

Gregory J. Annen

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Executive Summary:

- Comprehensive technical and QA management experience includes all aspects of the SDLC
- Working experience in various development methodologies: Waterfall, V-Model, Agile Iterative/Scrum/Kanban, Skyfall (Lean Startup), CI/CD, and DevOps
- Hands-on scripting expertise in a variety of test automation tools and frameworks:
 - WebDriver IO with mocha using JavaScript running under NodeJS
 - Tricentis TestProject (AI-enabled)
 - Selenium WebDriver, WebDriverIO with JScript
 - Mocha and Cucumber JScript frameworks; integration with Jenkins
 - HP/MicroFocus tools UFT (QuickTest Pro and Service Test) with VBScript; LoadRunner
 - Postman, soapUI for services and API testing
 - Perfecto Mobile app testing and automation platform
- Administrator-level knowledge of several quality metrics tools, including:
 - Tricentis qTest Manager with Jira integration
 - HP's Quality Center/ALM with Business Process Testing (BPT)
 - Atlassian Jira and Confluence
- Working knowledge of a variety of SCM and CI tools for collaborative development: github, SubVersion, ClearQuest, TFS, Sharepoint, and Bamboo

Employment History – Key Roles:

First Midwest Bank

Chicago and Joliet, IL

QA Manager / Analyst III *Current*

May 2020 to Present

As the manager of the QA team, I am responsible for engaging with project teams in all lines of business, introducing quality processes into their software development and integration workflows, and assigning QA resources to projects as needed. As a hands-on manager, I continue to create test cases and write automation scripts.

- Introduced all software quality processes, procedures, and solutions used by First Midwest Bank
- Built an internal team of Quality Assurance and test automation experts
- Designed and developed UI test automation frameworks using WebDriverIO with mocha for production monitoring
- Adopted Tricentis TestProject as a standard test automation platform for future projects
- Focused on introducing Agile methodology for increasing velocity
- Enabled requirements analysis and test case creation standards for improved coverage
- Established metrics for quality tracking and process improvement utilizing Tricentis qTest Manager

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QsrSoft LLC

Oak Brook, IL

QA Manager /Test Integration Architect

November 2015 to May 2020

In this role, I was responsible for introducing all quality processes, procedures, and solutions into QsrSoft's software product development efforts. As a hands-on Manager and Test Integration Architect, I created test cases, wrote automation scripts, and developed automation framework solutions to enable CI/CD. Application technology was JScript with an AWS cloud platform.

Achievements included:

- Built a team of QA and automation experts, using internal and near-shore resources
- Focused on introducing CI/CD and DevOps processes for increasing velocity
- Developed a test automation framework using Selenium WebDriverIO with JScript integrated with AWS CI/CD platform.
- Enabled Jenkins integration for test execution as a verification step in the build process
- Introduced requirements analysis and test case creation standards for improved coverage

SQS – USA (*formerly Galmont Consulting, LLC*)

Chicago, IL

QA Practice Director, Testing and Automation

Feb 2015 to November 2015

This was a senior technology leadership role as a client facing manager working on projects for implementing QA testing best practices in several verticals. Tools: HP UFT/QTP, ALM/Quality Center, Perfecto Mobile, Appcelerator, and Selenium WebDriver. Key engagements included:

- Guidestone Insurance: trained business users in quality processes, test case creation
- GMAC Financial: directed test automation team with refactoring their automation framework
- United Airlines: proposed a QA solution for increasing their application development velocity
- Gulfstream Aerospace: instantiated a mobile app testing practice using Appcelerator

Epsilon (*formerly Conversant Media*)

Chicago, IL

Team Lead, Ad Server Enterprise QA & Test Automation

April 2014 to Feb 2015

I managed a team of seven test engineers who created and maintained regression suites built using two customized frameworks. Key learnings included:

- Operating under a fully implemented Agile Scrum methodology, with aggressive releases
- Creating automation scripts in collaboration with developers to exercise the functionality of new features and uncover integration issues
- Developing a maintainable framework to run regression tests on core business components
- Using a CI/CD/DevOps model for deployment, with Atlassian Jira, Confluence, and Bamboo
- Ruby scripting for testing within a domain specific language framework (specs in Gherkin)

HCSC Blue Cross Blue Shield IL

Chicago, IL

Supervisor, Enterprise Testing & BA Services

September 2010 to April 2014

I supervised a team of 20 local and remote QA resources located in Chicago/Naperville, IL, and Richardson, TX. This included both full-time and contract staff. This began as a contract role through TEKSystems, and my technical success led to an offer of full-time employment by BCBS.

My accomplishments included:

- Refactored and maintained a customized automation framework written in VBScript
- Executed HP QuickTest Pro regression scripts for mobile, web, mainframe, and Unix applications
- Created reusable custom function libraries utilizing HP Quality Center APIs to fully integrate our framework with the extensive reporting capabilities of HP QC
- Developed soapUI scripts to fully automate webservice tests
- Integrated functional QTP scripts with LoadRunner VuGen performance test automation

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TriZetto Healthcare Management Systems

Naperville, IL

Manager, QA Automation COE

April 2008 to June 2009

I organized an Automation Center of Excellence for functional testing which set standards and determined best practices for 5 geographically separate development centers.

Leadership experience included:

- I directed a local team of automation experts in developing and deploying enterprise level test automation solutions.
- I established an Automation Council for advocacy and governance over standards implementation.
- I created a shared information portal for manual testers and automation scripters.

Technical experience included:

- Wrote and maintained HP QTP test scripts using VBScript
- Developed additional tests using HP Business Process Testing – essentially these were QTP VBScripts with required libraries and objects maintained in Quality Center repositories

Utopia Solutions, Inc.

Naperville, IL

Practice Lead for Functional Test Automation

April 2004 to January 2006

As a consultant for several major clients (e.g., Kraft Foods, CDW, AllScripts), I built and deployed test automation frameworks, trained staff, and documented solutions for hand-off to internal QA teams. I helped to implement test lab virtualization using VMWare products.

Employment History – Additional Experience:

JPMorgan Chase

Chicago, IL

Senior QA Automation Analyst

August 2009 to September 2010

I was responsible for all functional test automation initiatives in a major commercial credit card processing application release. I managed onshore and offshore teams who built Business Process Tests (BPT) using HP QTP and Quality Center. I also served as a QA Test Lead.

SunGard Financial Data Systems

Lombard, IL

QA Test Automation Product Manager

April 2006 to April 2008

I enhanced and maintained a keyword-driven framework using HP QuickTest Pro and TestDirector/Quality Center which simplified test case input using Excel spreadsheets. This single solution had multiple uses for mainframe, jclient-server, and web-based test execution by distributed teams.

CNA Insurance

Chicago, IL

IT Quality Assurance Senior Specialist

April 2003 to April 2004

I created WinRunner scripts in TSL, provided LoadRunner test planning and execution, and evaluated a QuickTest Pro upgrade for various web-based application test scenarios. I revised the test script automation architecture to improve maintainability and increase test coverage.

IBM Global Services

Chicago, IL

IT Specialist/Architect; Technical Team Lead

April 1998 to April 2003

I performed system test and support of Lucent's Oracle-based Global Product Database and legacy interfaces. I introduced automated testing techniques to the Lucent QA team, developing a keyword-driven framework for Mercury WinRunner. This type of framework became an industry standard.

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TEKSystems (Maxim Group) Consulting
Team Lead for System Test and Support

Chicago, IL
November 1996 to April 1998

This was a contract-to-hire position for IBM at Lucent, with responsibilities described above. My exceptional performance in this role led to my full-time employment by IBM.

The Walgreen Company (Data Center)
Coverage Analyst

Mt Prospect, IL
October 1995 to November 1996

I performed system evaluation and support for transition of 2,000+ retail stores to the Intercom Plus satellite network, an *n*-tier client-server solution. Unix, Novell, Oracle. Satellite networks.

Self-Employment

Blue Opal Design, Inc.: In 1999, I incorporated in order to pursue independent consulting opportunities in both software development with Business Basic, and IT QA as a test analyst and automation architect.

Education:

Loyola University, Chicago, IL Degree: B.A. Graduated *Magna Cum Laude*
• Majored In Liberal Arts: English Literature, and Philosophy

Certifications / Memberships:

- HP Certificates: Unified Functional Test; ALM Quality Center; Perfecto Mobile App Testing Tool
- IEEE Affiliate Member, R4-Central USA Region

Interests & Hobbies:

- Building and upgrading computers and hardware
- Robotics: hardware and software development
- Creative writing
- Portrait painting
- Woodworking
- "Fixing things that break", sometimes by redesigning them
- Entertainment: Reading science fiction, biographies, and books about Artificial Intelligence