

Chris Taylor, CSM

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🌐 <http://www.agile-tester.com>

🌐 <http://www.lifeway.com>

SUMMARY

A skilled team leader with a passion for Quality Assurance process improvements and testing methodologies backed by scientific and lean development principles.

Quality assurance professional and certified Scrum Master with 10 years experience including both product development and consulting services organizations.

SKILLS

- Scrum
- Testing
- Quality Assurance
- JIRA
- Software Quality Assurance
- .NET
- QTP
- Test Planning
- Microsoft SQL Server
- TFS
- Team Leadership
- Databases
- Unit Testing
- Black Box Testing
- Confluence
- QA Automation
- SAP
- TDD
- Requirements Analysis
- White Box Testing
- Agile
- Agile Testing
- Process Improvement
- Test Management
- Software Development
- Agile Methodologies
- Test Automation
- SQL
- Web Services
- SDLC
- SOAP
- User Acceptance Testing
- Agile Project Management
- Software Project Management
- System Testing
- Kanban
- SoapUI
- Usability Testing
- Fitness
- Test Cases
- Quality Management
- Exploratory Testing
- Security Testing
- Penetration Testing
- Team Building
- Automation
- Certified Scrum Master CSM
- Integration
- Enterprise Software
- SaaS

EXPERIENCE

LifeWay Christian Resources

01 / 2015 - Present

Quality Assurance Engineer & Scrum Master

Designing and building automation framework to drive continuous deployment. Using technologies such as Java, Selenium, TestNG and Gradle for complete end to end automation using deployment tools such as Jenkins, GitHub, and SauceLabs.

Acting as Scrum Master while also helping the team transition to Kanban to improve on the Continuous Delivery and cycle time of software releases.

Training and mentoring internal department and business partners on the use of Atlassian software tools, as well as Agile best practices including implementation of Kanban and

Scrum.

Blackbaud

01 / 2012 - 01 / 2015

Quality Assurance Principal

Created and implemented the Quality Assurance practice & methodology from the ground up.

Shared responsibility in hiring, mentoring and training the Quality Assurance team that has greatly impacted every project in the organization with an increase in Quality output and fewer defects outside of the implementation phase. 75% of the team in which I trained and mentored have been recognized with the top awards for the business unit.

Engaged with clients in a consulting role to guide testing efforts from all phases of the delivery life cycle from discovery assessment, scoping, requirements gathering, test driven design and test plans, software development, user acceptance testing and go live assurance. Created test plans and executions involving black box, white box, system, unit, web service, performance and regression testing using a variety of testing concepts and principles.

Implemented Professional Services first issue management and SDLC management tool built with Altassian's JIRA. JIRA was initially implemented solely for Professional Services. Due to the successful implementation, there has been a high adoption rate including product and corporate IT teams, and there is now over 1,000 users across 4 departments.

Performed project audits and advise project teams for ways to improve process, testing approaches, development quality assurance and soft skills.

Integrating with all project roles on Quality Improvement concepts. Including mentoring other units on best practices for testing, issue management and user acceptance testing.

Mentor and lead offshore QA resources

Advocate for Agile practices in the organization, including implementing iterative development in the overall SDLC for technical implementations.

Ultimate Software

07 / 2007 - 01 / 2012

Lead Process Engineer & Software Engineer in Test

As Process Lead Engineer I helped lead the Web Services team in implementing Kanban & Agile Practices. Was an active leader and contributor to the team dynamic which resulted in a highly efficient and collaborative team with the one of the companies lowest defect rates per release.

As a Certified Scrum Master managing team stand ups, impediments, sprint plannings, retrospectives and integration points between other teams to deliver high performing Web Services & SSO solutions.

As a Software Engineer in Test building & executing automation tests in both UI level automation and SoapUI Web service tests. Responsible for coordinating and running regressions every release cycle and handling communications to the executive leadership team.

Mutual Service Corporation

11 / 2006 - 07 / 2007

QA Tester

Created and ran automated tests using Quick Test Professional Tested in AS400 platform and its Migration to .NET product. Collaborated with Project Managers, Business Analysts and Developers to make sure requirements were being tested and financial integrity was being preserved. HTML Level security testing.

Kerr Electric

01 / 2006 - 11 / 2006

IT Manager

Managed a team of electricians and office staff across multiple contracts and services. Home Automation Expert and Installer Developed company website and installed network infrastructure in company offices.

Bisk Education

02 / 2005 - 01 / 2006

Software Tester & Technical Support

Quality Assurance Testing on Flagship Product. Involved in Conversion Testing from Classic platform to .NET platform. Created and executed test plans involving product regression during quarterly releases. Web based security testing using html capture tools and script injection methods.

EDS, an HP Company

08 / 2004 - 01 / 2005

Technical Support Intern

Supported Internal Employee's of Xerox as a Technical Support Engineer.

Rochester Institute of Technology

02 / 2004 - 07 / 2004

D.S.S. Co-Op

D.S.S. Operations

EDUCATION

Nova Southeastern University

2012 - 2015

Masters of Science , Computer Information Systems

Rochester Institute of Technology

2000 - 2004

Bachelors , Information Technology

INTERESTS

Agile Development, Test First Development, Lean, Scrum, Team Building, Kanban, Automation

ASSOCIATIONS

American Red Cross - Charleston Low country Chapter

CERTIFICATIONS

Scrum Master

02 / 2008

Scrum Alliance · License: 000025728

Emergency Medical Responder

06 / 2013 - 06 / 2015

American Safety & Health Institute

CPR/AED

07 / 2011

American Heart Association

Open Water Diver

10 / 2002

PADI