



QUALIFICATIONS PROFILE

Highly analytical, goal-driven, and solution-oriented professional, with broad-based experience in portfolio and product management, quality assurance, service delivery management, and organizational leadership within the financial services company. Known as a subject matter expert in SQA testing and methodologies, including Agile and Scrum project management.

Equipped with proven success in the development of action plans and strategies and efficient execution of technology product launches that met and exceeded company objectives and bottom-line results. Effective at directing cross-functional teams including product owners to support key initiatives, drive revenue, boost vendor engagement, and achieve business targets. Bilingual in English and Korean.

CORE COMPETENCIES

**Strategic Planning and Implementation | Continuous Process Improvement | Product Development Life Cycle
Manual and Automated Testing | Quality Assurance | New Product Launch | Vendor Management
Technical Support and Troubleshooting | Product Release Management | System Migrations and Integrations**

PROFESSIONAL EXPERIENCE

COMPANY NAME, TORRANCE, CA

Principal Quality Assurance Engineer/Quality Assurance Lead, Fidelity Agency Lending May 2020–Present

- ☑ Oversee full QA project lifecycle of launching Fidelity Agency Lending, which involves maintaining a domestic lending platform and establishing fixed income and international securities lending business to meet \$20M revenues
- ☑ Provide effective mentorship to seven QA engineers to ensure implementation of QA best practices and drive automation in key areas
- ☑ Institute and maintain a test automation framework using Selenium and Cucumber Serenity to reduce manual regression testing efforts by 70%
- ☑ Work closely with the Development and Support teams, as well as product owners to troubleshoot issues in the production environment to decrease the defect ratio by 3%
- ☑ Conceptualize testing strategy for AWS cloud migrations of existing applications
- ☑ Display competency in continuously improving the DevOps process, maintaining automation scripts in Git/Jenkins to ensure placement of automated tests and prod-like monitoring strategies and implementing all projects/applications in scope
- ☑ Assume full accountability for leading relationships between all project stakeholders and internal partners, managing end-to-end quality assurance and testing of software applications within the Asset Servicing Product Lines, metrics reporting, budget tracking, and audit adherence

Senior/Principal Quality Assurance Engineer/Quality Assurance Lead, PB Optimize Jul 2017–Apr 2020

- ☑ Functioned as QA lead with six junior QA engineers to conduct a comparative analysis of securities borrowing rates and diverse market information for 200 hedge fund clients, which closed new contracts for an additional 10 clients
- ☑ Led business analysis, requirement gatherings, and project planning based on clients' feedback
- ☑ Steered efforts in executing performance testing strategy and plan for four different squads
- ☑ Served as a subject matter expert in performing testing for GUI, desktop application, API, excel add-in, and data ingesting
- ☑ Contributed key insights in executing full end-to-end regression testing using automation test cases
- ☑ Acted as product owner in charge of developing a connection between PB Optimize API and Microsoft Excel to assist clients in utilizing PB Optimize functionality through Excel add-in

Scrum Master Jan–Jun 2017

- ☑ Rendered oversight to cross-organizational stakeholder management, Agile and Scrum project delivery, product roadmap,



and OKPI alignment

- ▣ Collaborated with product and engineering leadership in the establishment of executable product roadmaps
- ▣ Played a key role in executing Agile methodologies using the Scrum framework for four different squads, and resolved impediments

Service Delivery Manager

Jan–Dec 2016

- ▣ Spearheaded five different IT product lines, and acted as a single point of contact within product lines for all QA partners
- ▣ Built and maintained relationships between all project stakeholders and internal partners by providing end-to-end QA management for each project within product lines
- ▣ Prepared production incidents reports by identifying issue origination and business impact as well as formulating mitigation and after-action plan
- ▣ Created QA metrics reporting and presented the weekly status of project/program health
- ▣ Handled allocation of QA resources into projects based on each member's skillset and experience level

Quality Assurance Engineer, PB Optimize – Merrimack, NH

Jul 2014–Dec 2015

- ▣ Provided technical assistance to the QA lead for GUI testing, database testing, integration testing, and end-to-end testing of the successful launch of the PB Optimize application
- ▣ Led process improvement; chaired global team meetings, stakeholder group meetings, and strategic defect tracking; administered onshore and offshore resources; as well as implemented corrective actions inclusive and collaborative with all project stakeholders
- ▣ Organized test cases, including manual and automated test scripts, from functional specifications documents and/or requirements gathering meetings in coordination with members of the Product Development Team
- ▣ Conducted functional testing and root cause analysis on defects by formulating SQL queries to support developers in promptly addressing the issues

Associate Quality Assurance Engineer, Prime Services – Merrimack, NH

Jul 2012–Jun 2014

- ▣ Arranged end-to-end testing document for corporate actions and locate process
- ▣ Formulated detailed test cases and scenarios based on functional requirements and design specifications
- ▣ Closely interfaced with business staff and developers to exchange information on testing status and collaborate on updated functionalities
- ▣ Identified and addressed any defects/issues related to the application or test cases in conjunction with the team

EDUCATION

Bachelor of Science, 2011

University Name, Torrance, CA

PROFESSIONAL DEVELOPMENT

Azure Fundamentals: Microsoft Certified – Azure Fundamentals, 2020

Scrum Master: Certified Scrum Master (CSM), 2018

Amazon Web Services (AWS)

Angular

TECHNICAL SKILLS

Development Methodology: Agile | Waterfall | Kanban | DevOps

Database: Microsoft SQL Server | Oracle SQL Developer | SQLite

CLIENT'S NAME

PROJECT/PROGRAM MANAGER



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resumewriters@gmail.com

<i>Testing Tools:</i>	HP Quality Center JIRA Xray Test Management for Jira Rational Team Concert SoapUI Rest API Postman SAHI HP UFT QTP Selenium Cucumber Agile Requirements Designer
<i>Application Servers:</i>	Apache Tomcat IBM WebSphere
<i>Case Tools:</i>	Eclipse Maven Clear Case Git Bamboo Jenkins
<i>IT Service Management:</i>	ServiceNow HP Project Portfolio Management
<i>Software:</i>	Microsoft Office Vision Excel VBA
<i>Programming Languages:</i>	HTML XML Java Ruby Python