

# Craig Burger

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## Professional Summary

**Strategic Software Quality Assurance (SQA) Manager** with **15+ years** of progressive leadership in **Manual & Automated Testing** and delivering high-quality, **cross-platform** solutions (Mobile, Web, IoT). Proven expertise in **end-to-end testing** and **hardware-integrated systems**.

- **Core Competencies:** **Test Automation Framework** development (Python, Appium), **Performance Testing** (JMeter), **Integration Testing** (Postman, Swagger), and **API-driven platform QA**.
- **Leadership & Impact:** Expert in **QA Team Management**, establishing **scalable QA processes**, and effectively **coordinating 3rd-Party testing** efforts to ensure successful, high-impact **Product Releases**. Possesses deep knowledge of CI/CD pipelines, Agile/Scrum methodologies, and risk-based test strategy.

## Skills

Software QA, Test Plan Writing, Defect Triage, Firmware QA, E2E Testing, Blackbox Testing, Regression Testing, User Acceptance Testing, Automated Testing, Quality Reporting, Team Management, Agile, SDLC, Release Validation, CI/CD, Release Management, Software Development, Mobile Apps, Webapps, Customer Relationship Management Tools, Content Management System Tools, IoT, AI Software Development Tools

## Work Experience

**Simplisafe**, Boston, MA

April 2019 to present

### **SQA Manager, Apps/Staff SQA Engineer**

- Championed Quality Culture by helping to implement such conventions such as Shift Left Testing and Automation First resulting in faster release cadence and fewer escaped bugs
- Managed up to 8 QA Engineers across 2 teams, servicing over a dozen cross-stack development teams, finding over 1600 bugs, ensuring high quality weekly app, and backend releases that were used by millions of customers.
- Lead End to End testing efforts for multi-platform, full stack hardware/firmware/software development projects including numerous new subscriptions, 5 new cameras, several sensors and dozens of new app features by developing test strategies and test case matrices, tracking and reporting defects and test progress leading to numerous highly successful product launches.
- Wrote automated tests and Page Object Models for iOS and Android mobile apps in PyTest using Selenium/Appium Webdriver removing the need to manually regression over 300 test cases.
- Using Cursor with a Claude Sonnet Agent, wrote an automated UI Test Suite for a Web app in JS for Cypress in 4 weeks with a github action and slack integration saving 2 hours of manual regression testing weekly.
- Trained 6 manual testers in Test Automation in Selenium, Appium and Cypress (Python and Javascript) as well as general development principles and process resulting in multiple manual engineers independently contributing to multiple SDET repos writing stable, reusable methods, page objects and tests.
- Used Claude Code to build selector drift reports across multiple Automated UI Test Frameworks as well as a weekly regression risk report that is used by dozens of QA Engineers and Developers

**GTxcel**, Southborough, MA

June 2006 to April 2019

### **Director of SQA/SQA Manager/SQA Engineer/Email Coordinator**

- Developed automated regression testing framework in Python/Selenium for a SaaS CMS (Content Management System)
- Helped roadmap migration by coordinating AWS setup, transferring WordPress assets, and validating site functionality post-migration, improving scalability & performance
- Implemented jmeter load testing for Wordpress based CMS product

- Trained and managed a team of 3 Software QA Engineers
- Managed migration from GCM to Firebase messaging for 2 different App products allowing for greater stability of push notifications
- Wrote Comprehensive Test Plans for Wordpress based CMS product and integration app product that allowed maximum feature coverage with inexpensive 3rd party testers
- Tested beta Apple TV and Fire TV app product for the Broadcast customer's integrated CMS, ensuring a quality launch of the MVP
- Developed and maintained an automated regression testing framework in PHPUnit using selenium for 200 site CMS SaaS product, enabling me to be the sole QA Engineer on the product
- Wrote a script to register 400 CDN domains for use in HTML5 CMS saving dozens of hours of employee resources

## **Education**

**Bachelor's of Arts, Music Business** - SUNY Potsdam, Potsdam, NY

1996 to 2000

- Music Technology, MIDI controllers and sheet music writing software
- Performing group management, bookings, recording and distribution

## **References**

Available upon request