



ERIKA CHESTNUT

PHONE (678) 595-6782 • WWW.ERIKACHESTNUT.COM

REFERENCES • LINKEDIN

[HTTP://WWW.LINKEDIN.COM/IN/ERIKACHESTNUT](http://www.linkedin.com/in/erikachestnut)

PROCESS | LEADERSHIP | STRATEGY | ORGANIZATION

Executive Management Professional, Quality Assurance and Compliance Specialist with 13 years in digital marketing and more than 15 years of multifaceted experience in all aspects of SDLC, systems enhancement, control and documentation. Expertise and experience in IT solutions and operations, preparation and production of instructional and operational materials, as well as developing and supervising programs, procedures and initiatives to ensure quality of products and services. Strong leadership and managerial skills, with demonstrated ability to design quality and regulatory goals and processes, as well as effective utilization of human resources to establish and meet company objectives.

Background encompasses comprehensive IT skills, web development and an in-depth understanding of technology paired with user experience and business analysis. Extensive experience training, coaching and mentoring personnel and introducing personality and strength based testing as a team development model.

AREAS OF EXPERTISE

- Metrics, Strategies, Methodologies
- Manage, Mentor and Coach
- Team growth, retention, & leadership
- Process (Creation, Redesign, Mgmt.)
- Department establishment
- Test Automation
- Strategic planning
- Seasoned IT Professional
- SDLC
- Project Management
- Web technologies
- Business Analysis

PROFESSIONAL EXPERIENCE

Director, Delivery Management North America
UST-Global, Atlanta, Georgia

September 2014 – Present

Step It Up America (SIUA) is a national program that trains inner-city minority women, equipping them with technological skills to launch successful IT careers. UST-Global then places these junior associates in entry-level positions at organizations such as Home Depot, Meijer, Macy's and others.

- Drive the evolution of the SIUA program - Create and maintain a high performing department where team and individual goals are aligned with corporate goals, where individuals are passionate about the SIUA program and our strategic vision
- Lead a team of 150 direct and indirect reports across the United States and India
- Define, establish and manage SIUA program policies and procedures
- Develop, recommend, and implement strategic initiatives associated with improving delivery practices across the SIUA program
- Partner with senior management to evaluate vendor performance, needs assessment, spend optimization and risk management

- Provide structure, feedback and direction to delivery teams across all SIUA markets
- Partner with key client executive team members to identify areas for improvement in their quality organization that would promote accountability, ultimately leading to increased project success
- Work closely with client senior leadership teams to review current quality standards and propose solutions for an improved process and strategy
- Review cross-functional roles within a client organization to identify quality standard guidelines that foster interactivity between departments
- Continuous engagement and mentoring with placed client teams to ensure perpetual team compliance of defined quality standards and procedures
- Ensure continued client satisfaction by performing quarterly reviews of implemented quality strategies.
- Assess existing client tools to determine a strategic solution that effectively integrates into the QA process

Sr. QA Engineer

October 2013 – September 2014

Turner Broadcasting, Atlanta, Georgia

- Leveraged a vast knowledge of web usability and UX principals to write use cases and design wireframes based on functional and business requirement
- Designed and implemented test strategies
- Developed deep expertise in the product
- Performed comprehensive test planning that included use case analysis, functional, usability, error handling and boundary condition
- Built effective black and white box test cases
- Participated in product and feature designs with developers, usability specialists, user interface designers, and product managers
- Diagnosed, tracked and managed quality issues to resolution
- Collaborated with the broader team to identify, understand and resolve the root cause of defects and customer escalations
- Documented test cases and outcomes within a test case management application
- Clearly documented and explained identified defects in the organizations defect tracking system

Director, Quality Assurance

August 2011 – August 2013

Kabbage, Atlanta, GeorgiaGeneral Management

- Developed a technology-focused QA team and established methodology, process, frameworks, and tools
- Managed all administrative aspects of the team, including hiring, mentoring, and performance reviews
- Grew the QA team from one manual tester to a team of 10 test engineers supporting manual and automated testing
- Trained and transitioned manual test engineers from a waterfall testing environment to a co-located scrum testing environment
- Standardized all QA documentation and artifacts, including deployment guides, test plans, test framework design, test code, and test results

- Continually assessed and improved quality strategy and processes as the company grew from 20+ employees to over 100
- Applied excellent interpersonal skills both in one-on-one situations as well as cross-functional meetings with all levels of personnel
- Evangelized the value and benefits of quality across the company by showcasing the comprehensive knowledge that the quality assurance team had through training and knowledge sharing
- Created a strategy to train new technology engineers and customer service representatives on the financial and data products

Manual Test Management

- Worked with the QA team to define and execute on a vision around agile testing methodologies and progressive QA best practices to ensure high quality deployments within the quick turn agile timeframes
- Worked to ensure the team members were upholding the quality standard within each scrum team by overseeing the preparation of test plans and the testing of software to company guidelines and standards
- Directed the selection and management of QA related methodologies and tools
- Assured timely completion of testing for projects as well as comprehensive test case management, bug tracking and reporting
- Worked closely with the Product Management and Engineering Directors to create and ensure a quality standard was upheld at every stage.

Automation Test Management

- Identified and managed the design, implementation and maintenance of the companies first automated testing framework
- Worked with the automation team to define a framework that supported a variety of web and data applications
- Defined implementation roadmap and goals for automation framework that would reduce the time manual testers spent on regression testing
- Worked with engineering, product management, support, and other key groups to develop a process to track and convert functional and non-functional requirements into test cases for automation
- Directed the team to leverage the automation framework to decrease the number of regression from 2 days to 4 hours
- Leveraged the automation framework to decrease bugs introduced in each sprint by 20%

Director, Quality Assurance
Moxie Interactive, Atlanta, Georgia
(December 2003 – August 2011)

February 2010 – August 2011

- Founded Quality Assurance department in 2010 for a digital only agency that handles one of the largest clients in the United States
- Responsible for directing, planning, organizing, and staffing Quality Assurance department
- Developed and implemented technical quality assurance policies, standards, metrics and methodologies for testing and analyzing web applications; everything from long-term to day-to-day

- Set quality standard guidelines for the company and created a process of interactivity between all departments; Creative, Account Services and Technology
- Managed limited QA resources against aggressive project timelines
- Work with development leadership to establish and enforce code quality standards
- Skilled in all areas of quality assurance including automated, regression, black/white box testing, exploratory testing, adhoc testing and more
- Work with cross functional teams to plan project test execution timelines, objectives, milestones, scoping and estimates
- Recruit personnel and oversee development and maintenance of staff competencies in required areas
- Record of leadership in developing and driving education and training across multiple departments and clients to instill a quality compliance perspective in every employee's activities
- Maintain up-to-date knowledge of quality, testing, and technology standards, industry trends, and software testing methodologies/ best practices
- Created and managed mobile and web testing lab for agency
- Excellent managerial skills in areas such as personnel motivation, planning, finance, goal setting and problem solving
- Displayed sound reasoning ability, analytical, and creative skills to resolve problems, conflicts and discrepancies
- Ability to build relationships with team members and ability to guide continuous improvement in team
- Experience with defect tracking tools such as JIRA, Bugzilla and Mantis
- Extensive development and QA experience with transactional and content driven sites
- Detailed understanding of cross browser compliancy issues and nuances

Associate Director, Development

February 2009 – February 2010

Moxie Interactive, Atlanta, Georgia*(December 2003 – 2011)*

- Maintained up-to-date knowledge of technology standards, industry trends, emerging technologies, and software development best practices
- Assisted in deploying the development methodology and ensured appropriate ongoing updates based on changes in technology or client project mix
- Collaborate with development leadership to establish & enforce technical standards, coding conventions, and documentation standards
- Ensured consistent code review process was established and adhered to enforcing technical standards, improving quality of delivery, and identifying efficiency and innovation improvements
- Ensured coding standards were consistent with best practices for the selected frameworks and application architectures
- Provided visible leadership within the department and assisted in leading the department including strategy development and management initiatives
- Ensured understanding of client business goals as foundation of leading client development
- Actively participated in internal and external client solution brainstorms by proactively representing technology and bringing forward new solution ideas
- Ensured transition of projects from brainstorm phase to active development through assignment of appropriate technical project lead and ensuring full dev team is established for project
- Supervised recruitment, training, retention, and organization of development staff

Lead Developer

February 2007 – February 2009

Moxie Interactive, Atlanta, Georgia*(December 2003 – 2011)*

- Worked proactively with client services, development, creative and IT to ensure information needed to develop project was available and accurate
- Developed main framework for large-scale applications according to an API defined with the Architect
- Designed and developed SQL databases as needed according to the project requirements
- Worked with Architects to design and build Facebook applications
- Performed requirements gathering and wrote functional specifications for moderately complex build outs
- Architected and created documentation for moderately complex applications
- Maintained and extended expertise in core technologies (JavaScript, Flash, .Net, X/HTML, CSS, etc.)
- Lead a team of five developers, including such responsibilities as approving timesheets, resource management and conflict resolution

Sr. Web Developer

February 2006 – March 2007

Moxie Interactive, Atlanta, Georgia*(December 2003 – 2011)*

- Excellent X/HTML, CSS and Javascript skills
- Worked independently with limited direction; proactively seeking information needed to complete the project
- Communicated with development, creative, IT and client services teams
- Focused on developing and maintaining expertise in core technologies (Javascript, Flash, .Net, etc.)

Web Developer

December 2003 – February 2006

Moxie Interactive, Atlanta, Georgia*(December 2003 – 2011)*

- Developed necessary code and prepared images for enterprise level applications
- Took design comps and prepared elements for use in the applications according to the defined architecture
- Identified and documented coding standards for email campaign development
- Worked with creative team on concepting to ensure web standards were considered
- Required little to no direction and worked directly with Creative and Project Managers to complete project assignments

TRAINING AND CERTIFICATIONS

- ISTQB Certified Tester, Foundation Level (CTFL)
- Solution Architecture and .Net
- Microsoft Certified Professional – Solutions Architect
- Introduction to .Net Framework – Microsoft

EDUCATION

Associate of Arts with a concentration in Business Fundamentals University of Phoenix	June 2011
Bachelor of Science in Business with a concentration in Management University of Phoenix	Attending
