes for a wide variety of software applications in many industries. Their overriding philosophy is to find defects as early in the SDLC as possible so that they can be fixed as cheaply as possible.

Skills

- Quality Assurance
- Testing Processes
- Mobile Browser Testing
- Desktop App Testing
- Azure DevOps
- Desktop UI Test Automation
- Charles
- Fiddle
- Burp Proxy Tools
- SQL
- Manual/Functional Testing

Experience

Quality Assurance Lead

Five Pack • Tulsa, OK
Nov 2015 - Present

- Define testing standards for the quality assurance group.
- Develop plans, strategies and test suites for testing both mobile (iOS and Android) and web applications.
- Direct activities of QA team on multiple projects.
- Execute test plans, review user stories and designs for early defect identification.
- Provide defect and test metrics reports to stakeholders.
- Mentor junior QA staff.

Senior Quality Assurance Engineer

Intuit • Plano, TX
Apr 2001 - Nov 2015

- Led testing effort on various professional tax and accounting products (Lacerte Tax, TurboTax Professional, QuickBooks Pro).
- Led testing teams of up to 8 testers.
- Developed test strategies and plans.
- Coordinated testing effort for both local and offshore teams.
- Created UI test automation scripts for desktop products using Borland SilkTest Serve as Scrum Master, as needed.

Quality Assurance Lead

Experience (Continued)

Product Owner & QA Analyst

Tax and Accounting Software Corporation • Tulsa, OK
May 1998 - Apr 2001

- Created test cases and plans for professional accounting software Test applications and document defects.
- Compiled defects from other testers onto master defect lists.
- Led team of 6 testers.
- Designed UI for new Windows-based professional accounting software product.
- Ensured data compatibility between DOS and Windows applications.

Client Software Liaison

Educational Systems Products • Tulsa, OK
Jun 1990 - May 1998

- Performed Client data conversions.
- Completed on-site installation of college admin software on client mini-computers Software training for clients.
- Customized software to meet state-regulated requirements.
- Designed electronic data transmission to state agencies.

Education

Accounting

University of Tulsa
Tulsa, Oklahoma
1986 - 1990