**Richard James Roberts**

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|  | **Sr QA Automation Engineer IExecutive** |  |
| Innovative, collaborative, and highly-motivated professional with 15+ years of experience designing, implementing, and leading QA automation initiatives. A dynamic, future-focused professional who demonstrates authenticity, accountability, and insight in interacting with others. An individual who leads-by-example with a common purpose, embraces positive disruption, models ethical behavior, and is skilled at making difficult choices. Senior QA Software Engineer who values continuous learning and is focused on helping others to grow, driving people-centered outcomes, and promoting an environment of inclusivity. Able to display grace under pressure and provide leadership to guide a dynamic multi-functional team of professionals on large and complex initiatives. An effective influencer and results-oriented negotiator with exceptional listening, interpersonal, and people skills.  **Senior** |  |

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|  | **Areas of Expertise** | | |  |
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| * Automated and Manual Regression Testing * Implementing Best Practices without Limitations or Prior Expectations * Liaising with Developers and Product Owners * Identifying and Testing Key Features * Advocating Automated Software Test Procedures * Implementing Test Automation Using Best-Practice Testing Frameworks, Highlighting Problem Areas and Tracking Bugs and Support Tickets | * Streamlining and Testing Activities * Coordinating Testing with Third Parties * Transforming Clients through Connection, Communication, and Collaboration * Improving and Maintaining Automated Testing Practices * Developing and Maintaining Regression Testing Procedures * Identifying Weaknesses and Problem Areas in Software * Driving Process Improvement Initiatives | | | * Suggesting and implementing the usage of automated software test procedures and automation scripts * Identifying and highlighting risks and potential problem areas as early as possible in the Software Development Life Cycle * Define and implement end-to-end tests for internal and external software projects * Resolving Incoming Support Tickets about Client Facing Software |
|  | | **Experience** |  | |
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**Lead Software Quality Engineer** • 2021 to 2024

SWITCHFLY Denver, Colorado • *Remote*

As a lead QA Engineer with this provider of high-quality travel inventory, customer loyalty and employee rewards programs, and packaging solutions for the airline industry, lead and work on a variety of diverse projects.

* Collaborated with the team to convert our Selenium TestNG Automation Framework to Playwright.
* Thoroughly test software products after they have undergone any kind of change or when new features are implemented. Perform regression testing utilizing test scripts and plans. Troubleshoot for bugs, identify areas of concern, and resolve issues effectively the first time.
* In addition to QA-related projects, contribute to front-end development projects.
* Led the creation of technical manuals and detailed Confluence documentation.
* Developed an automated tax calculator and integrated Cucumber into the existing automation framework.
* Identified the need for and took the initiative to recommend the integration of Cucumber into an existing automation framework and to test applications written in a behavior-driven development style. Asked by the Director to provide presentations and to demonstrate Cucumber to the department.

**Senior Software QA Consultant** • 2003 to 2021

VARIOUS CONTRACTED PROJECTS • *Remote*

* *K-Force at WPS Health Insurance – Automation Architect – Sept 2020 to Mar 2021*
* *IT Techies at Oak Ridge National Laboratory – SDET – Mar 2020 to Sept 2020*
* *K-Force at Inseego Software Automation Engineer – Oct 2018 to Nov 2019*
* *Everest Consultants at Intel – Software Tester –Feb 2007 to Jan 2009*
* *Synergy Seven at Intel – Software Tester – Sep 2004 to Dec 2006*
* *Mindlance at Intel – Hardware Tester – Aug 2003 to Aug 2004*
* *ISS Consulting at Intel – Software Tester – Jan 2003 to July 2003*

As an innovative, articulate, and solution-focused Software Consultant with a diversified portfolio of clients just starting a business, expanding an operation, or in need of a solution to a current challenge, assisted business owners and other company decision-makers with identifying and resolving any/all areas of concern that may have affected their company’s ability to: achieve its financial goals, retain loyal employees, create lasting business relationships with customers, and/or improve overall efficiency. Consulted in all facets of Software QA support. *Selected Key Projects:*

* Brought on board at WPS Health Insurance to architect various automation solutions using Java, Maven, and Cucumber BDD. Streamlined and organized Eggplant Performance test suite, improving efficiency by 90%. Validated Mainframe medical claims with protected PHI Data. Implemented Selenium WebDriver tests for Microsoft Dynamics Web Application.
* Contracted as a Software Developer in Test (SDET) at Oak Ridge National Laboratory for 6 months. Developed cross-project SaaS Web Application UI Automation Test Suite using NodeJS and WebdriverIO. Created GitLab CI Runners for DevOps tasks. Built automation code modules using VBA. Led QA strategy planning, requirements gathering, and SDLC process implementation.
* Automated regression testing for SaaS Web Application using Katalon and Selenium WebDriver as a Software Automation Engineer at Inseego, Inc. Integrated JIRA ticket step definitions with Cucumber. Converted manual regression test suite to Selenium WebDriver Automation.
* Provided software testing service at various accounts, including: Synergy Seven, Mindlance, and others.

**Senior Software QA Analyst** • 2014 to 2018

THE CLM GROUP Beaverton, Oregon

Recruited to lead in the collaboration of improving testing speed and versatility in an agile environment.

* Conducted end-to-end UI, backend DB CRUD, functional, API, and other testing types.
* Using Python Selenium WebDriver, automated the creation of test data and test cases, and revamped a keyword-driven automation framework.

**Lead Software QA Analyst** • 2009 to 2013

SYMANTEC, INC. Springfield, Oregon

Embraced the opportunity to lead in the writing and executing of thousands of test cases for a major web application.

* Led in the reduction of testing time for website analytics by 90% through automated tool development. Managed the project, met milestones ahead of schedule, and coordinated with teams.
* Automated complex web application testing using Java, Selenium, VBA, and batch scripting.

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|  | **Education** |  |
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**ASSOCIATE OF APPLIED SCIENCE** *coursework - 1999*

PORTLAND COMMUNITY COLLEGE Portland, Oregon

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|  | **Technology Expertise** |  |
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| * **QA Methodologies**: SDLC, Agile, Waterfall, Requirements Gathering, Functional Specs, Documentation * **Coding Languages**: NodeJS, Javascript, Typescript, Java OOP, Groovy, Python, VBA, Shell Scripting * **Front End Development**: EmberJS, Ember Inspector * **Test Automation Suites**: Selenium WebDriver, Cypress, Playwright, WebdriverIO, Katalon Studio, Quick Test Pro, Protractor, Eggplant DAI/OCR * **Test Automation Frameworks**: Cucumber BDD, JUnit, TestNG TDD, Maven, Page Object Model * **API**: Karate BDD, Rest Assured | * **Automation Locators:** Dynamic XPath, CSS Selector * **Testing Types**: End to End UI, Backend DB CRUD, Functional, API, Negative, Adversarial * **Cross Browser Testing:** Lambda Test, Chrome, Firefox, Safari, etc. * **Coding IDEs:** Eclipse, IntelliJ, PyCharm, Visual Studio Code * **DevOps CI:** AWS, Azure, TFS, GitLab Premium, Jenkins, Clover, Cobertura, Maven, Docker * **Repository:** TFS, Git, GitBash, Tortoise, Visual Source Safe | * **Performance Testing:** Eggplant Performance Studio, Load Runner, JMeter, YSlow, Page Speed * **Penetration Testing**: Cenzic Hailstorm Professional, QualysGuard * **Platforms**: Citrix, VMware, VirtualBox Operating Systems: RHEL, Windows, MacOS * **Ticketing Systems**: TestRail, TFS, JIRA, Yodiz, E-Track * **Communications**: Slack, Teams, Bluejeans, Google Hangouts |