

# STEVE JOHNSON

He/Him • Decatur, GA  
linkedin.com/in/stevegulls • github.com/srjohnson1986  
srjohnson1986@gmail.com

## SUMMARY

QA lead with 10+ years at Verizon testing high-traffic eCommerce and launch-critical releases, including a site serving 70M monthly visitors. Led onshore and offshore testers, wrote test plans, and investigated defects through log evidence in Kibana. Recent personal projects, built with Claude Code under issue, pull request, and CI guardrails while owning design, review, and testing decisions, add hands-on automation, including a 458+ test suite behind a 90% coverage gate.

## CORE SKILLS

**Quality & Testing:** Automated and Manual Testing, Regression, Test Planning, Test Case Management, Exploratory Testing, Defect Analysis, Requirements Traceability, Environment Validation, SDLC, Agile

**Tools & Platforms:** Jira, qTest, Zephyr, Postman, Kibana, Chrome DevTools, Burp Suite, Playwright, Selenium, GitHub Actions CI/CD

**Technical:** Troubleshooting, Software Documentation

**Languages:** SQL, Python, HTML, CSS

## PROJECTS

### Care Communication Board

2026

**Solo Developer / Product Owner** (Personal project)

- Designed, built, and shipped an ad-free communication app for Android and the web for a family member temporarily unable to speak, reaching first release in 4 days and v1.0 in 13 days while directing an AI coding agent and owning all architecture and review decisions, giving her a dependable way to communicate throughout her recovery.
- Engineered a suite of 458+ tests that runs on the JVM, in headless Chrome, and on an Android emulator, backed by a 90% coverage gate and required checks on every merge, catching regression defects before they could reach a user.
- Audited which tests CI actually ran, using Claude Code to look for gaps, and uncovered that half the UI test suite was failing unnoticed because CI never ran it, then repaired the tests and added emulator-based UI testing to CI, closing a blind spot that let UI regression defects slip past a passing build.
- Diagnosed and fixed a race condition that could silently save stale data, and proved the fix with a regression test that fails reliably without it, protecting users' saved boards from silent data loss.

### Personal portfolio website

2026

**Developer / Test Author** (Personal project)

- Designed a public Playwright suite that renders every resume version from the site's own data files and checks each one against the skills and bullets it should show, catching missing or wrong resume content before it goes live.
- Chartered exploratory testing sessions on the live site, directing Claude Code through a controlled browser and recording what was covered, found, and left untested, then turning every finding into a test that failed before the fix and passed after, ensuring none can return unnoticed.
- Linked every one of 760+ Playwright tests to a GitHub requirement issue and added a CI gate that fails on untested requirements, unknown tags, or untagged tests, confirmed by breaking each rule on purpose.
- Automated 47 API and contract tests (40 mocked on every pull request, 7 live weekly) with JSON Schema contracts and a Newman-run Postman collection, proving them with deliberate schema, mock, and code breaks.
- Created an evaluation suite that measures how reliably AI drafts resume bullets, scoring repeated runs of fixed prompts against coded content rules and failing the build if the pass rate drops below 95%.

- Built automated page-speed checks and a load test that keep the site fast for visitors, show reviewers whether speed held on every site change, and fixed a font-loading problem so pages stay steady while visitors read.
- Proved each automated check could fail before trusting it, deliberately breaking the code, data, or prompt it guards and confirming the right tests failed, giving every passing build real meaning.

## PROFESSIONAL EXPERIENCE

### Thermal Process Development

2026-Present

#### Digital Transformation Consultant / Project Manager (Contract)

- Built and maintained an open-source VBA Excel add-in that turns Smartsheet exports into branded customer equipment lists, project schedules, and vendor quote packages, cutting a 4+ hour, several-hundred-click manual build to 4 clicks and about 10 seconds.
- Caught three failing AI-written unit tests by running them, then fixed the test data instead of the correct code, leaving all 20+ tests passing against both real-world and synthetic inputs.
- Designed edge-case test data and fixtures around the inputs most likely to break the tools, such as parent/child row groups, wrapped multi-line text, and vendor names that collide as sheet names, exposing failures before users could hit them.
- Delivered 11+ versioned releases, every one verified against a manual smoke-test checklist for every ribbon tool using fabricated sample data from a Python script, confirming the tools worked before users received them without exposing any customer data.

### Verizon Wireless

2012-2024

#### Quality Assurance Lead 2017-2024 (Concurrent Jira Project Lead)

#### Quality Assurance Engineer 2012-2017

- Owned end-to-end testing for a site serving 70M monthly visitors plus native iOS and Android apps, across multiple browsers (Chrome, Firefox, and Edge, with Internet Explorer as needed) in desktop, tablet, and mobile.
- Tested 10+ major releases and 20+ minor releases and device launches every year, plus priority fixes and content updates, protecting a site serving 70M monthly visitors.
- Led QA across project teams of up to 20, coordinating onshore and offshore testers through daily handoffs spanning multiple time zones, keeping testing momentum consistent between shifts.
- Selected targeted regression suites of 50+ test cases from a pool of thousands, matching coverage to the flows every release touched and keeping regression cycles focused on what could actually break.
- Wrote, maintained, and ran 100+ end-to-end manual regression test cases on large projects, choosing the flows and parameters every project needed and giving big releases full coverage of the paths that mattered.
- Analyzed confirmed fraudulent transactions to reverse-engineer attack patterns, then built test cases covering those and similar vectors so future releases were validated against known exploits.
- Explored features hands-on alongside scripted test cases, catching wording, grammar, and name and address display problems that met the spec as written, filing defects as they surfaced and raising them in stand-ups so the requirements were updated and fixes shipped.
- Built credit-check test coverage from scratch in about two weeks for the device installment plan launch, partnering with credit, billing, and data teams to create test customers across credit classes.
- Enforced a team standard linking every defect to its test case and requirement, with preconditions, steps, expected vs actual results, and evidence, improving defect quality and showing at a glance whether the defect, test, or requirement was wrong.
- Verified every payment method across checkout, bill pay, and AutoPay, including the full 3D Secure, address, and security code test matrix, confirming in Kibana that every transaction returned the expected status code and matched what the customer saw, protecting customers from payment outcomes that didn't match what actually happened.

## EDUCATION AND CERTIFICATIONS

### Bachelor of Science, Management Information Systems The University of Alabama

2012

### ISTQB Certified Tester

2012-Present