704-591-1718   plrobbins68@outlook.com   Waxhaw, NC 28173

PHILIP L. ROBBINS
SENIOR IT PROFESSIONAL

EXCUTIVE SUMMARY

- 12+ years of progressively responsible experience in information technology
- Comprehensive understanding of the design, testing, implementation and revision of software programs
- Quality assurance expert with critical thinking skills able to detect and correct information processes
- Communicative leader, able to seamlessly collaborate with product managers and developers to provide a high level of functionality, usability, and testability expertise

TECHNICAL SKILLS

ALM	JavaScript	Early Access Testing (EAT)
TFS	Bootstrap	EMR Systems: Paragon Clinical
Rally	Node.js	Suite of Applications
SQL	Agile Methodology	CSS
MS Office Suite	Waterfall Methodology	jQuery
TestRail	JIRA	React.js
HTML	User Acceptance Testing (UAT)	Git

IT EXPERIENCE

CASTLIGHT HEALTH   June 2018 - May 2020
Senior QA Implementation Analyst (Position eliminated due to COVID-19)   San Francisco, CA

- Reviewed and tested back-end configurations for customer-specific delivery within the configuration tools and then within user-facing interface of the Castlight app
- Tested and recommended improvements for the successful implementation of programs and processes
- Assisted in resolving complex issues reported by project teams, customers, and users
- Created test scripts and net new implementations for use during
  - Early Access Testing
  - Plan Year Rollover
  - back-end configurations
  - user-facing configurations
- Performed functional, end-to-end, and verification testing on the software application and programs
- Used JIRA to document and resolve issues found while testing and tracking agile project plans
- Tested issues within web (Chrome, Safari and Microsoft Edge) and mobile (iOS) platforms

ATRIUM HEALTH   Oct 2016 - June 2018
Senior Application Specialist   Charlotte, NC

- Supported and managed the Homecare Homebase application which interfaces with Cerner
- Assisted clients with troubleshooting system problems and creating and managing user accounts
- Monitored system performance and service interruptions, and communicated application updates and system modifications to management team, users, and staff
- Created and executed test scripts for Homecare Homebase upgrades prior to implementation
- Documented the analysis, design, coding, testing and conversion processes of assigned applications
- Evaluated and tested software programs and development procedures used to verify program function
- Provided resolution to complex application and reporting needs of users
- Wrote, revised, and verified quality standards and test procedures for program design and evaluation

MCKESSON PROVIDER TECHNOLOGIES (CURRENTLY ALLSCRIPTS)   Dec 2013 – April 2016
Promotion- Manager Paragon Product Quality   Charlotte, NC
- Managed Paragon's Product Nursing Domain suite of applications
- Managed QA resources, schedules, and workload assignments to ensure projects and software releases were completed on schedule with acceptable product quality
- Hired and negotiated salaries for full-time, part-time, and contract-to-hire employees
- Provided mentoring, and facilitated 1:1 meetings, full staff meetings, and disciplinary actions for staff
- Drafted and implemented onboarding and performance planning for department employees
- Managed team members who supported customers' educational needs and functionality questions
- Completed service orders, and created and identified work items and testing software
- Generated weekly work item statistical reports for major releases
- Led efforts to improve test coverage and Quality Assurance team productivity
- Collaborated with development team to drive rapid resolution of identified issues

Promotion- Clinical Quality Assurance Team Lead   Feb 2012 – Dec 2013
Continued to fulfill the role of **Clinical Quality Assurance Analyst**
- Managed day-to-day planning, operation and problem-solving of Quality Assurance team
- Responsible for the QA team's performance evaluations and other human resources related functions
- Evaluated and tested new or modified software programs and development procedures used to verify that programs functioned according to user requirements and conformed to establishment guidelines
- Wrote, revised, and verified quality standards and test procedures for program design and evaluation
- Responsible for the management, development, and training of Quality Assurance team

Promotion- Clinical Quality Assurance Analyst   Oct 2010 – Feb 2012
- Reviewed, evaluated, and tested new and modified software programs and product development procedures to determine if programs will perform according to guidelines
- Tested programs for validity of results, accuracy, reliability, and conformance to established standards
- Executed quality assurance testing for the Paragon Clinical Care Station, Medication Administration and Patient Profile applications
- Provided secondary support to Support and Implementation departments
- Provided point and major release statistics for QA Dept.; attended bi-weekly meetings during Pilot
- Identified, documented, and tracked product quality issues during testing processes; Captured and provided detailed test result artifacts for proper root cause analysis
- Used ALM for executing and managing test scripts

Product Support Analyst   Oct 2008 – Oct 2010
- Analyzed problems with paragon clinical software applications and provide solutions (i.e.
- Clinical Assessments and Emergency Department Management)
- Identified system issues and executed process improvements to ensure client success with applications
- Responded to product application support questions and training needs from customers
- Researched and diagnosed problems utilizing SAP CRM
- Supported customer-led training sessions

ADDITIONAL CAREER EXPERIENCE

NOVANT HEALTH   Aug 2005 – Aug 2008
Certified Nurse Assistant – Part-time (Hemby Children's Hospital)   Charlotte, NC
- Provided care to pediatric patients under the direct supervision of a Registered Nurse

LASH GROUP HEALTHCARE CONSULTING   Jan 2002 – Sept 2008
Senior Reimbursement Counselor/Healthcare Consultant   Charlotte, NC
- Assessed data to recommend best practices and cost-effective solutions for payers
- Provided customer service for patient assistance programs to 3,500+ accounts
- Tested databases created by Information Technology and provided feedback to increase usability
- Increased knowledge of private payer, Medicare and Medicaid systems and reimbursement process
- Identified alternate coverage options and conducted research on alternative payers
- Assisted with benefit verifications, prior authorizations, billing and coding support, appeals management, and Letters of Medical Necessity

EDUCATION

UNC Charlotte   Charlotte, NC
Certification in Coding: Full Stack Web Development
        Expected completion date: January 2021
Learning front-end and back-end technologies such as: HTML5, CSS, JavaScript, jQuery, Bootstrap, React.js, Node.js, C#, .Net, Database Theory, MongoDB, MySQL, Command Line, and Git

Elizabeth City State University   Elizabeth City, NC
        Bachelor of Science in **Biology, Pre-Medicine**
        Minor in **Chemistry**