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# JON COOK

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**CSAA Insurance Group, a AAA Insurer** Glendale, AZ

November 2021- September 2024

## **Manager, IT Quality Assurance – November 2021 to September 2024**

- Proven leadership skills, with an ability to work autonomously and empower cross-functional team members.
- Leads and supports a team of 40+ which is a multi-geographical team of Software Quality Assurance Engineers and Test Team Leads.
- Mentored and developed junior and senior engineers, fostering a culture of continuous learning and growth within the team. Developed 5 engineers who received promotions within 2 years.
- Mitigated risk during cost savings exercise to reduce overall budget by \$3.5 million. Reduced headcount 10% by leveraging automation coverage and cross training of staff. Pivoted to a nearshore vendor model to reduce bill rate by 50% for 100% of contracting staff.
- Responsible for substantial portions of expansive Quality Assurance Department which includes defining and maintaining QA standards, processes, and quality procedures.
- Experienced in participating in setting short-term strategic direction as well as operational policies for the IT Organization.
- Conducts regularly scheduled one on one meetings with team members. Monitors performance and performs mid-year and annual staff performance evaluations.
- Well versed in Agile methodology and more recent experience leading teams within SAFe Agile principles and practices.
- Documents and reports on Quality Assurance performance goals and metrics to executive-level leadership.
- Cultivated high-performing engineering teams through effective communication, collaboration, and performance management practices.
- Manages annual team budget and collaborates with executive leadership to build annual budgets for the department.
- Collaborates in development of standards and evaluates specific technologies, general technology trends, competencies, strategies, and methodologies.
- Ability to host crucial conversations to provide guidance and direction to a team of QA Engineers.
- Proficient in insurance domain knowledge of systems and products, enabling thorough understanding of different aspects of a product and complete coverage of test strategies.
- Collaborated with leaders/team leads across Development, Product Management and QA on the timely delivery and testing of quality functionality to customers.
- Developed and drove QA strategy and vision throughout the organization for better risk assessment of products.

## **IT APPLICATIONS ANALYST V- MAY 2018 TO NOVEMBER 2021**

- Leads preemptive efforts across multiple applications to define system issues to stakeholders.
- Works across the organization to reach company goals by leveraging key analytics with IT tools.
- Main point of contact for Quantum Metric to lead how the organization can benefit and develop solutions that provide valuable insight into user experiences and struggles.
- Utilizes CSS and JS to development custom UI tracking within Quantum Metric across multiple applications.
- Leverages IT strategies to develop system reporting in Splunk, NewRelic, Quantum Metric and (SQL) Oracle Database.
- Hosts design workshops for newly developed features to provide UX reporting on new customer flows in different applications.
- Works closely with QA Engineers, Product Owners, Developer and Architects within Agile methods.
- Provides product team's key analytics and assists with design solutions.
- Mentors IT analysts regularly by developing their knowledgebase and technical skillsets.

## **IT APPLICATIONS ANALYST IV- DECEMBER 2015 TO MAY 2018**

- Review and groom production critical defects/functionality using IT strategies
- Team lead for a Kanban production triage team handling daily stand-up meetings
- Host retrospectives to implement new process improvements identified by team
- Identify valid defects and communicate findings to the business partners allowing process efficiencies during and after production releases
- Point of contact for production defects dealing with development and business for clarifications during full defect life cycle
- Lead on call rate changes for production environment during off peak hours
- Runs daily queries using SQL for data mining to provide potential impact for exposer/Data review and mining using Dynatrace and Splunk
- Utilization of IBM Tealeaf which includes searching session data to locate specific use case information for application user actions
- Lead efforts for IBM Tealeaf by hosting training and collaboration meetings to meet IT and Business needs. Develop events and reports to allow quick dashboard notifications of particular user actions within application

**COGNIZANT TECHNOLOGY SOLUTIONS** PHOENIX, AZ

September 2014 – December 2015

**PROGRAMMER ANALYST – TRIAGE & QUALITY ASSURANCE**

- Review and assess defects for required deliverables based on sprints
- Identify valid defects and communicate findings to the Business Analysts
- Run daily queries using SQL for data mining to provide potential impact
- Co-lead in daily stand up to address road blocks, project completion percentages, and needed assistance
- Lead Program Analyst testing Homeowners-Auto policies for defects within insurance client systems
- Reinvestment training to become a subject matter expert in Agile and insurance domain
- Responsible for managing off shore counterpart teams up to fifteen people to meet all deliverables

**LANDIS CYCLERY** PHOENIX, AZ

March 2012 – September 2014

**CYCLERY SALES ASSOCIATE**

- Sales Associate specializing in Trek bikes after completion of detailed sales and product training
- Learned higher level mechanical skills and mentor other team members
- Superior customer service focus to inform customers on overall products and accessories
- Inventory control and customer sales analytics

**COGNIZANT TECHNOLOGY SOLUTIONS** MIDDLETOWN, NJ

October 2010 – October 2011

**QUALITY ENGINEERING AND ASSURANCE ANALYST -**

- Lead program analyst developing application software for large telecommunications client
- Functional and manual testing of current technological products including Blackberries, iPhones, iPads, Apple Software
- Lead of 12 who presented all results and findings from other team members offshore to client to discuss deliverables and roadblocks
- Responsible for nightly calls with backup team based offshore.

**EDUCATION & CERTIFICATIONS**

Bachelor of Arts in Communications

Arizona State University

**TECHNICAL PROFICIENCIES**

Ad-Hoc Testing, Functional Testing, Business Requirements Gathering/Walkthroughs, SDLC methodologies, SAFe Agile methodologies, Waterfall methodologies, Data Mining(SQL), Data Analysis, Triage, Business Analysis, CSS, JavaScript, XML, JSON, Safe Agile principles and practices

**SOFTWARE AND PLATFORMS**

Microsoft Suite, Insurance Domain Platforms, Jira/Confluence, Quality Control, Tealeaf, Splunk, Dynatrace, Quality Center, RTC, JIRA, Quantum Metrics, Splunk, New Relic

**COMMUNITY INVOLVEMENT AND OUTREACH**

Diabetes Ride for Life, The Crayon Initiative, Nana's Christmas Pajamas, Maintaining community parks