

BACKGROUND

Holden Theriault is a software tester with over 10 years of information technology related experience. He has been involved in developing and testing web and mobile applications, web & mobile app development, graphic design, and project management. Holden maintains a passion for technology and helping others get the most out of technology by using appropriate tools, techniques, and strategies. He holds a degree in Information Technology and a minor in Computer Engineering Technology.

RELEVANT HIGHLIGHTS

Automated Web Testing

- Create new and maintain existing automation projects to suit clients' needs while working in agile, SAFe, scrum, and kanban environments.
- Create automated testing strategies and processes in conjunction with the various stakeholders and multiple development teams.
- Assess business automation maturity and implement strategies with an actionable plan to improve overall testing processes.
- Assist in SEIT/SDet training sessions to help train new test automation engineers.
- Lead deployment efforts with a CI/CD automation mindset and DevOps culture.
- Work closely with clients to create short and long term road-maps and formulate vision and objectives.
- Successfully communicate with both technical and non-technical audiences.
- Create and implement test plans, strategies, development of test cases, managing test execution and reporting.
- Interacting with development team(s) to foster a collaborative environment where clear details of software defects are exposed and managed to resolution.
- Establishing requirements, drive definition of business, technical, and architectural requirements, by recognizing any inconsistencies, assumptions, and critical elements that must be considered in an Enterprise solution.

Software Quality Assurance

- Lead performance testing of web applications.
- Trained a Business Analyst new hire on client's mobile applications and how to use them.
- Team lead in designing, development, and testing mobile applications.
- Manually tested mobile applications built in MIT app inventor based on applications acceptance criteria and requirements.
- Performed testing and debugging using IntelliJ, Terminal, PuTTY/SSH, Python, and Eclipse.
- Performed manual testing to validate requirements and outputs using Black-Box, White-Box, and Grey-Box Testing methods.

Assistant Director / Project Manager

- Supervised a team of 15 employees.
- Ensured project deadlines were met.
- Coordinated project requirements, tasks, work schedules, and meetings to meet planned objectives and project deadlines.

Information Technology / Consulting

- Built websites based on clients' requests and requirements using platforms that best fit client needs.
- Worked closely with Network Administrators, Network Engineers, and Field Technicians.
- Installed, Configured, and performed I.T troubleshooting on HP workstation computers in office settings.
- Built, configured, and imaged computers with controller proprietary software that utilized RFID.
- Monitored the securities network and assisted with the network's security effort with layer 2 switches and firewalls.
- Wrote an MS Excel and MS Access database for the company's inventory and network traffic.

Customer Service / Client Relations

- 7 years of experience in customer service and client relations.
- Ensuring customers are 100% satisfied with products/work, as well as keeping customer interactions.

SKILLSETS

Development	Additional Technology and Tools
Languages: Python, Java (JUnit, Allure, and Maven), HTML, JavaScript, Node, TypeScript, Cucumber, SQL Content Management Systems: Drupal, Concrete5, Blox CMS TownNews, IPS, phpBB, Wordpress, GoDaddy Web Builder, Wix, Squarespace, and Weebly.	Testing: Selenium WebDriver, Appium, Appltools Eyes, SauceLabs, Browserstack, Testim.io, Jenkins, Google Lighthouse, JMeter, Blazemeter, Postman, EndTest.io. Visual Programming: Microsoft Visual Basic, Scratch, MIT App Inventor, MS Visio. Programming Software: Linux Terminal, PuTTY/SSH, Python, Processing, and Eclipse IDE, IntelliJ, Microsoft Visual Studio, Visual Studio Code, Webstorm, Katalon Studio. Project Management: Confluence and JIRA, Git(GitHub, Stash, BitBucket), Slack, Teams, Test Rail, Trello, .

Additional Skills	Digital Multimedia and Marketing
Team Leadership Troubleshooting Project Management Public Speaking Organization Software Documentation Employee Training	Adobe Photoshop Adobe InDesign Adobe Dreamweaver iMovie Sony Vegas Pro DaVinci Resolve

WORK EXPERIENCE

Revenue Cycle Management & patient bill care solutions		0 year
Roles	Director of Product Testing	
Engagement	An industry leading provider of specialized medical billing and practice management services for the hospital-based specialty market.	
Key Skills	<p>Lead and manage a high-performing team of 13 test engineers, overseeing hiring, training, coaching, and career development. Provide strategic direction and hands-on leadership for the Product Testing function within the broader Product Development organization.</p> <p>Define and execute comprehensive test strategies that support high-quality, reliable product releases. Partner closely with executive leadership and cross-functional engineering teams to align quality initiatives with business objectives. Leverage deep technical expertise to scale test automation, streamline testing workflows, and accelerate release velocity.</p> <p>Collaborate with Software Engineering and DevOps leaders to ensure seamless service delivery. Communicate quality insights through data-driven reporting—including test KPIs, project status updates, and metrics that support confident, informed decision-making across the organization.</p>	

Responsibilities	<ul style="list-style-type: none"> • Hiring, training, and coaching a staff of 13 Test Engineers. • Collaborate with Software Engineering, Infrastructure, Security, and DevOps leaders across the organization. • Possess a deep knowledge of software testing strategies, concepts and methodologies and knowledge of development methodologies and technologies. • Partner with Product Managers and Development teams to educate, guide and audit the test process and execution. • Provide strategic testing recommendations to specific applications as it relates to the selection, installation and stand-up of new testing infrastructure and environments. • Review and analyze Third Party Vendor specifications.
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Revenue Cycle Management & patient bill care solutions		2 year
Roles	Senior Manager of Product Testing / Principal SDET	
Engagement	An industry leading provider of specialized medical billing and practice management services for the hospital-based specialty market.	
Key Skills	<p>As a Senior Manager I am responsible for hiring, training/coaching and managing a staff of 6 test engineers. I helped develop the test strategy for automation that continuously delivers microservices for the AWS environment and leveraged my technical experience and depth to help bring more automation and efficiency to the development process, for higher frequency, high quality releases.</p> <p>As part of the leadership team, I collaborate with Software Engineering and DevOps leaders across the organization on the delivery of services, providing accurate reports for project status, quality measurements, and testing related KPIs.</p>	
Responsibilities	<ul style="list-style-type: none"> • Hiring, training, and coaching a staff of 7 Test Engineers. • Provide technical direction regarding frameworks, tools, stubs, coding standards and code reviews for the Product Test team. • Work directly with the development leadership on frameworks and technology decisions. • Possess a deep knowledge of software testing strategies, concepts and methodologies and knowledge of development methodologies and technologies. • Provide recommendations on test strategy and continual process improvement. 	

Revenue Cycle Management & patient bill care solutions		2 years
Roles	Principal Quality Engineer / SDET & Team Lead	
Engagement	An industry leading provider of specialized medical billing and practice management services for the hospital-based specialty market.	
Key Skills	Developing and maintaining Automation Frameworks. Experience with testing APIs/microservices, Selenium WebDriver, Python, and a working knowledge of 3rd Generation ML/AI test tools such as Mabl, TestIM and Applitools.	
Responsibilities	<ul style="list-style-type: none"> • Review and provide feedback on test artifacts, automation tests, and test reports/results. • Evaluate, recommend, and implement using automated testing tools. • Act as technical test lead on projects. • Act as the highest-level technical expert providing direction to team members on problems of systems integration testing, compatibility and multiple platform integration testing. 	

	<ul style="list-style-type: none"> • Responsible for maintaining a current knowledge of mortgage projects as well as investor requirements related to testing. • Review and approve all design documents. • Provide deep knowledge and understanding of testing tools including 3rd generation automaton tools. • Perform other duties as required.
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Vehicle auction services		3 years
Roles	Quality Engineering Architect & Managing Consultant	
Engagement	This wholesale vehicle auction solutions to professional car buyers and sellers. Required leading deployment & testing efforts to ensure quality in product releases.	
Key Skills	Lead project deployment efforts with a CI/CD automation mindset, DevOps culture, Web application performance testing, test design & planning, git, bug tracking with Jira, and document management with Confluence.	
Responsibilities	<ul style="list-style-type: none"> • Career Coach, Mentor, Advocate, and Leader within the Practice. • Managing Consultant and lead for 6 Software Engineers. • Onboarding Quality Engineer new hires. • Perform demo's of new Software Testing technologies to teams. • Perform sprint and program increment demonstrations for stakeholders. • Lead project repository production deployments, rollback practices, and releases. • Performance testing including stress, spike & load testing. • Created JMeter scripts to automate testing of service layer (GraphQL) API's. • Execute test cases. • Wrote SQL queries for teams to use for locating information, creating, and updating databases for staging test scenarios. • Develop automated test scripts for web applications. • Interview potential new hires. • Create System test plans. • Track defects & testing metrics • User Acceptance Testing coordination/facilitation • Analyzing complex software systems and design test plans and execute test scripts • Analyze business requirements, acceptance criteria, and adding test coverage. • Collaborate closely with engineers to design appropriate tests for specific systems • Foster collaboration between different development teams for successful software releases • Analyzing business requirements and adding test coverage • Maintain performance and UI functional testing of 30+ active project repositories. 	

Medical Device Manufacturer		2.3 years
Roles	Test Automation Engineer/SDET Consultant	
Engagement	This medical device manufacturer is developing and testing in-house applications to support their design and production of medical devices. Required manual tests to be converted into automated scripts.	
Key Skills	Automated web testing (Technologies include Java 8, Webdriver, Appium, Junit, Allure, and Maven), iOS mobile testing, web application testing, test design & planning, bug tracking with Jira, and document management with Confluence.	

Responsibilities	<ul style="list-style-type: none"> • Execute automated test cases. • Develop automated test scripts for web applications. • Assist in training new test automation engineers. • Create System test plans. • Manual testing on iPhones, iPads, and web-based applications. • Collaborating with clients to develop long-term strategies to improve the quality and efficiency of processes and procedures. • Report bugs in Jira. • Update client mobile testing devices to the latest version of iOS to test the latest builds. • Automate and Maintain 26+ active projects using a Java + JUnit + Selenium automation framework.
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Digital Multimedia and Marketing Company		3 years
Roles	Assistant Director, Project Manager	
Engagement	<i>Web Design & Development, and Graphic Design.</i> This organization required a team of individuals to provide clients with precise, clean, skillful, and creative digital products in a timely manner that they will be able to use for their businesses.	
Key Skills	Project Management, Mobile Application Development, Adobe Photoshop and Dreamweaver, HTML and a variety of content management systems including: Drupal, Concrete5, Wordpress, SquareSpace, and Blox CMS TownNews.	
Responsibilities	<ul style="list-style-type: none"> • Web Development team lead • Communication and Client Relations • Managed online postings and responsible for the design and functionality of websites. • Used the ADDIE model in everyday practice. • Documentation and ensuring project deadlines were met • Project manager and lead of a team of 6 individuals in designing, developing, and testing an android mobile application. • Conducted potential new hire interviews • Trained new hires and held employee progress reviews • Developed employees work schedules 	

Transportation Services Company		1 year
Roles	I.T Contractor	
Engagement	<i>I.T Department Intern.</i> This statewide transportation company provided transportation services. They required a team of individual I.T contractors to accomplish a variety of I.T related tasks working closely with the company's full-time I.T staff (Network Admin, Network Engineers, and Tech Support).	
Key Skills	Fast Learner, Ability to adapt to fast-changing work environments and responsibilities, Documentation, Microsoft Suite	
Responsibilities	<ul style="list-style-type: none"> • Configured, installed, and performed IT troubleshooting on HP workstation computers in office and toll booth sites. They were used for data entry but also CISCO softphone's MS office suite, MS OS (Windows 7), AVG antivirus, and VNC. • Built, configured and imaged toll plaza computers and desktops with lane controller proprietary software that read a vehicle's information through RFID (Radio Frequency Identification) and released the tollbooth arm. • Performed troubleshooting and testing on ticket machine printers that displayed the costs of each toll plaza. • Monitored the network's security using Dragon Security Command Console monitoring for unnatural traffic (packets) and deciphering what devices were communicating and what was not. 	

	<ul style="list-style-type: none"> • Wrote an MS Access database displaying the company's network traffic, devices and the methods of communication between devices on the network to optimize network bandwidth and security (layer 2 and layer 3). • Wrote an MS Access inventory database containing all the company's retired materials available for auction or donation. • Assisted with the network's security effort to restore layer 2 switches and firewalls back to factory defaults by wiping configurations. • Configured and installed network managed extreme switches for multiple users. • Spent time working with Layer 2 and Layer 3 configurations. • Installed and configured (using HyperTerminal to update the firmware) industrial network Moxa ethernet switches at lanes and toll plaza's. This was done to properly implement a management network on the Moxa switches. The Toll Road needed to segment the network for PCI compliance. This was to provide manageability to these devices and to have proper network configuration for future needs.
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Commercial Food Company		5 years
Roles	Customer Service Associate	
Engagement	<i>Customer Service, Food Stocker</i> This family-owned and operated chain of grocery stores provides consumers with deli, bakery, produce, meat, seafood, among the traditional grocery and non-edible items.	
Key Skills	Customer Service, People person.	
Responsibilities	<ul style="list-style-type: none"> • Providing remarkable customer service by ensuring they find everything they are looking for. • Interacting with customers while working. • Worked on front end customer service bagging groceries, retrieving shopping carts, and interacting with customers. (2010-2012). • Train in the Dairy/Frozen department stocking food shelves. (2012-2014). • Trained in the Produce department stocking food shelves. (2014-2015). 	

Privately-Held Service Provider		2 years
Roles	Freelance Web Design & Development	
Engagement	<i>Web Design & Development, and Graphic Design Artist.</i> This personally held web design and development service provided the clients with the ability to work closely in the development and design of their websites.	
Key Skills	Project Management, QA Analyzing, Client Relations and Documentation, Adobe Photoshop, HTML, Content Management Systems: Drupal, Concrete5, Blox CMS TownNews, IPB, phpBB, Wordpress, GoDaddy web builder, Wix, and Weebly.	
Responsibilities	<ul style="list-style-type: none"> • Used the ADDIE model in everyday practice. • Scheduled meetings to meet with clients weekly to ensure customer satisfaction and requirements were met and on track, and provided user demonstrations as well as implementation changes. (QA analysis) 	

	<ul style="list-style-type: none"> Designed and Developed a variety of websites based on clients' requests and requirements using whatever platform that best fit their needs.
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EDUCATION

Bachelor of Science – Information Technology / Computer Engineering Technology, 2016.

AWARDS & RECOGNITION

- 9 Udemy certification courses on Leadership and Management Coaching

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