

Dennis McLaughlin

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SUMMARY

15+ years of software QA experience covering test case design and automated testing with Selenium WebDriver and Taiko/Gauge web frameworks; AWS certified expert knowledgeable with automation tools and techniques to improve software quality and reduce testing time of highly complex software systems built with cloud, microservices, and Docker containerization technologies.

PROFESSIONAL EXPERIENCE

Rewind Software (Data backups for SaaS apps - [link](#)) - Ottawa ON / Remote | 2018 - 2023

Software Developer, SaaS API Integrations for AWS, Cloud, Jira, & Confluence

Tools: **AWS, Docker, Ruby on Rails, GitHub, Postman, Jira, Confluence, Flask, Honeybadger, Python, PostgreSQL**

- Engineered backup and restore support for 2 new third-party SaaS applications increasing count of supported platforms to 9
- Launched product offering for data backups for Atlassian Confluence ([link](#))
- Expanded product offering for Atlassian Jira and Jira Service Management to cover 10+ new items ([link](#))
- Evaluated 5+ APIs, delivering reports and suggestions on technical compatibility, reducing backup/restore integration time by 50%

Test Automation Engineer, eCommerce Integration Testing, AWS

Tools: **AWS, Docker, Javascript/Node.JS, Taiko, Gauge, Selenium WebDriver, GitHub**

- Wrote 200+ test cases to cover end-to-end testing of backups for Shopify, BigCommerce, and Quickbooks Online
- Advised cross-functional teams to design and execute a comprehensive test plan that ensured the success of major product launches; reduced post-launch bugs by 70%
- Implemented an automated testing framework using Selenium WebDriver, Taiko and Javascript, increasing test coverage and reducing manual testing effort by 80%
- Collaborated with cross-functional teams to establish robust CI/CD pipelines, resulting in a 30% reduction in deployment time and improved code quality

Assent Compliance (Supply chain sustainability management - [link](#)) - Ottawa, ON | 2015 - 2018

Senior QA Engineer, Supply Chain Management Testing, WebDriver

Tools: **.NET C#, Selenium WebDriver, SQL Server, Jenkins**

- Spearheaded a five-member team to design and implement QA testing methodologies, resulting in a reduction of testing time by 30%, while running 50% more test cases
- Designed the company's first browser-based automated test suite that lessened the risk of undiscovered issues in releases by 40% and increased application reliability by 25%
- Fostered excellent relationships with developer teams by providing regular feedback and coaching, becoming the go-to QA resource for difficult problems, and achieving a 15% reduction in post-release issues

Canada Newswire (Cision) (News & press release distribution - [link](#)) - Ottawa, ON | 2008 - 2015

Test Engineer, Media Ingestion and Searching

Tools: **Postman, Lucene, Hadoop, Kafka, HBase, Windows/Linux, Java/J2EE, Jira, MySQL**

- Evaluated performance efficiency and precision of digitized third-party print, internet, and broadcast television content processing through rigorous testing; identified and resolved system bottlenecks that reduced processing time by 40%
- Enhanced system performance by collaborating with developer teams to optimize the processing speed and accuracy of the system
- Increased reliability of production deployments and recognized as the go-to resource for DevOps team during major software releases

NetManage (Microfocus) (Legacy modernization - [link](#)) - Ottawa, ON | 1999 - 2007

Technical Support & QA

Tools: **Windows, Java, IBM iSeries**

- Conducted usability and performance testing of Java-based legacy modernization software on IBM iSeries, using industry-standard tools and techniques
- Identified key performance bottlenecks and usability issues, leading to several successful launches of high-quality iterations of the OnWeb Web-to-Host server
- Delivered exceptional customer support for Java J2EE and .NET connector suite, enhancing client satisfaction and promoting seamless integration of software solutions

EDUCATION & CERTIFICATIONS

Bachelor of Science, Computer Science

Lakehead University | Thunder Bay, ON

AWS Certified Solutions Architect - Associate | 2023