**Teresa Carriere, Lead QA Engineer**

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SUMMARY Dynamic Senior Quality Assurance Engineer with 30+ years of extensive experience in QA methodologies and automation frameworks. Proven track record of managing end-to-end SAP testing and driving successful system enhancements, including developing comprehensive test plans and cases. Recognized for continuously improving testing metrics and maintaining regression repositories. Expertise in Agile methodologies and tools such as Jira and Zephyr. Eager to leverage diverse QA skills to enhance software quality and user experience at Shelby American, Inc.

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WORK EXPERIENCE

Jun 2022 – Present CoE Automation QA Engineer, Oliver Healthcare Grand Rapids, MI

* Manage end-to-end SAP testing scripts.
* Spearhead successful system enhancement releases through User Acceptance Testing (UAT).
* Design and operationalize comprehensive test data management strategies.
* Develop detailed test plans, create robust test cases, and formulate effective test scripts for multiple projects.
* Continuously optimize testing metrics to enhance efficiency.
* Create and maintain a comprehensive testing regression repository.

Nov 2021 – May 202 Lead ServiceNow QA Engineer, ISoftech Inc. Chantilly, VA

* Design, develop, implement, and maintain a test automation framework addressing various project needs utilizing ServiceNow.
* Collaborate in sprint planning with the project team to identify risks and impacts within the system.
* Execute diverse testing methodologies, including web services and applications.
* Conduct agent-led User Acceptance Testing (UAT) sessions.
* Compose comprehensive test plans and test cases for Unit, Functional, and UAT testing.

Feb 2020 – Nov 2020 Software Engineer in Test III (SET III), Talent Solutions Group Chicago, IL

* Engineer and implement designs for an automated testing framework.
* Construct software solutions to enhance API testability.
* Create and uphold SDLC artifacts while facilitating rigorous reviews.
* Identify and implement automation opportunities to overcome testability challenges.

Feb 2018 – Nov 2019 Lead QA Engineer, VIVA USA Rolling Meadows, IL

* Develop testing documentation for an Oracle to SQL database project.
* Create and execute detailed manual test cases utilizing Postman.
* Utilize quest automated testing tool for Salesforce and Service Now application testing.
* Conduct Regression testing and provide support for UAT.
* Document and report defects using ServiceNow.
* Plan, organize, document, and lead testing efforts for multiple applications.

Apr 2016 – Nov 2017 Lead QA Engineer, Advanced Resources Chicago, IL

* Craft testing documentation for an Online Ordering application.
* Create and execute comprehensive test cases using the Q-test tool.
* Conduct System Integration and Regression testing while supporting User Acceptance Testing (UAT).
* Translate and articulate requirements into effective test scenarios and test cases.
* Identify and log defects in JIRA.
* Train and evaluate new QA hires to ensure high-quality standards.

Aug 2015 – Mar 2016 Sr. QA Engineer, Forte Group Chicago, IL

* Prepare testing documentation for the Blood Bank automation project.
* Develop and execute test cases aligned with specific Project Specifications.
* Identify and document defects in the tracking tool.
* Participate in daily standup meetings to coordinate efforts.
* Summarize testing outcomes and review results with the test lead and project team.
* Engage in project documentation meetings for comprehensive tracking.
* Collaborate with teams to define functional, technical, and business requirements.
* Coordinate reviews and sign-off of requirements between technology and business teams.
* Mentor junior QA team members in effective QA processes.

Sep 2012 – Jul 2015 Sr. QA Engineer, Classified Ventures Chicago, IL

* Generate test cases within HPQC for the Dealer Tool Project.
* Execute test cases according to established acceptance criteria.
* Verify portal changes across QA, Staging, IT, and Production environments.
* Document and report defects in JIRA and Version One.
* Prepare QA deployment documentation for seamless transitions.
* Support QA manager in maintaining and optimizing QA processes.
* Manage and onboard junior QA resources, providing guidance and support.
* Utilize quest tool for Salesforce application testing.

Oct 2011 – Aug 2012 Sr. QA Engineer, Deutsche Bank Chicago, IL

* Develop strategic test methodologies and devise comprehensive test plans to meet business requirements.
* Identify necessary tasks and resources to ensure software compliance prior to the go-live date.
* Establish test processes for automation, QA, performance, and regression testing.
* Create detailed Test Plans, Test Requirements, and Test Cases.
* Devise a structured implementation schedule for upcoming software releases.

Dec 2010 – Sep 2011 Sr. QA Engineer, Thomson Reuters Inc. Chicago, IL

* Oversee an offshore QA team to ensure high-quality outcomes.
* Plan, document, and lead comprehensive testing initiatives for multiple projects.
* Represent QA in interdepartmental meetings and discussions.
* Develop testing assignments and monitor progress to ensure adherence to tight schedules.
* Develop, design, and maintain essential test documentation: Test Plans, Test Requirements, and Test Cases.
* Engage with developers to accurately recreate and resolve defects.

Mar 2010 – Nov 2010 QA Contractor, VIVA USA Rolling Meadows, IL

* Conduct manual testing on front and back-end of a web-based dental application.
* Direct an offshore QA team of four members to ensure efficient operations.
* Execute shell scripts and SQL queries to extract data from the database.
* Create test scripts according to relevant requirements and designs.
* Document and report defects identified during all phases of testing using Rational ClearQuest.
* Develop and update SQL queries to retrieve test data effectively.

Dec 2008 – Dec 2009 Senior Application QA Engineer, FactSet Research Systems Chicago, IL

* Lead the Analytics Regression team in the formulation of new automated VB scripts for a web-based system.
* Prepare QA requirements documentation and develop test plans in accordance with business specifications.
* Identify user requirements and translate them into actionable test cases.
* Utilize Test Complete automated testing tool for front-end financial application testing.
* Generate maintenance documentation for defects, processes, and enhancements in readiness for quarterly releases.
* Analyze data patterns during white box testing to ensure comprehensive coverage.

Sep 2006 – Nov 2008 Lead QA, Vanco Direct Chicago, IL

* Develop test plans and cases for white box testing of a telecom application.
* Manage teams of offshore QA members for efficient workflow.
* Support team members in structuring test plans for UAT.
* Write and update SQL queries for data retrieval from SQL server databases.
* Execute testing using Test Director and in-house manual testing tools.
* Lead the UAT cycle to ensure thorough and complete testing of all requirements.

Aug 2005 – Aug 2006 QA Contractor, Instant Technology Chicago, IL

* Verify course content, scoring, and overall functionality of a web-based learning system.
* Draft test plans based on detailed functional specifications for front and back-end testing.
* Create test scripts to support the test plans for white box testing.
* Log and track defects in Test Director throughout all testing phases.
* Lead team efforts in test case generation, execution, result analysis, and bug reporting.

Feb 2005 – Aug 2005 Lead QA Analyst, Health Network Systems Naperville, IL

* Coordinate and analyze test plans, test scenarios, user acceptance conditions, and test requirements.
* Collaborate with clients to gather and define functional, technical, and business requirements.
* Engage with technology and business teams for review and sign-off of requirements.
* Assist with seamless application deployments.
* Develop comprehensive test scenarios for HIPAA compliance and requirements.
* Identify and document major electronic claims transmission issues.
* Draft testing documentation for EDI X12 transactions (834, 835, 837, 820, and 270).
* Utilize qTest management system financial application testing.

Jun 2000 – Jan 2005 Lead QA Analyst, Blue Cross Blue Shield Association Chicago, IL

* Test GUI functionality in accordance with the established guidelines of the test plans.
* Lead the test team in the creation of the original regression test bed.
* Perform regression testing, system testing, integration testing, stress testing, and functional testing utilizing the Mercury tool suite.
* Participate in business analysis with developers and project managers to resolve operational issues.
* Develop the UAT plan and facilitate walkthroughs for end users.
* Train onboarding staff in QA standard operating procedures (SOPs) and system architecture.

Aug 1999 – Jun 2000 Lead Developer/Project Leader, Blue Cross Blue Shield Illinois Chicago, IL

* Maintain and support Assembler Code for the claims payment system.
* Develop software programs for the merger of the Illinois-Texas claims systems.
* Manage and update databases pertinent to IRS reporting of claims.
* Assist the system architect in the preparation of application designs.
* Oversee allocated projects and manage resources effectively.
* Develop and maintain all associated project management documentation.
* Create project plans, resource estimates, and budgets for successful project execution.

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EDUCATION

Jun 2012 – Jan 2021 University of Phoenix  
MS, Information Systems Phoenix, AZ

Aug 1984 – May 1988 Eastern Illinois University  
BS, Computer Science Charleston, IL

Aug 1984 – May 1988 Eastern Illinois University  
BS, Mathematics Charleston, IL

Jan 2014 – Nov 2014 Online Udemy  
CQA Certification Chicago, IL

Jan 2013 – Oct 2013 Microtrain

JAVA for Automation Chicago, IL

May 2011 – Aug 2011 Microtrain  
PMP Certification Chicago, IL

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SKILLS SAP Testing Test Data Management

Test Plans Creation ServiceNow

API Testing SQL

QA Methodologies JIRA

qTest Test Complete

HPQC Rational ClearQuest

Cucumber Git

Maven QTP

Test Complete CICS

Qualibrate Test Tool VB

.NET JAVA

Oracle Postman

Project management Team Leadership

Stakeholder communication Problem-solving

Training and mentoring Quality Assurance

Confluence SDLC

Agile Analytical Skills

Communication Test Automation