DENNIS SIMS

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Software Quality Leader / Agile Scrum Master

QUALIFICATIONS PROFILE

Accomplished and innovative Quality Engineering Leader with extensive experience driving high-performing teams through the intersection of Agile methodologies and cutting-edge technology. Proven track record in spearheading AI adoption strategies to automate complex workflows, significantly increasing release velocity and compressing testing timelines. Expert in navigating the full SDLC, optimizing resource allocation, and removing systemic impediments through predictive quality analytics. A champion of Shift-Left testing methodologies to identify defects earlier in the SDLC, reducing downstream remediation costs. Strategic communicator and mentor dedicated to fostering a culture of continuous improvement, ensuring timely delivery of robust technical programs while maintaining rigorous budget/performance standards and regulatory compliance.

CORE COMPETENCIES	TOOLS
Agile Transformation and Coaching	Azure DevOps, Jira
AI-Driven Quality Strategy	Microsoft Co-Pilot, Claude, SonarQube
Quality Engineering and Automation	Tosca, Playwright, NeoLoad, Postman
Data-Informed Visualization and Reporting	PowerBI, Tableau
Cross-Functional Orchestration	Figma, Miro

PROFESSIONAL EXPERIENCE

CareSource | Dayton, OH

Scrum Master II, Agile Center of Excellence — **Nov 2024–Present**

Portfolio Manager, Enterprise Quality Engineering — **Jan 2023–Nov 2024**

Lead an international team of 16 Test Managers and Quality Engineers responsible for delivering manual & automated testing across multiple product portfolios, including Enrollment, Provider, Portals, EDI, and Interoperability

- Served as the Scrum Master, leading daily scrum calls, sprint reviews, product backlog refinements, capacity planning, velocity tracking, and sprint retrospectives for multiple teams, including Platform Enablement, Performance Testing, Release Management, and Enterprise Data Services (Reporting)

Notable Accomplishments

- ✓ Leveraged Microsoft Co-Pilot to automate sprint documentation and action-item tracking, reducing administrative overhead for the development team by 15%
- ✓ Drove Agile maturity by introducing structured retrospectives, leading to a 20% increase in historical Say/Do ratio
- ✓ Managed cross-team dependencies and mitigated risks across multiple product portfolios (Enrollment, EDI, etc.) to ensure unblocked delivery

CapitalRx | New York, NY

Senior Director, Software Quality Assurance — **Nov 2021–Jan 2023**

Managed a team of 7 Software Quality Engineers, responsible for providing manual and automated testing support for our pharmacy claims adjudication application (JUDI).

- Provided testing-level metrics to senior management through dashboards and customized reports.

Notable Accomplishments

- ✓ Successfully led a team-wide transition from an automated testing tool with Javascript support (Cypress) to one with Python support (Playwright), ensuring the team got the training and support required.
- ✓ Developed automated tests for CI/CD integration using Codebuild, GoCD, and Jenkins

Rally Health/Optum Digital | Minneapolis, MN

Director, Client Validation and Release Management — **Mar 2021–Nov 2021**

Supervised two teams within the Client Activation group, including the Client Validation Team. This 8-member team was in charge of validating user experience through automated user interface testing, data reconciliation, and manual testing.

- Provided direction to the 5-member Release Management Team that was accountable for coordinating monthly releases and launch night deployments.
- Keenly monitored the teams and assessed performance by creating metrics and dashboards.

Notable Accomplishments

- ✓ Transitioned the automated BDD-test scripts from RobotFramework to Webdriver.IO for better sustainability
- ✓ Successfully developed MVP dashboard for company-wide metrics visibility

Open Systems International (OSI) | Medina, MN

Director of Quality **Aug 2019–Mar 2021**

Oversaw a Multinational Team in charge of creating several software quality validations and verifications; managing all DevOps activities; as well as producing manual, automated, performance, security, and numerous other cases for the operation technology industry

- Rendered guidance to the CI pipeline, as well as maintaining test environments and designing test metrics.

Notable Accomplishments

- ✓ Drove efforts in increasing 28% improvement of SQA staff in a span of 12 months, which included office development in Montreal, Quebec from the ground up with 10 staff
- ✓ Obtained 26% growth in total automated tests in 2020 by fulfilling department goals.
- ✓ Spearheaded the execution of an internal lean delivery plan around test coverage, resulting in the reduction of defects leaked to customers by 18%

Optum | Eden Prairie, MN/Telecommute **2011−2019**

Automation Engagement Director **Mar 2018–Jul 2019**

Held accountability in evaluating, prioritizing, and ensuring the delivery of process automation solutions across behavioral health business.

- Directed a team of 6 Business Analysts and Product Owners responsible for documenting the current and future state of the project and collaborating with multiple delivery teams.

Notable Accomplishments

- ✓ Worked in collaboration with technical experts in identifying the appropriate automation technology for each project, including RPA, RDA, NLP, machine learning, virtual chatbots, and system integrations
- ✓ Successfully completed project deployments, which saved $2.5M in 2018 and $1.6M in the first quarter of 2019

Quality Director **Feb 2016–Feb 2018**

Led a team of 19 international User Acceptance Test (UAT)/Quality Assurance (QA) Analysts concentrated on bringing the user perspective to Waterfall and Agile testing initiatives.

- Created, executed, and monitored UAT/QA testing by both domestic and offshore resources in collaboration with business units and development teams across numerous projects.

Notable Accomplishments

- ✓ Made a major contribution in developing a shared service enabling all Optum business initiatives teams to request UAT/QA personnel for their Agile and/or Waterfall projects.
- ✓ Played a key role in utilizing the Unified Functional Testing (UFT) tool in leading automated test case creation for the Integrated Clinical User Experience (ICUE) – Clinical Management Program.

Quality Manager **Apr 2011–Feb 2016**

Administered a dedicated, 11-member UAT/QA team to support quality initiatives across the business unit.

- Demonstrated efficiency in assisting more than 25 concurrent projects with domestic and offshore staff.

Notable Accomplishments

- ✓ Earned commendation as the first non-IT department resource to successfully establish an offshore staff improvement model for UAT/quality assurance (QA) resources across the business unit
- ✓ Generated and established a test documentation standard for Waterfall projects, which included user acceptance training (UAT) kickoff, test plan/strategy, test scenarios, test summary, and scorecard.

CERTIFICATIONS

Certified Test Manager, IIST
Certified Software Test Engineer (CSTE), Quality Assurance International (QAI)
Certified SAFe® 5 Agilist, ATC
Certified Scrum Master (CSM), Scrum Alliance