

## **SUMMARY**

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Senior/Lead QA Analyst with 15 years' progressive QA experience. Skilled at performing all QA activities throughout the SDLC. Able to design and implement best practice QA processes. Possessed of excellent critical thinking skills and technically adept, a go-to resource for handling difficult projects. Proven ability to work effectively with developers and other IT staff, including management and training of onshore and offshore resources, as well as coordination with project managers, product managers, and customer service, both locally and remotely.

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## **EXPERIENCE**

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**CaptainU** Denver, CO (remote from Kansas City, MO)  
**Senior QA Analyst** 10/2015 to Present

*Largest sports network connecting high school athletes to college teams*

- Integral contributor in the process of building out a new QA methodology and process from the ground up.
- Researched test management tools and recommended a solution to the QA Manager and CEO.
- Implemented and administrated the suggested solution (Testuff) and took the initiative to integrate it with the bug-tracking solution.
- Worked with the QA Manager to identify candidates for QA positions.
- Trained new team members on SQL and the CaptainU database schema.
- Integral contributor in designing and setting up a Selenium-based automation solution.
- Along with the other members of QA, significantly reduced the number of production bugs.
- Maintained robust test development/execution practice in an Amazon Web Services environment.
- SME for one of the two primary applications on the CaptainU site.
- As part of the QA team, developed a baseline set of tests for the system as built to support regression efforts. Continued to develop tests for every release for a current total of 1740 tests.
- Engaged in the migration from a Rackspace to an AWS environment, which included a significant test development effort to identify a system baseline where none existed, then tested to confirm that standard was upheld.

**TEKsystems for Intouch Solutions & VML** Overland Park, KS  
**QC Analyst** 12/2014 to 10/2015

*Leading global provider of IT staffing and services*

- Designed a solution to largely automate defect entry, cutting the time required to produce a well-documented defect report in half.
- Worked on up to 10 projects during the same reporting period, prioritizing among projects and project activities.
- Developed and executed test plans in a fast-paced environment, rapidly and accurately ensuring that customer-facing projects met and exceeded expectations.
- Coordinated testing efforts with a team of 20+ analysts as needed.
- Strong focus on responsive websites and iPad apps, testing across multiple configurations simultaneously.

**Adaptive Solutions Group for Ascend Learning**  
**Senior QA Analyst**

Leawood, KS  
4/2014 to 9/2014

*World-leading education technology company providing customized learning tools for the healthcare industry.*

- Developed and maintained tests, test data, and test execution cycles for multiple areas, including tests for mobile applications, resulting in a well-maintained and thorough test bed.
- Tested for functional/UI requirements across multiple browsers and mobile devices, ensuring compatibility, enabling quick turnaround of compatibility-related bugs to developers.
- Utilized SQL Server 2008/SSMS not only to test but also to enhance and correct QA data, resulting in much more efficient and quicker regression testing.
- Worked with a cross-discipline team in a fast-paced Agile environment to develop and clarify requirements and identify and complete required testing.
- Verified front end compliance with accessibility requirements (508/WCAG), effectively supporting both practical and contractual obligations.
- Ensured timely, accurate delivery of test results, which provided the necessary feedback to developers to meet sprint deadlines.

**Restaurant Sciences/TriNet**  
**Lead QA Analyst**

Boston, MA (remote from Kansas City)  
9/2011 to 2/2014

*Services company providing data from a distributed network of restaurant point-of-sale systems and electronic cash registers.*

- Independently managed the quality efforts for multiple projects, working remotely with internal development resources, offshore contractors, and onshore contractors, using Rapid Application Development methodologies, supporting effective delivery against aggressive timelines.
- Supported ETL efforts by analyzing source data, validating transformation, and verifying the end result using SQL Server/SSMS, supporting a robust dataset.
- Mentored less experienced analysts on QA process, testing, and interdepartmental relations, which resulted in a more capable QA team overall.
- Worked with other QA specialists, under the director of product development, to develop and implement QA processes, adding in efficiencies and allowing a small team to effectively test many applications.
- Identified and documented missing functionality in existing systems as well as opportunities for valuable system enhancements.

**TriCom Technical Services for UMB Financial Corporation**  
**Senior Quality Analyst**

Kansas City, MO  
1/2011 to 9/2011

*Financial services company serving seven states, with over \$11 billion in assets.*

- Worked alongside project managers, business analysts, developers, and other staff to ensure quality throughout the development process.
- Used SQL to perform data testing, ensuring application quality.
- Independently managed the quality efforts for up to seven projects simultaneously, working with both internal development resources and vendors, using both Waterfall and Agile/Scrum methodologies.
- Created test plans, test designs, and test cases as part of a formal QA process.
- Coordinated business user/user acceptance testing.

- Tested independently or coordinated test efforts with other quality analysts depending on the project needs.

**ProfitStreams**

Denver, CO (remote from Kansas City)

**Senior Quality Engineer**

5/2010 to 1/2011

*Energetic company dedicated to providing value-added integrated POS solutions that enhance revenue for merchants; recruited by CTO and QA manager, former colleagues.*

- Mentored other team members and acted as interim QA manager during the manager's absences.
- Designed, wrote, and maintained test cases and scripts for multiple client-server Ruby applications.
- Successfully collaborated with development, product, and the rest of the QA team in an Agile environment as a completely remote employee, participating in daily scrum meetings, estimating, testing, and documentation review.
- Developed and executed tests for mobile applications on the iPhone, BlackBerry 9800 Torch, and Android phones.
- Performed POS testing using Menusoft's Digital Dining.
- Hired full-time in May 2010 after six months of part-time contract work.

**Bluescope Buildings North America/RiverPoint for BBNA**

Kansas City, MO

**Sr. QA Analyst (Title: Programmer III)**

8/2007 to 5/2010

*International leading steel company with \$8.9 billion annual revenues.*

- Designed, wrote, and maintained original automated test scripts using Rational Visual Test 6.0 for regression testing and data mining.
- Maintained and updated existing automation scripts, improving their reliability and robustness, enabling them to run independently and consistently.
- Scheduled and ran automated scripts for multiple simultaneous releases and analyzed the data created prior to each release.
- Created tests to verify that programs functioned according to business requirements, both documented and undocumented.
- Worked closely with developers, project managers, business owners, and support staff to determine desired software behavior and document defects.
- Primary tester of proprietary software, coordinating test efforts with business users.
- Evaluated and implemented an enhancement and defect tracking solution for multiple departments, each requiring customized settings.

**Perfect Commerce**

Kansas City, MO

**Senior Quality Assurance Engineer**

1/2002 to 8/2007

*Premier business-to-business e-commerce company providing on-demand spend management, led by CEO Sandy Kemper.*

- Managed and trained six offshore resources and achieved significant improvements in their productivity.
- Mentored other QA engineers on my team as the subject matter expert for our purchasing suite.
- Primary tester of flagship product e-commerce purchasing suite developed on a Java platform using black box and gray box techniques, both manually and using automation tools, as well as verifying the data against SQL Server and Oracle databases.

**EVELYN STICE**  
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- Analyzed extracts and reports, verifying that they reported the data correctly by analyzing the relevant tables and fields.
- Assisted level two support with troubleshooting of production issues.
- Evaluated and selected, as part of a committee of three, a comprehensive test management software solution.
- Created tests, including creating test data and identifying production data sets, to verify that programs functioned according to user requirements and conformed to established guidelines.
- Worked with product development and product management teams to refine business requirements to ensure completeness and compatibility with existing systems.
- Reported to the QA Director on release status and readiness for delivery into production.
- Responsible for installation of builds into the Unix QA environment as well as configuration management for background services and processes.
- Coordinated database updates with the DBA team including production dataset refreshes and updates to stored procedures.
- Included in a select task force of high-level employees created to resolve long-standing process issues within the company.

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## SKILLS

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<b>Testing/Other</b>	508/WCAG	Reporting	Visual Studio	Silk (Kindle)
AWS	Responsive/mobile	<b>Test/Bug/Story</b>	Software Planner	Android stock
Automation	Mobile apps	<b>Tracker</b>	Trello	Web
Black/gray box	Standalone apps	JIRA	Zephyr	Mobile
SQL	<b>Database</b>	Teststuff	<b>Automation</b>	<b>Operating</b>
VB	SQL Server	Unicenter Service	Empirix Suite	<b>Systems</b>
Wiki	Oracle	Desk	Visual Test	Windows (2000 –
JavaScript	SQL Server	Axosoft OnTime	Selenium	8.1)
HTML/CSS	Management Studio	HelpSTAR	Cucumber	LINUX
iPhone	TOAD	Siebel	<b>Browsers</b>	DOS
BlackBerry	CRUD	TrackRecord	IE	Mac OS
Android/Droid	Data analysis	QADirector	Firefox	Android
POS	ETL	TFS	Chrome	iOS
Cross-browser testing	Extracts	Microsoft Test Manager	Safari	

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## EDUCATION

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Bachelor of Science in Computer Information Systems  
DeVry University, Kansas City, MO  
June 2002  
Honors: Dean's List, graduated cum laude

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**RECOMMENDATIONS**

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“Evelyn has ... strong technical and analytical skills with an approach to mentoring that is positive and supportive.” –Cindy Phillips, QA director

“Evelyn's humor, wit, experience and intelligence makes her a pleasure to work with.” –Teresa Molina, web developer

“I haven't met a more professional, detail oriented and quality focused QA analyst who had a personal interest in ensuring the customer received the best solution.” –Jonny Hackett, development manager