

JESS STRATMEYER

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PROFESSIONAL SUMMARY

Senior Quality Assurance Analyst with 10+ years of experience across manual, UAT, and AI-assisted testing frameworks. Skilled in leading Agile QA workflows, API testing, and refactoring automation suites to speed up release cycles by 60%. Experienced in using generative AI tools, including Claude, to automate end-to-end QA workflows, from test case generation and bug logging to sprint planning and regression tracking.

EXPERIENCE

Quality Assurance Analyst I - Neon One

Aug 2025 - Jul 2026

A cloud-based SaaS company providing all-in-one software solutions—including donor management, fundraising, and event operations—to non-profit organizations.

- Validated CRM frontend UIs and workflows against Figma designs and PRDs to catch visual and functional discrepancies before release.
 - Performed REST API testing in Postman to verify backend logic and endpoint functionality against Jira ticket requirements.
 - Reviewed and refactored legacy Cypress scripts, improving test maintainability and reducing execution runtimes by 75%.
 - Integrated AI tools into daily QA workflows, using Claude to generate test matrices, build regression suites, and flag duplicate test cases.
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Quality Assurance Analyst - Qualia

Feb 2025 - Mar 2025

A cloud-based real estate technology company offering a digital closing and escrow platform to streamline title operations and home transactions for real estate professionals, lenders, and buyers.

- Converted from contractor (tapQA/BCforward) to permanent FTE post-acquisition; role later cut in restructuring.
 - Executed cross-browser and end-to-end testing for core SaaS features and UI updates.
 - Built and organized a repository of 200+ test cases in TestRail, covering key business logic and acceptance criteria.
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Test Engineer II - TapQA/BCforward

Oct 2019 - Jan 2025

A global IT consulting and workforce fulfillment firm delivering strategic staffing, digital transformation, and managed technology solutions to enterprise and public sector organizations.

- Tested SaaS platforms across multiple browser configurations using BrowserStack to catch UI defects and cross-platform issues.
 - Worked directly with Product Managers and Developers to clarify user stories, define clear acceptance criteria, and resolve Jira defects faster.
 - Tracked and prioritized over 100 production defects in Jira, working directly with developers and product managers to speed up resolutions.
 - Led manual regression and feature testing across client LMS environments, cutting post-release defects by 75%.
 - Managed manual testing for major releases on the Delta Dental web platform, lowering post-launch issues and improving release speed by 70%.
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Senior Consultant - Eagle Creek Software Services

Aug 2013 - Sep 2019

An IT and management consulting firm specializing in Salesforce implementations, CRM solutions, and custom application development for enterprise clients.

- Configured and tested 20+ Trimble ELD hardware devices to verify system compliance and resolve integration bugs before deployment.
- Authored 10+ Confluence guides for OTAP and hardware operations to standardize cross-team processes.
- Created and executed 500+ manual test cases in qTest, helping lower critical sprint defects by 70%.
- Conducted data validation across PACCAR & Cummins engine diagnostic tools, checking 1,000+ fault codes for telemetry accuracy.
- Trained 30+ Arizona state agency employees on custom Drupal features, reducing post-launch support requests by 85%.
- Updated and maintained content across 10+ live enterprise Drupal sites while preserving data accuracy across historical archives.

EDUCATION

Southeast Technical College Computer Programming A.A.S.	2011 - 2013
Southeast Technical College Software Support Specialist Diploma	2011 - 2012
Southeast Technical College Computer Technician Diploma	2010 - 2011

SKILLS

- **QA Core:** Test Planning, Test Case Design, Functional & Non-Functional Testing, Regression, Smoke, UAT, API Testing, Mobile Testing, SQL
 - **Tools & Automation:** Jira, TestRail, qTest, SpiraTest, Confluence, Postman, Cypress, Playwright
 - **AI Tooling:** Claude, Gemini, RoVo (Prompt Engineering, Test Case Generation, Suite Automation)
 - **Professional Strengths:** Agile/Scrum, Cross-Functional Collaboration, Deliverable Ownership, Root Cause Analysis, Technical Documentation
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CERTIFICATIONS

Certified Software Quality Analyst (CSQA) - GAQM	May 2025
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