

DARIUS HOLLOWAY

Quality Assurance

QA lead with 13 years across healthcare, fintech, and B2B SaaS. Built quality programs from scratch at two startups and modernized testing at a 400-engineer org. Known for measurable defect reduction, calm release management, and growing QA engineers into senior and lead roles.

PROFESSIONAL EXPERIENCE

- **QA Lead, Allegheny Health Platforms, Pittsburgh, PA**
2021 – Present
 - Lead a team of 9 QA engineers supporting 6 product squads on a HIPAA-regulated patient engagement platform.
 - Cut escaped defects to production by 62% over two years by introducing contract testing, a shared test data service, and weekly defect retros.
 - Own QA hiring across the org; built a take-home exercise and structured interview loop that lowered time-to-hire to 28 days.
 - Partner with security and compliance on SOC 2 and HITRUST audit evidence for testing controls.
 - Promoted three engineers from QA II to Senior QA in 18 months by sponsoring scoped automation projects.
- **Senior QA Engineer, Threadline Insurance Tech, Cleveland, OH**
2018 – 2021
 - Owned automation for the quoting engine; reached 78% coverage on critical paths within first year.
 - Stood up the team's first CI test pipeline in GitLab; cut average build feedback from 41 minutes to 9.
 - Ran a cross-team bug-bash program that found 180+ issues before a major rebrand release.
 - Mentored four QA analysts on Selenium WebDriver and BDD with Cucumber.
 - Wrote the QA chapter of the engineering onboarding handbook still used today.
- **QA Engineer, Coppertop Software, Akron, OH**
2015 – 2018
 - Tested a B2B field-service mobile app on iOS and Android across 14 device profiles.
 - Authored 600+ manual test cases and converted the top 30% to Appium automation.
 - Triaged production tickets alongside support and reproduced roughly 75% within the same day.
 - Drove adoption of exploratory test charters, which uncovered defects automation kept missing.
- **QA Analyst, Coppertop Software, Akron, OH**
2012 – 2015
 - Ran functional and regression testing for a property management web app.
 - Built reusable SQL validation scripts for nightly billing batch jobs.

CONTACT INFORMATION

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EDUCATION

- B.S. Information Systems, University of Akron, 2012
- ISTQB Certified Tester, Foundation Level (CTFL)
- ISTQB Advanced Level Test Manager (CTAL-TM)
- Certified ScrumMaster (CSM), Scrum Alliance

KEY SKILLS

- Test strategy and QA program leadership
- Test automation architecture (Selenium, Appium, Playwright)
- CI/CD pipeline integration (GitLab CI, Jenkins, GitHub Actions)
- API and contract testing (Postman, REST Assured, Pact)
- Performance testing (JMeter, k6)
- BDD frameworks (Cucumber, SpecFlow)
- SQL and test data management
- HIPAA, SOC 2, and HITRUST testing controls
- Defect metrics, root cause analysis, and release readiness
- Hiring, mentoring, and QA career pathing
- Risk-based and exploratory testing

- Jira, Xray, TestRail, and Zephyr

- Wrote release notes and known-issues docs reviewed by 30+ customer-facing staff.
- Earned ISTQB Foundation certification while on team.