

Rick Murdock

Quality Assurance Analyst

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SUMMARY

IT Quality Assurance Analyst with experience testing both UI and back-end integrations on an agile team. Former Software Developer with 20+ years of experience building and supporting a variety of systems for the insurance, financial regulation, retail and automotive industries. Past computer science graduate and a more recent graduate of The Iron Yard coding school.

EXPERIENCE

LKQ Corporation - Antioch, TN

2/2018 – 5/2020

IT Quality Assurance Analyst II - 7/2019 - 5/2020

- Performed manual testing on an agile team of 14 that supports integrations with major auto parts retailers. Participated in Scrum ceremonies during 2 week sprints.
- Tracked defects in Jira and wrote and executed test cases with TM4J.
- Worked with UI developers to test new changes to the existing Webadmin Portal website when new auto parts customers were added.
- Collaborated with developers and business analysts on a new Customer Contact front-end. Tested the UI in multiple browsers and suggested improvements when necessary. Tested API calls with SoapUI.
- Wrote SQL queries to verify new data extracts created by the DBAs.
- Tested new back-end EDI processes for O'Reilly Auto Parts for both stocking and drop ship orders. Created specific order scenarios to test that custom shipping requirements were being met. This included extensive testing with RF guns to ensure that warehouse picking and packing processes followed business requirements.
- Regression tested existing EDI partners Amazon, AutoZone when any EDI changes were made. Provided test orders to other teams for ConnectShip and Prelude ERP testing.
- Technologies Used: SQL Server, Jira, TM4J (Test Management for Jira), Microsoft Teams, EDI (Electronic Data Interchange), EDI Notepad, EDI Store Browser, SoapUI

Software Developer - 2/2018 - 7/2019

- Worked on an agile team as a front-end developer on new development and enhancement projects for LKQ's internal apps, including Manifest Management, Location Management and Sales Assistant CRM.
- Technologies Used: Angular 7, HTML5, CSS3, JavaScript, Bootstrap, Node.js, Visual Studio Code

The Iron Yard - Nashville, TN

5/2017 – 10/2017

Front-End Engineering Student

- The Iron Yard is a 12 week, full-time immersive code school providing a full stack foundation of both front-end and back-end fundamentals, including a language specialization in JavaScript with ReactJS.

LifeWay Christian Resources - Nashville, TN

5/2005 – 3/2017

Software Engineer

- Assisted with support of JDA Win/DSS point of sale system for 170+ retail book stores.
- Worked with a team to upgrade Python retail back office system, with a MySQL database, from Django 1.4 to 1.8., including adding functional tests and improving code readability.
- Used PeopleSoft, SQR, and Oracle to build and maintain all company benefit file feeds for both open enrollment and regular payroll processing. Worked with both HR personnel and external vendors. Maintained Kaba time and attendance terminals.
- Provided main support for MeetingTrak camps and events registration system. Assisted internal customers with production support issues. Worked with a team to gather requirements and seek out a web based solution to replace this system.
- Technologies Used: Python 2.7, Django, MySQL, JDA Win/DSS, PeopleSoft, Oracle, SQR, Sybase, SSIS, SQL Server, Access, Crystal Reports

National Futures Association - Chicago, IL

6/1999 – 5/2005

Senior Application Developer

- Led project to rewrite an existing ASP web based system to ASP.NET using VB.NET, Oracle and stored procedures. System was enhanced to provide additional functionality. This project involved developing design specifications based on requirements from both internal and external users (U.S. futures exchanges and the Commodity Futures Trading Commission).
- Worked on a team to convert an existing mainframe member registration system to a new Online Registration System (ORS). Worked on all phases of the system with users from all departments over a three year period. Provided ongoing support and added new enhancements. Development was done in Visual InterDev with an Oracle database. This new system allowed members to get temporary registrations the same day instead of waiting a few weeks.
- Assisted users of the Special Committee on Registration Fitness issues. Extracted and prepared data for an outside consultant to analyze.
- Built an Access application to generate a series of Firm Directory reports. This allowed an old application to be removed from the mainframe.
- Technologies Used: ASP.NET, VB.NET, Visual InterDev, Oracle, Access

United Insurance Company of America - Chicago, IL

10/1990 – 6/1999

Senior Programmer / Analyst

- Worked with a team to complete necessary Y2K changes to Oracle Forms 4.5 modules and SQR reports in preparation for company Y2K Certification.

- Designed and developed Oracle Forms 4.5 modules for a new Policy Administration System to replace the existing mainframe Register System. Worked with users at all levels of the company to create business rules and specifications.
- Converted an Employee Front End System from Forms 3.0 to Forms 4.5. Designed an Agency Tracking and Licensing System that was later added to the Front End System.
- Used Oracle Forms 4.5 to create a GUI prototype for a new Life Claims System. Participated in the full life cycle from analysis to implementation of this client/server system with an Oracle database.
- Worked with an outside vendor, using CompuSet, to convert pre-printed insurance policies to an Automated Policy Printing System.
- Supported Cybertek Auto-Issue System in COBOL and Assembler. Added new insurance products and provided user support.
- Technologies Used: COBOL, Assembly, Oracle, Oracle Forms, SQR, PL/SQL, CompuSet

EDUCATION

University of Central Florida, Orlando, FL, Bachelor of Science in Computer Science, 5/1990

CERTIFICATIONS

Front-End Engineering Certificate of Completion, The Iron Yard, Nashville, TN, 8/2017

Fellow, Life Management Institute (FLMI), LOMA, 4/1997