

# JB Bartkowiak

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[webcontent-jb.com](http://webcontent-jb.com)

## Summary - Quality Assurance Leader & Digital Content Creator

*20+ years leading Quality Assurance, Process Improvement & Content Development Efforts*

Scrum-certified QA leader with extensive experience in manual and automated testing techniques. Versed in many test types, including smoke, functional, regression, security and performance testing. Proficient in process management, product release practices, and QA team development using agile methodologies - scrum, kanban, and even waterfall. A consistent performer in lead roles who places the customer journey first, while supporting varying organizational units, product lines and business goals.

### Highlights

- Quality Assurance Management
- Full SaaS SDLC Involvement
- Cucumber BDD Selenium Automation
- Version Control & Release Management
- Test Modeling & Content Production
- Build/Deploy, Continuous Integration
- Root Cause Analysis & Bug/Fix Reports
- Mobile-Fluent, Documentation Ninja

## Work Experience

Churnzero, Washington, DC (100% Remote)

2019 to 2023

*Feature-focused embedded QA for industry leading Customer Success platform.*

### SENIOR QUALITY ASSURANCE ENGINEER (10/2019 to 11/2023)

- Mentored new QA team members on product, processes, and automation development.
- Developed feature-specific test plans, contributing to product release documentation.
- Implemented initial team-wide XSS Security Testing Strategy, providing training.
- Built, executed & maintained Cucumber driven Selenium automation Tests in Ruby.
- Monitored nightly automation test runs for on-team failures using Jenkins.
- Developed coverage plans, coordinating w/ the automation team on new feature releases.
- Tier IV triage point for incoming support tickets, reproducing and escalating as necessary.
- Estimation & Design stages of feature flow w/ Jira & Confluence.
- Back-end REST API testing of requests and responses using Postman.
- Cross-browser front-end UI testing using Web Inspector.
- Interfaced with Requirements & the UI team using Figma & Storybook.

## **Work Experience (Continued)**

**a2z, Inc / a2z Events by Personify**, Columbia, MD

2015 to 2019

*Excellent balanced duties as Lead Mobile App Tester and Test Automator for Event Management web products.*

### **SENIOR QUALITY ASSURANCE ANALYST (9/2015 to 9/2019)**

- Built & installed cross-browser capable BDD Selenium automation suite in .Net.
- Maintained test runs & results by environment, employing SpecRun / NUnit & TeamCity.
- Developed & maintained the test plan for native mobile apps (iOS and Android).
- Worked to define & implement new processes for multi-client mobile deliveries.
- Implemented homespun Crowdtesting strategy, greatly expanding mobile test coverage.
- Assembled & delivered Release Milestones, while meeting required SOC Compliance.
- Executed all mobile shakedown, integration, regression & ad hoc production testing.
- Validated Web Services + API endpoints, using Postman & Load Testing Tool - JMeter.
- Managed base code promotion & Store Listings, using Gitlab, Jenkins & other tools.
- Explored Appium automation, using device labs - Device & Browser Virtualization.

**Cision (previously Vocus)**, Beltsville, MD

2007 to 2015

*Promoted to manage and mentor the Production Quality team as a result of top performance in the years leading up to & thru the merger of Cision and Vocus.*

### **PRINCIPAL QA/GLOBAL SUPPORT LEAD & MANAGER OF QA (5/2014 to 5/2015)**

- Escalation Point and key liaison for diverse client-facing global support teams.
- Defined & Oversaw KPMs, including bug/fix and root cause reports.
- Successfully guided a distributed team of testers in a fast-paced Agile environment.
- Managed release planning & scheduling, as well as final acceptance and distribution.
- Coached, supported and led a cross-functional data enrichment team as Scrum Master.
- Meticulously documented both new features and support-driven change history.
- Directed the coverage, organization, and scheduling of Regression Testing Cycles.
- Closely maintained Fogbugz, the Development Team's wiki & bug tracking tool.
- Owned internal build & deploy process, incl. gating off-cycle & HotFix deployments.
- Collaborated to assess risk, create estimates & provide counsel on major changes.
- Cultivated relationships with stakeholders as well as with off-shore & near-shore teams.

## Work Experience (Continued)

*Returned to the company (previously - QA Analyst from 2001 to 2004) to help orchestrate manual testing efforts across a full line of Public Relations & Marketing products.*

### **LEAD QA ANALYST & QA ANALYST (SENIOR) (9/2007 to 5/2014)**

- Produced test plans & formulated a test case template design, review framework & flow.
- Enhanced regression testing through the implementation of Kanban boards.
- Developed Agile User Stories, and helped facilitate Scrum events.
- Served as the Lead Technical Editor of the wiki-based Release Notes.
- Produced end-user and internal documentation, including client-facing Help files.
- Assisted in the development & maintenance of QA staging & dev environments.

### Additional Experience

**Manager / Youth Sports Coach (10/2013 to 8/2022) LT Lazars (Fastpitch Softball), Immaculate Heart of Mary + School of the Cathedral Mary Our Queen (Basketball)**

**Content Developer, Webmaster & Editor (9/2006 to 11/2018) BuildingMoxie.com**

**Freelance Writer (6/2015 to 1/2018) Red Beacon (The Home Depot), American Standard & more. (Please see [webcontent-jb.com](http://webcontent-jb.com))**

**Assistant Construction Manager (5/2005 to 9/2006) Toll Brothers**

**Process Analyst (4/2004 to 5/2005) NCO Financial**

**Software QA Analyst (1/2000 to 4/2001) Bell Atlantic/Verizon**

## References

- **Mike Watkins** | Director of Product Development, **Chrurnzero** | 919.538.5518
- **Carrie Bromeland** | QA Manager, **Shape Games** | +45 31 32 04 44
- **Rich Piette** | CTO, **Curbio** | 202.262.0160

## Education & Credentials

Bachelor of Science in English Language & Literature, Concentration in Writing  
*Towson University, Towson, MD*

### Certifications

- **Certified Scrum Master – CSM, Scrum Alliance**

## Technical Skills

- **OS:** Windows, Mac, Linux
- **Process:** Agile, Scrum, Waterfall
- **Productivity:** Microsoft Office Suite (Office 365), G Suite
- **Communication:** Slack, Microsoft Teams, Zoom
- **Defect Tracking / Sprint Management:** Jira, Fogbugz / Manuscript
- **ScreenCapture & ScreenCasting:** TechSmith Capture, Screenpresso, more
- **IDE:** RubyMine, Visual Studio, Android Studio, XCode, more
- **Test Automation:** Selenium, Cucumber, Appium, NUnit, RSpec, more
- **Version Control:** Git, Gitlab, Github, SourceTree
- **Database:** Microsoft Azure Data Studio, Microsoft SSMS, MySQL
- **CI / CD:** TeamCity, Jenkins
- **CMS:** Wordpress, Blogger, Confluence
- **API:** Postman, Swagger
- **Performance/Load Testing:** JMeter
- **Device Labs:** BrowerStack, SauceLabs, AWS, more
- **Other:** Heroku, Gimp, Crashlytics, Firebase, TestFlight, more
- **Languages:** Ruby, Gherkin, SQL, HTML, CSS, XML / XSL, JSON, more

Additional Resources - 1 Page Resume



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