

Nathan Rhodes

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SUMMARY

Vice president-level **quality engineering** leader with 13+ years guiding **automation**, **mobile testing**, and release quality for **consumer finance** products. Builds scalable Java, Selenium, Appium, REST Assured, Jenkins, Git, BrowserStack, SQL, and Jira solutions across web, API, iOS, and Android channels. Leads distributed engineers through risk-based testing, production readiness, technical reviews, and continuous delivery for high-volume transaction platforms. Career work covers authorization, settlement, refunds, statements, identity, onboarding, account servicing, and payment workflows supporting millions of cardholders. Partners with product, architecture, security, and operations leaders to turn technical risk into practical release decisions. Mentors engineers and technical leads through standards, coaching, and knowledge sharing. Ready to help Northstar Consumer Finance deliver dependable digital experiences across continuously available financial services.

EXPERIENCE

Vice President, Quality Engineering

March 2021 - Present

Pinecrest Digital Banking

Charlotte, NC

Leads quality engineering strategy for mobile banking, credit account servicing, and payment experiences supporting more than 8 million active cardholders. Directs distributed engineers and technical leads across automation architecture, mobile reliability, API validation, transaction risk, and **production readiness**. Partners with product, architecture, security, and operations leaders to align quality investment with customer outcomes.

- Built Java automation platform with **Selenium**, Appium, and **REST Assured** for web, API, iOS, and Android releases.
- Introduced risk-based plans for **authorization**, settlement, refunds, statements, and identity workflows during high-volume delivery cycles.
- Governed **BrowserStack** devices, **SQL** validation, API contracts, and readiness reviews for continuously available digital services.
- Mentored 24 engineers and six technical leads through standards, design reviews, defect analysis, and mobile reliability coaching.
- Resolved critical release risks with product, architecture, security, and operations leaders through focused technical decisions.

Senior Director, Quality Engineering

July 2017 - February 2021

Harborline Financial Technologies

Atlanta, GA

Owned automation and mobile quality programs across consumer credit applications, onboarding, payment scheduling, and servicing APIs. Led multiple product teams through framework consolidation, service validation, release governance, mobile failure analysis, and capability growth. Created practical quality signals that connected engineering execution with business risk and customer impact.

- Consolidated Selenium and **Appium** suites into reusable **Java** components for web and mobile delivery streams.
- Embedded REST Assured, SQL reconciliation, and **Jenkins** smoke tests within **Agile** transaction release workflows.
- Created **Jira** dashboards linking escaped defects, environment stability, test execution, and business risk for release decisions.
- Coordinated root-cause reviews for intermittent mobile failures across device, network, backend, and application layers.
- Built senior quality capability through hiring, onboarding, communities of practice, and **API testing** sessions.

Quality Engineering Manager

January 2015 - June 2017

Meridian Card Services

Columbus, OH

Managed a seven-person quality team supporting credit card enrollment, account management, **payment processing**, and customer communications platforms. Set automation standards, guided mobile coverage, coordinated defect decisions, and connected Agile quality practices with customer and transaction risk. Leadership centered on reliable delivery and clear collaboration across product and engineering groups.

- Delivered **Selenium** and **Java** framework with page objects, parameterized data, and reusable regression utilities.
- Expanded Appium coverage across priority **iOS** and **Android** authentication, balance, payment, and alert journeys.
- Added **REST Assured** checks and SQL comparisons before integrated testing and business acceptance activities.
- Sequenced Jira defect remediation through severity, customer impact, and transaction risk during cross-team triage.
- Standardized refinement, acceptance criteria, exploratory testing, and release retrospectives across Agile delivery teams.

Senior QA Automation Engineer

August 2013 - December 2014

Redwood Consumer Finance

Des Moines, IA

Built automation and service-level validation for credit account servicing and payment APIs. Connected regression execution with Jenkins and Git, investigated failed builds, and supported production defect resolution. Work across transaction states, balances, notifications, and mobile prototypes created a practical foundation for dependable release evidence.

- Built Java, Selenium, **REST Assured**, and TestNG regression coverage for **account servicing** and payment APIs.
- Connected nightly suites with Jenkins and **Git** for traceable release-candidate execution results.
- Validated transaction states, balances, errors, and notifications through service tests and SQL-backed checks.
- Created Appium prototypes for mobile journeys across device, operating-system, and network conditions.

- Investigated failed builds with developers, isolating reproducible conditions and confirming fixes through targeted regression packs.

QA Analyst

June 2012 - July 2013

Summit Retail Systems

Des Moines, IA

Executed functional, regression, and exploratory testing for retail payment and customer account applications within an Agile team. Translated business scenarios into traceable cases, verified transaction data with SQL, began browser automation, and supplied actionable defect evidence for sprint and release decisions.

- Executed functional, regression, and exploratory tests for retail payment and account applications within Agile delivery.
- Converted business scenarios into traceable cases covering login, lookup, transactions, **refunds**, and notifications.
- Used SQL queries to verify customer records, transaction status, and downstream consistency across test environments.
- Started Selenium and Java browser **automation** for repeatable checks and broader regression coverage.
- Logged Jira defects with reproduction steps, expected behavior, screenshots, and environment details for faster resolution.

PROJECTS

Continuous Transaction Quality Program 📅 2024

Reliable financial services begin with customer trust. Built a cross-channel quality program connecting API contracts, mobile journeys, SQL checks, and production readiness for high-volume transaction releases.

Mobile Reliability Standards 📅 2020

Quality matters most when customers need access without friction. Established shared iOS and Android test standards covering devices, networks, backend dependencies, and failure analysis.

LEADERSHIP & AWARDS

- Quality Innovation Award, Pinecrest Digital Banking, 2024. Recognized for practical automation improvements that made release decisions clearer.
- Engineering Excellence Award, Harborline Financial Technologies, 2019. The award followed framework consolidation and stronger collaboration across product teams.
- Technical leadership through mentoring 24 quality engineers and six leads, with coaching grounded in real release challenges.

EDUCATION

Bachelor's Degree in Information Systems

2012

Iowa State University GPA: 3.7

Ames, IA

Coursework: Systems analysis, database management, software testing, information security

CERTIFICATIONS

- ISTQB Certified Tester - Foundation Level 📅 2014
- Certified ScrumMaster 📅 2018
- AWS Certified Cloud Practitioner 📅 2022

TECHNICAL SKILLS

- **Automation Frameworks:** Selenium, Appium, TestNG
- **Programming Languages:** Java, SQL, JavaScript
- **API Testing:** REST Assured, API contracts, service validation
- **Continuous Integration:** Jenkins, Git, CI/CD
- **Mobile Testing Platforms:** iOS, Android, BrowserStack
- **Test Management:** Jira, defect tracking, test evidence
- **Database Validation:** SQL queries, data reconciliation, transaction checks
- **Agile Delivery:** Agile, Scrum, acceptance criteria
- **Financial Systems:** Payment processing, authorization, settlement
- **Quality Practices:** Risk-based testing, regression testing, exploratory testing

SKILLS

- Quality Engineering
- Risk-Based Testing
- Defect Management
- Customer Experience
- Test Automation
- Payment Workflows
- Consumer Finance
- Problem Solving

- Mobile Testing
- API Testing
- Continuous Delivery
- Career Development
- Technical Leadership
- Release Readiness
- Agile Delivery

PROFESSIONAL AFFILIATIONS

- Quality Engineering Community of Practice, Pinecrest Digital Banking. Shared framework standards, defect lessons, and practical coaching across teams.
- Mobile Testing Standards Working Group, Harborline Financial Technologies. Shaped device coverage and reliability practices for iOS and Android delivery.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST