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| **Charlie Markon** | Maitland, FL 32751 ▪ 651.336.3760  Windkon47@gmail.com ▪ linkedin.com/in/charliemarkon |  |

**Senior Quality Assurance Manager**

Accomplished Quality Assurance (QA) leader with extensive experience overseeing and leading QA team and projects within diverse organizations. Repeated success guiding sizeable, cross-functional teams through testing, analysis, development, and finalization of large projects. Skilled at launching programs that generate accurate and detail-oriented procedures. Expert manager, collaborator, and communicator; able to forge solid relationships with partners and build consensus across multiple organizational levels.

**Areas of Expertise**

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| * Strategic Planning * Cost Reduction and Avoidance * Agile Methodologies * Recruiting and Staffing Initiatives * Business Requirement Analysis | * Budget Administration and Management * Functional Test Design Creation * Process Redesign and Change Management * Staff Development Programs * Team Building and Leadership |

**Career Experience**

U.S. Bank, Richfield, MN 2006 - 2018

**QA Group Manager, 2013-2018**

Directly managed a team of five managers and indirectly supported a team of over 100 associates, which included both off-shore and on-shore teams. Established tasks, enforced accountability, followed up on project completion, and measured departmental actuals versus goals.

* Built high-performance leadership teams by selecting, hiring, on-boarding, and training new managers while guiding and developing up to 20 existing managers while successfully mentoring 11 team members who received promotions into leadership roles within the company.
* Effectively managed a $4M budget.
* Led a transition to a methodology which focused on automated testing and increased productivity with a 15% capacity increase to date.
* Consistently recognized in top 25% within categories of Employee Engagement and Manager Effectiveness, based on the annual employee survey.
* Directed a transition of corporate payments from Waterfall to Agile Methodology which increased effective capacity by 20%.
* Conceptualized a new team made up of a manager, automation lead and 9 analysts to support the pre-paid card application, from inception to implementation.

**Hogan Test Manager, 2006-2013**

Supervised a team of 28 QA analysts, who held the responsibility for testing changes to the Deposits Application and the Customer Information Application. Analyzed business requirements and functional designs of the applications. Oversaw all task completion including developing test plans, coordinating testing efforts, executing tests, and determining results.

* Planned intricate software releases based on the capacity of the team by prioritizing and supporting all business line projects.
* Managed payroll, including salary adjustments and bonus payouts.
* Introduced an offshore test analysis group of 28 analysts to the team, which included developing processes and procedures, establishing training and development, and providing goals and metrics.

Express Scripts, Edina, MN 2002 - 2006

**QA Manager**

Directed a 19-member test analysis team in testing system functionality updates to a benefits system, clinical system, and claims adjudication system, processing a total of 1.5M POS claims per day. Provided insight as a member of the Framework Management team into the rollout of all frameworks.

* Spearheaded the implementation of a release management process.
* Headed successful implementation of a Release Management process, which led to increased proficiency and accuracy.
* Managed the initial testing for CMS Medicare project, and eventually implemented Medicare testing across all impacted QA teams.

Additional Experience

**Test Team Lead**  ▪ Express Scripts, Edina, MN

**Senior Staff QA Analyst** ▪ Conseco Finance, St. Paul, MN

**Education and Credentials**

**Master of Science (MS), Operations Research**

The George Washington University, Washington, D.C.

**Bachelor of Science (BS), Systems Science and Engineering**

University of Pennsylvania, Philadelphia, PA