

# DENNIS SIMS

📍 Rogers, Minnesota 55374 | 📞 612.209.3244 | 📧 [dennis@dennissims.com](mailto:dennis@dennissims.com)

## Software Quality Assurance Leader

### QUALIFICATIONS PROFILE

Accomplished, innovative, and multifaceted professional with extensive experience in quality engineering, project and resource management, and software development cycles. Armed with solid background in test script creation, testing, and automation across various development methodologies including Agile, Kanban, and Waterfall. Adept at directing test automation strategies and establishing frameworks, along with sound understanding of budget maintenance, resource allocation, performance measurement, and process improvement. Highly regarded as an effective leader with expertise in building high-performing teams by facilitating technical programs toward career advancement. Equipped with exceptional communication and interpersonal skills in cultivating long-term relationships with employees, decision makers, stakeholders, and individuals at all levels.

### CORE COMPETENCIES

Staff Leadership  
Test Framework Management  
Training and Development  
Metrics and Reporting Maintenance

Cross-functional Collaboration  
Strategic Planning and Implementation  
Time Management and Prioritization  
Rapid Conflict Resolution

### PROFESSIONAL EXPERIENCE

CareSource | Dayton, OH

#### Portfolio Manager, Enterprise Quality Engineering

Jan 2023–Present

- Lead a team of Quality Engineers responsible for delivering manual & automated testing across multiple product portfolios, including Enrollment, Provider, Portals, EDI, and Interoperability
- Served as the Scrum Master for multiple teams, including Platform Enablement, Performance Testing, & Release Management

#### Notable Accomplishments:

- ✓ Created a weekly Release Status report that was used to track each release. This was accompanied by a weekly all-team meeting where review of status, risks, and mitigations were discussed across all impacted domains
- ✓ Delivered a comprehensive manual and automated regression suite encompassing 587 tests to regression test the company's first upgrade of our healthcare data interchange tool (Edifecs).

CapitalRx | New York, NY

#### Senior Director, Software Quality Assurance

Nov 2021–Jan 2023

- Managed a Software Quality team, responsible for providing manual and automated testing support for our pharmacy claims adjudication application (JUDI).
- Provided testing-level metrics to senior management and other project resources through dashboards and customized reports.

#### Notable Accomplishments:

- ✓ Successfully led a team-wide transition from an automated testing tool with Javascript support (Cypress) to one with Python support (Playwright), ensuring the team got the training and support required.
- ✓ Integrated automated tests into CI/CD pipeline using Codebuild, GoCD, and Jenkins

Rally Health/Optum Digital | Minneapolis, MN

#### Director, Client Validation and Release Management

Mar 2021–Nov 2021

- Supervised two teams within the Client Activation group, including the Client Validation Team, in charge of validating user experience through automated user interface testing, data reconciliation, and manual testing.
- Provided direction to the Release Management Team accountable for coordinating monthly releases and launch night deployments.
- Keenly monitored the teams and assessed performance by creating metrics and dashboards.

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## Notable Accomplishments:

- ✓ Displayed exemplary expertise in transitioning test tools from RobotFramework to Webdriver.IO
- ✓ Successfully developed MVP dashboard for company-wide metrics visibility

Open Systems International (OSI) | Medina, MN

### Director of Quality

Aug 2019–Mar 2021

- Oversaw a Multinational Team in charge of creating several software quality validations and verifications; managing all DevOps activities; as well as producing manual, automated, performance, security, and numerous other cases for the operation technology industry
- Rendered guidance to the CI pipeline, as well as maintaining test environments and designing test metrics.

## Notable Accomplishments:

- ✓ Drove efforts in increasing 28% improvement of SQA staff in a span of 12 months, which included office development in Montreal, Quebec from the ground up with 10 staff
- ✓ Obtained 26% growth in total automated tests in 2020 by fulfilling department goals.
- ✓ Spearheaded the execution of an internal lean delivery plan around test coverage, resulting in the reduction of defects leaked to customers by 18%
- ✓ Enhanced SQA engagement in Agile dev teams by ensuring inclusion of India resources to the daily scrum calls

Optum | Eden Prairie, MN/Telecommute (2011–2019)

### Automation Engagement Director

Mar 2018–Jul 2019

- Held accountability in evaluating, prioritizing, and ensuring the delivery of process automation solutions across behavioral health business.
- Directed a team of business analysts and product owners responsible for documenting the current and future state of the project and collaborating with multiple delivery teams.

## Notable Accomplishments:

- ✓ Worked in collaboration with technical experts in identifying the appropriate automation technology for each project, including RPA, RDA, NLP, machine learning, virtual chatbots, and system integrations
- ✓ Successfully completed project deployments, which saved \$2.5M in 2018 and \$1.6M in the first quarter of 2019

### Quality Director

Feb 2016–Feb 2018

- Led a large, international Use Acceptance Test (UAT)/Quality Assurance (QA) Team concentrated on bringing the user perspective to Waterfall and Agile testing initiatives.
- Created, executed, and monitored UAT/QA testing by both domestic and offshore resources in collaboration with business units and development teams across numerous projects.

## Notable Accomplishments:

- ✓ Made a major contribution in developing a shared service enabling all Optum business initiatives teams to request UAT/QA personnel for their Agile and/or Waterfall projects.
- ✓ Played a key role in utilizing the Unified Functional Testing (UFT) tool in leading automated test case creation for the Integrated Clinical User Experience (ICUE) – Clinical Management Program.

### Quality Manager

Apr 2011–Feb 2016

- Administered dedicated UAT/QA resources around the business unit.
- Demonstrated efficiency in assisting more than 25 concurrent projects with domestic and offshore staff.

## Notable Accomplishments:

- ✓ Earned commendation as the first non-IT department resource to successfully establish an offshore staff improvement model for UAT/quality assurance (QA) resources across the business unit
- ✓ Generated and established a test documentation standard for Waterfall projects, which included user acceptance training (UAT) kickoff, test plan/strategy, test scenarios, test summary, and scorecard.

## CERTIFICATIONS

**Certified Test Manager, IIST**  
**Certified Software Test Engineer (CSTE), Quality Assurance International (QAI)**  
**Certified SAFe® 5 Agilist, ATC**  
**Certified Scrum Master (CSM), Scrum Alliance**