

Howard Thompson

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WORK EXPERIENCE

Bayshore Healthcare

Senior Quality Assurance Automation Specialist | July 2023 – January 2026

- Built and led a Technical Product Support team of 4–5 for cloud-based healthcare applications (Client and Employee apps); reworked ticketing workflows between ServiceNow and Jira, creating Python-based integrated reporting and ticket cloning/redacting systems
- Reviewed 800+ candidate applications and led hiring for multiple roles; developed job descriptions, conducted interviews, and onboarded three team members; configured Jira Service Management for a new project and support team; trained successors and transitioned support leadership to ensure continuity
- Took on QA leadership for a significant portion of a new multi-application healthcare platform as it went to pilot; drove improvements in testing processes and Jira/QMetry usage
- Designed and built an end-to-end mobile test automation framework (65+ test cases) for the field staff app using WebDriverIO/Appium, Playwright, and TypeScript with Page Object Model architecture, multi-device orchestration, REST API state management, and Allure reporting. Developed through paired programming with Claude AI.

FanDemand Inc

Quality Assurance Lead | February 2021 – December 2022

- Managed verification/validation of custom enterprise mobile/web applications and a proprietary “no-code” framework (Flutter/GCP) for Government, Hospitality, and eSports projects
- Documented functional test scenarios from workflows, UI/UX mockups, prototypes, and product owner interviews; created test cases/test plans for functional, regression, and smoke testing
- Performed hands-on automation: Flutter Integration Test (Dart), Firebase Security Rules (Mocha/Firebase emulator), TestProject (Appium); directed and reviewed testing by others
- Conducted business analysis including OpenAPI/JSON definitions, FHIR/HL7 interfacing, government security & privacy (PIPA) requirements, and open-source code sourcing

Coonelli

Software Engineer (Contract) | December 2018 – February 2021

- Migrated a complex corporate WordPress site to Drupal 8 along with creation of smaller websites (SQL, Dart, CSS, HTML)
- Made full-stack changes to PeerTube, an open-source client/server video product, adapting it to support VAST and VPAID Ads (Angular, TypeScript, NodeJS, Express, PostgreSQL, Sequelize, RxJS)
- Resolved installation/feature issues with Linux systems (LogicalDOC DMS, Jasper Reports, YetiForce CRM) for customer deployment

Independent / Self-Employed

Mobile Application Developer | November 2014 – July 2019

- Conceived, architected, and developed “Get It Or Not” Android Shopping App and “UPC to Keywords” barcode search App for Google Play Store and Apple App Store
- Researched extensively into Amazon and Google Shopping script formats, search parameters, data formats, and sparsely documented features
- Rewrote front-end library to an open-source licensing server product using RxJava2; built with Flutter, Dart, Java, AdMob, WebView, DOM/SAX, OkHttpClient

Dr. Judy Thompson Medicine Professional Corporation

Bookkeeper and Caregiver | June 2008 – June 2019

- Resigned from BlackBerry to meet family needs; managed bookkeeping using QuickBooks Pro, Health & Welfare Plans, CRA/Tax Interfacing

BlackBerry, Waterloo

Team Lead, SV&V Automation | February 2005 – May 2008

- Created a framework allowing Java test cases to make SOAP calls to components distributed across the network, performing actions on devices, mail servers, and Enterprise Admin Servers
- Architected the automation solution: researched requirements/features, evolved a vision of software components, oversaw creation of designs and interfaces
- Managed three releases of the framework, a team of 4 developers and 3 testers; scheduled work, monitored progress, facilitated design/code reviews
- Built integration test cases for messaging, calendar, contact, task and note functionality (MS Project, Jira, HP Mercury Quality Center, JUnit, UML)

whosellsit.com

Creator | August 2002 – December 2004

- Launched a product search engine where “brick and mortar” retailers could market inventory by uploading UPCs (JBoss, EJB, JSP, SQL, JDBC, WebServices, Apache Struts, MySQL, J2EE, Linux)

Nortel Networks Inc., Toronto

Senior Software Developer / Technical Lead | April 1994 – July 2002

- Added CTI Enhancement interface code for Nortel’s Succession 3.0 switch release; supported switch integration components and resolved problems at 8 “Hot Sites”
- Brought together views of product line management and engineering on capacity increases; reworked voice application integration code threading/signalling
- Led teams of 3–4 toward product sub-releases; ported call center software to VisualC++6 incorporating Windows 2000, Sybase 12, and MS Installer
- Developed a real-time statistics data propagation service and development kit for 3rd party applications (Wallboards, Agent desktops, Network routing)

EDUCATION

Acadia University

Bachelor of Computer Science

SKILLS & TRAINING

Testing & Automation: WebdriverIO/Appium | Playwright | Flutter Integration Test | Firebase Security Rules Testing | Selenium Webdriver | Manual Testing | Regression Testing | Smoke Testing

Languages: Java | C++ | Python | Dart | JavaScript | TypeScript | SQL | CSS | HTML

Technologies & Platforms: Flutter | GCP | Firebase | Angular | NodeJS | Express | PostgreSQL | Sequelize | Drupal | Android | RxJava | RxJS | SOAP | WebServices | OpenAPI/JSON | FHIR/HL7

Process & Tools: Agile / Scrum / XP | CMMI | Jira/JSM (Admin) | QMetry

Training: Selenium WebDriver with Python | Appium Mobile Testing | TestNG Cert (Lambdatest) | Scrum Fundamentals (SFC) | Programming Mobile Applications for Android (Coursera)