TAYLOR CARROLL

LEAD QA ENGINEER | PROJECT RELEASE MANAGER | QUALITY ENGINEERING & AUTOMATION

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PROFESSIONAL SUMMARY

Lead QA Engineer and Project Release Manager with nearly five years of progressive experience in quality strategy, test automation, release readiness, and production incident response for enterprise web applications across globally distributed Agile teams. Progressed from Software QA Engineer to Lead QA Engineer and later assumed release management for Thread and Unified Document Viewer, applications that supported access to millions of technical and industry standards. Combined hands-on Playwright/C#, API and integration testing, CI/CD, and technical investigation with cross-team coordination, QA mentorship, and calm leadership during complex releases.

450+	50%	2	5	4
AUTOMATED TESTS	FASTER REGRESSION	ENTERPRISE APPS	TEAM LEADS	QA ENGINEERS MENTORED

CORE EXPERTISE

Quality Engineering: QA strategy, test planning, regression, release readiness, risk assessment, defect triage, root-cause analysis

Automation & Validation: Playwright, Selenium, C#, NUnit, xUnit, MSTest, Reqnroll, API, integration, E2E, UI, cross-browser / OS, smoke, performance

Release & Leadership: Production deployments, hotfixes, dependency management, incident response, stakeholder communication, QA mentoring, global Agile delivery

PROFESSIONAL EXPERIENCE

ACCURIS (FORMERLY S&P GLOBAL / IHS MARKIT)

Englewood, CO / Remote

Lead QA Engineer & Project Release Manager — *Jul 2023 - Jul 2026*

Software QA Engineer — *Sep 2021 - Jul 2023*

Company continuity: IHS Markit (Sep 2021-Mar 2022) | S&P Global (Mar 2022-May 2023) | Accuris (May 2023-Jul 2026)

Product scope: Owned quality and release readiness for Thread and Unified Document Viewer (UDV), enterprise web applications that helped customers search, view, and work with millions of licensed technical standards across aerospace, defense, engineering, manufacturing, and financial organizations.

RELEASE MANAGEMENT & CROSS-FUNCTIONAL DELIVERY

- Selected to assume Project Release Manager responsibilities in October 2025 while continuing to lead QA delivery; owned biweekly production releases and approximately monthly hotfixes for Thread and UDV.
- Coordinated release readiness with five team leads and globally distributed engineering, QA, product, and stakeholder groups, including teams in Poland, Mexico, and the Dominican Republic; identified dependencies, blockers, environment concerns, time-zone constraints, and sequencing risks before deployment.
- Built regression plans that combined automated and manual coverage, assigned validation work to QA engineers and developers, tracked completion, and escalated unresolved risk before go/no-go decisions.
- Managed the complete dev-to-stage release flow by deploying approved changes, initiating stage testing, creating and prioritizing defects, coordinating fixes and re-releases, and facilitating release-readiness meetings with Product Owners and essential stakeholders.
- Served as the QA gate for pull requests by validating preview environments and environment overrides against acceptance criteria, approving changes only after functional expectations were met, and releasing merged changes to stage.
- Led a critical weekend production recovery when PagerDuty alerts fired immediately after deployment; reviewed New Relic logs, isolated the issue, coordinated a rollback, partnered with developers on the fix, validated the correction, and supported a successful re-release.

QUALITY ENGINEERING, AUTOMATION & TECHNICAL INVESTIGATION

- Created and maintained approximately 250 API and integration tests and 200 Playwright end-to-end tests across Thread and UDV, materially expanding automated coverage of business-critical workflows.
- Modernized a legacy Reqnroll / Gherkin regression suite by converting and expanding roughly 80 tests that required about 60 minutes into more than 150 Playwright tests that completed in approximately 30 minutes - nearly doubling coverage while cutting execution time in half.
- Reduced manual regression effort by automating repeatable, high-risk scenarios and shifting QA time toward exploratory testing, edge cases, and release-specific risk analysis; automation also exposed production-only defects that did not reproduce in stage.
- Performed functional, regression, smoke, integration, end-to-end, API, UI, cross-browser / operating-system, and targeted performance testing across enterprise web applications.
- Investigated defects through Postman, Swagger, SQL Server, Azure Data Studio, MongoDB, New Relic, PagerDuty, application logs, and AWS-hosted environments; built CI/CD-integrated test workflows with Azure DevOps, Azure Pipelines, Git, and later GitHub.
- Integrated Claude Sonnet, Claude Opus, and ChatGPT into daily QA workflows to accelerate Playwright/C# test creation, complex SQL and MongoDB query development, New Relic searches, log analysis, debugging, and technical investigation while personally reviewing, correcting, and validating all output before use.

LEADERSHIP, MENTORING & AGILE DELIVERY

- Operated as the sole QA engineer on a core team that typically included two backend developers and two frontend developers, and served as the primary quality partner for application behavior, risk, test strategy, and release readiness.
- Mentored four QA engineers and onboarded contractor QA resources by teaching application architecture, domain workflows, test strategy, environment usage, regression expectations, and release processes.
- Created QA-focused user stories, documented reproducible defects, validated developer work against acceptance criteria, and contributed to daily standups, two-week sprint planning, retrospectives, story refinement, estimation, and 16-week Program Increment planning.
- Earned consistently positive performance reviews, met manager-defined goals, received multiple compensation increases, and was promoted based on ownership, technical growth, and cross-functional trust.

TECHNICAL SKILLS

Automation & Test Frameworks: Playwright, Selenium, NUnit, xUnit, MSTest, Reqnroll
Languages & Querying: C#, SQL, Gherkin
API, Data & Observability: Postman, Swagger, REST APIs, SQL Server, Azure Data Studio, MongoDB, New Relic, PagerDuty
DevOps, Source Control & Cloud: Azure DevOps, Azure Pipelines, Git, GitHub, CI/CD, AWS
AI-Assisted Workflows: Claude Sonnet, Claude Opus, ChatGPT; test development, debugging, SQL / MongoDB queries, New Relic searches, log analysis, technical investigation

EDUCATION & RECOGNITION

Bachelor of Science, Game Design and Development **2020**
Full Sail University, Orlando, FL | GPA: 3.69 | Advanced Achievement Award recipient