

Andrew Graham

Quality Assurance Analyst

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PROFESSIONAL SUMMARY

Experienced in driving project success through collaboration and strategic oversight, offering abilities in testing and quality assurance. Skilled in designing custom dashboards and conducting comprehensive analyses to improve processes. Bringing expertise in team coordination and client engagement to ensure alignment with business objectives.

SKILLS

Leadership

Training and mentoring

Regression testing

Functional testing

Automation testing

Manual testing

Test case design

Defect tracking

Requirement analysis

Documentation and reporting

TECHNICAL SKILLS

QA & Development Tools

PractiTest (test management) • JIRA (defect tracking) • Postman (Call/Response) • Playwright • Chrome DevTools • VS Code

Programming & Web Technologies Python (http.server, threading, Tkinter) • JavaScript (DOM, timers) • HTML/CSS • TypeScript (basic) • Local web server setup • Browser debugging (origin/referrer issues) • Network troubleshooting (port conflicts, netstat)

Testing & Delivery Functional, regression, integration, UAT • Cross-browser testing • E2E buy-flow validation • Agile methodologies • STLC

Platforms Adobe Experience Manager 6.5 • Adobe Commerce

EXPERIENCE

SR. BUSINESS CONSULTANT

Perficient, Inc., August 2024–March 2026

- Collaboration with developers and business stakeholders
- Created custom dashboards in PractiTest to track and visualize key project metrics, including test coverage, defect trends, and progress reporting.
- Designed and implemented customized Jira dashboards for Agile teams, enabling real-time tracking of sprint progress, bug status, and resource allocation.
- Provide guidance and support for daily testing assignments.
- Coordinated testing efforts across multiple projects, ensuring alignment with overall project timelines and goals.

- Conducted root cause analysis of recurring issues to recommend process improvements
- Client engagement meetings
- Conducted regular team meetings to track progress, discuss challenges, and resolve testing-related issues
- Designed and executed comprehensive test scenarios
- Gathered UAT feedback to ensure that the domain meets user requirements and expectations
- Performed functional feature and regression testing
- Test Case Creation and maintenance
- Client engagement meetings

BUSINESS CONSULTANT

Perficient, Inc., December 2023–August 2024

- Attended regular defect review meetings to triage bugs by severity, priority, and dev ownership.
- Tracked defects from assignment through closure, coordinating remediation efforts across cross-functional teams.
- Escalated and resolved complex issues, managing communications and expectations with multiple global stakeholders.
- Performed regression, functional, integration, and user acceptance testing (UAT)
- Onshore/Offshore Training
- Test Case Creation and Maintenance
- Task Assignment
- Client Engagement Meetings

ASSOCIATE BUSINESS CONSULTANT

Perficient, Inc., December 2020–January 2023

- Perform manual testing
- Reporting/Tracking Defects

MANUFACTURING PRODUCT ASSISTANT

Chemeisters Inc., June 2009–January 2020

- Produced and packaged carpet cleaning products for professional use.
- Shipping & Receiving
- Product Manufacturing / Packaging

EDUCATION

Catholic Central Highschool

Grand Valley State University

Schoolcraft Community College

CERTIFICATIONS

- Learning to Lead (Perficient Program), 2025
- Personalize how you work in Jira Credential
- PractiTest Academy Certified
- Perficient Consultant Curriculum - Consultant to Senior Consultant
- Track and improve metrics for your software project Jira Credential
- Free Code Camp - Responsive Web Design Certification

PROFESSIONAL OVERVIEW

Quality Assurance Analyst and Business Consultant with 5+ years of experience leading global QA teams, coordinating UAT cycles, and delivering high-quality releases for enterprise clients in automotive and telecommunications. Skilled in functional, regression, and end-to-end testing across web and mobile platforms, with strong capabilities in debugging, front-end behavior analysis, and Python-based tooling. Adept at defect triage, process optimization, and cross-functional collaboration, with a background in organizational leadership, conflict resolution, and business management practices. Experienced in Agile methodologies, release management, and manual and automation testing, with hands-on proficiency in AEM, Adobe Commerce, PractiTest, JIRA, Postman, Playwright, and modern web technologies including HTML, CSS, JavaScript, and Python programming. Recognized for analytical problem-solving, meticulous attention to detail, and a commitment to continuous improvement, clear communication, and delivering reliable, user-focused solutions in fast-paced environments.

CUSTOM PROJECT HIGHLIGHTS

Python Local Web Debugging Tools

- Configured and ran a Python-based local HTTP server to debug embedded media and cross-origin issues in a custom HTML project, resolving origin/referrer errors and ensuring accurate browser behavior.
- Identified and resolved a YouTube embed initialization failure (Error 153) by analyzing browser security behavior and providing valid origin headers.
- Used Python's built-in server tools to troubleshoot port conflicts, test front-end behavior, and replicate real-world hosting conditions.

Countdown Timer Application (Python + Tkinter)

- Developed a modular countdown timer application using Tkinter, implementing multithreading, real-time UI updates, and responsive start/pause/reset controls.
- Translated the Python application into a browser-compatible JavaScript module and integrated it into a custom HTML project, adapting timing logic, state management, and DOM updates.

GEOGRAPHIC LOCALE

Detroit, MI, 100% Travel Available

REFERENCES

References available upon request