

Karan Norman

Lead Quality Assurance Engineer

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STRENGTHS

- 👁 **Risk judgment**
During release reviews, surfaced hidden dependencies early. Teams gained clearer choices and senior leaders trusted the evidence.
- ⚙️ **Automation craft**
Built reusable Selenium and API checks for recurring workflows. A once repetitive review became easier for peers to run.
- ✅ **Defect ownership**
Kept JIRA issues moving from discovery through retest. Developers valued concise reproduction details and visible next steps.
- 🗣️ **Stakeholder clarity**
Turned broad requests into testable acceptance criteria. That small shift helped teams discuss behavior before coding began.
- 👥 **Practical mentoring**
Shared working examples during difficult investigations. Colleagues often sought guidance when a failure crossed systems.

SKILLS

Quality assurance leadership

Test strategy Manual testing

Test automation Java JavaScript

Selenium Cucumber SOAP

REST Assured JIRA Splunk

Oracle SQL Server Unix

LANGUAGES

English Native

Spanish Intermediate

SUMMARY

Lead quality assurance professional with 10 years of **progressive post baccalaureate experience** validating enterprise applications and interfaces across functional, integration, performance, scalability, and security dimensions. Directs manual and automated testing with Java, JavaScript, Selenium, Cucumber, **REST Assured**, and SOAP, supported by disciplined defect management in JIRA and diagnostic analysis using Splunk. Reviews requirements for clarity, completeness, and testability, then turns stakeholder needs into traceable plans, cases, acceptance criteria, and reliable evidence. Applies Oracle and **SQL Server** validation across Unix and Windows environments. Leads significant initiatives with **strategic autonomy**, advises senior leaders on release risk, develops long term quality practices, and mentors engineers. Brings practical judgment and clear communication to software portfolios requiring dependable delivery.

EXPERIENCE

Lead Quality Assurance Engineer

SummitLink Digital 📅 February 2023 - Present 📍 Denver, Colorado

Leads enterprise quality strategy for customer applications and interfaces, guiding automation, risk decisions, delivery practices, and team capability across complex software portfolios.

- Directed **Java** and **Selenium** automation for enterprise releases, improving repeatable coverage across critical workflows.
- Converted stakeholder needs into testable acceptance criteria, giving developers clearer implementation targets.
- Built **Cucumber** and REST Assured suites for API validation, strengthening evidence before production releases.
- Tracked JIRA **defects** through retest and closure, keeping ownership visible across technical and business partners.
- Used **Splunk**, **Oracle**, and SQL Server analysis to isolate failures across Unix and Windows environments.
- Mentored engineers through reusable practices, peer guidance, and focused knowledge transfer during major initiatives.

Senior Quality Assurance Engineer

Frontier Communications Software 📅 June 2019 - January 2023 📍 Phoenix, Arizona

Directed web application and interface validation across functional, API, performance, load, stress, and security efforts, while shaping practical quality decisions for delivery teams.

- Directed performance and load validation for web applications, exposing release risks before customer impact.
- Created **JavaScript** and Selenium scenarios for high value workflows, giving teams dependable regression evidence.
- Validated **SOAP** and REST interfaces with structured cases, reducing ambiguity during integration release reviews.
- Logged and retested defects in **JIRA**, helping teams close issues with clear reproduction evidence.
- Reviewed requirements with developers, surfacing missing conditions before implementation and test execution began.
- Shared risk findings with senior stakeholders, supporting grounded release decisions during demanding delivery cycles.

Quality Assurance Engineer

MesaPoint Systems 📅 July 2016 - May 2019 📍 Tempe, Arizona

Supported functional and integration quality for enterprise applications and interfaces, combining manual execution, automation, database validation, and defect follow through across mixed operating environments.

- Executed Selenium regression testing for customer workflows, creating dependable evidence for scheduled releases.

MY CAREER



● Lead Quality Assurance Engineer at SummitLink Digital (3.6 Years)

● Senior Quality Assurance Engineer at Frontier Communications Software (3.6 Years)

● Quality Assurance Engineer at MesaPoint Systems (2.8 Years)

- Validated SOAP and REST integrations against Oracle and **SQL Server** records, catching data mismatches early.
- Performed manual **test cases** across Unix and **Windows**, confirming behavior across supported environments.
- Managed JIRA defects from discovery through retest, preserving clear ownership and resolution history.
- Reviewed requirements with delivery teams, identifying unclear conditions before cases reached execution.
- Documented repeatable **QA practices** that improved consistency for peers handling shared application workflows.

PROJECTS

Enterprise Interface Quality Program 📅 2024

A focused quality initiative brought interface validation, defect evidence, and release risk reporting into a clearer operating rhythm. The work connected SOAP, REST Assured, JIRA, and database checks for more confident decisions.

Automated Regression Framework 📅 2022

A reusable automation effort turned recurring manual checks into maintainable Java, Selenium, and Cucumber scenarios. Each improvement gave delivery teams faster feedback and more time for thoughtful exploratory testing.

LEADERSHIP & AWARDS

- Recognized by delivery leadership for dependable quality direction across complex enterprise releases.
- Selected as a trusted peer mentor for practical automation, defect analysis, and release risk discussions.
- Praised by project partners for clear test evidence and steady follow through during demanding initiatives.

EDUCATION

Bachelor of Science in Computer Science

Arizona State University 🎓 GPA: 0 📅 2016 📍 Tempe, Arizona

Coursework: *Software testing, Database systems, Operating systems, Software engineering*

CERTIFICATIONS

- ISTQB Certified Tester Foundation Level 📅 2018
- ISTQB Certified Tester Advanced Level 📅 2020

TECHNICAL SKILLS

- **Programming Languages:** Java, JavaScript, SQL
- **Test Automation:** Selenium, Cucumber, REST Assured
- **API Testing:** SOAP, REST, REST Assured
- **Test Management:** JIRA, test plans, test cases
- **Performance Testing:** Load testing, stress testing, scalability testing
- **Security Testing:** Application security testing, interface security, release risk analysis
- **Defect Management:** JIRA, defect tracking, retesting
- **Database Systems:** Oracle, SQL Server, database validation
- **Operating Systems:** Unix, Windows, cross platform testing
- **Quality Practices:** Manual testing, automation frameworks, testability reviews
- **Requirements Analysis:** Acceptance criteria, requirements review, testability analysis

PROFESSIONAL AFFILIATIONS

- ISTQB community participant, applying shared testing practices across quality planning and defect review.

- Software quality peer network contributor, exchanging practical ideas on automation and interface validation.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST