

Kevin Monnseratt

Professional Summary

Experienced Lead QA Specialist with over eight years of expertise in quality assurance and software testing within Agile development environments. Acted as Subject Matter Expert (SME) for team addressing multiple features and functions of the application. Proven track record in developing and implementing QA processes, enhancing product quality, and collaborating with cross-functional teams. Adept at identifying and resolving issues promptly, training and mentoring QA staff, and driving continuous improvement. Strong background in real estate closings, crisis intervention, and IT support, with excellent communication and coordination skills.

Key Skills

- Quality Assurance and Testing
 - Agile Development Methodologies
 - Test Planning and Execution
 - Defect Tracking and Management
 - Automated Testing Tools (e.g., Selenium, JIRA)
 - Regression Testing
 - User Acceptance Testing (UAT)
 - Test Case Design and Documentation
 - Cross-functional Team Collaboration
 - Problem-solving and Troubleshooting
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Professional Experience

Lead QA Specialist

Tempe, Arizona

Willis Towers Watson

Jun 2016 – Jul 2024

- Led quality assurance efforts for multiple projects, ensuring high standards and accuracy in deliverables.
- Developed and implemented QA processes and testing strategies, improving efficiency and product quality.
- Worked side-by-side with UX ensuring application usability and stability at launch.
- Collaborated with cross-functional teams identifying and resolving issues promptly.
- Tested and verified application accessibility using screen reader and other methods.
- Trained and mentored junior QA staff, fostering a culture of continuous improvement and professional growth.

PC Technician

Scottsdale, AZ

Epps-Tech Consulting

Oct 2012 – Oct 2015

- Provided technical support and troubleshooting for a wide range of hardware and software issues.
- Assisted clients with computer system and network installations, configurations, and upgrades.
- Ensured client satisfaction through effective communication and timely resolution of technical problems.

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Crisis Intervention/Company Trainer

Addison, IL

Northwest Academy

Oct 2007 – May 2010

- Provided crisis intervention and de-escalation to students with severe emotional and behavioral disorders.
- Assisted students with anger management techniques and strategies for regaining emotional control.
- Trained staff members on behavior management programs and de-escalation techniques per Crisis Prevention Institute standards.
- Conducted CPR and First Aid training for staff in accordance with American Red Cross guidelines.

Sr. Closing Officer

Libertyville, IL

Greater Illinois Title Co

Feb 2002 – Oct 2006

- Scheduled, coordinated, and conducted closings for Illinois offices, ensuring efficient and accurate transactions.
- Prepared HUD statements and handled both pre and post-closing responsibilities, including issuing policies.
- Communicated effectively with lenders, borrowers, and real estate professionals, facilitating smooth closings.
- Maintained strong business relationships with Gateway partners, fostering trust and ongoing collaboration.
- Performed remote closings in customers' homes when needed, providing flexible and customer-focused service.

Police/Cook

Arlington Heights, IL

U.S. Army Reserves

Feb 2001 – Feb 2006

Education

**Bachelor of Science (BS), Computer and Information
Sciences and Support Services**

DeVry University, Phoenix, AZ

Associate in Computer Network Systems

Valedictorian

ITT-Technical Institute, Phoenix, AZ