MARK DORDEL

Senior Quality Assurance Analyst | QA Strategy, Test Automation & Regression Testing
Saint Johns, FL (Remote, United States) | 608-332-8122 | dordelms@gmail.com

PROFESSIONAL SUMMARY

Senior Quality Assurance professional with 18+ years owning QA strategy and execution for complex, workflow-heavy enterprise and SaaS applications. Proven track record in test planning, test case design, regression testing, defect validation, reporting, and release readiness across regulated, high-stakes environments. Experienced in API and integration testing, cross-functional partnership with Product, Development, and business stakeholders, and leading distributed QA teams in Agile environments. ISTQB Advanced Level Test Manager and Agile Tester certified, with hands-on experience applying AI tools to accelerate test creation and defect analysis.

CORE COMPETENCIES

QA Strategy & Process: Test Strategy, Test Planning, Test Case Design, Functional Testing, Regression Testing, Defect Validation, Release Readiness, Test Reporting, Risk Management

Enterprise & Integration Testing: API Testing, Integration Testing, Data Validation, Complex Workflow Testing, End-to-End Testing, Sandbox Environment Management

Collaboration: Stakeholder Communication, Requirements Analysis, Cross-Functional Partnership, Distributed Team Coordination, Mentoring, Agile/Scrum

Tools: TestRail, Jira, Postman, Playwright, Cypress, Selenium, REST API Automation, CI/CD Pipelines, JavaScript, Ruby

AI Tools: Claude, ChatGPT, GitHub Copilot, Cursor, Azure OpenAI, Prompt Engineering

PROFESSIONAL EXPERIENCE

QA Manager | Kadince Inc. **2026 – Present**
Salt Lake City, UT (Remote)

- Lead a distributed team of quality engineers, managing workloads and career growth while balancing assignments across concurrent projects to keep delivery timelines on track.
- Reduce production defects by guiding engineering processes and implementing quality engineering, regression testing, and test automation practices across the organization.
- Partner with executive leadership to define quality goals, release readiness criteria, CI/CD integration, and regression strategy.

Senior Quality Advocate | Olo Inc. **2022 – 2026**
New York, NY (Remote)

- Owned QA strategy, test planning, and execution across a distributed QA function for a fast-shipping SaaS platform, serving as the primary quality authority for high-stakes production deployments.
- Built and maintained scalable integration and regression test suites across web and API surfaces using Playwright, Postman, and REST-based automation, growing coverage while keeping maintenance sustainable.
- Supported release readiness across complex sandbox environments, partnering with Engineering to integrate automated tests into CI/CD pipelines and define regression strategy.
- Led adoption of AI-assisted testing (Claude, ChatGPT, GitHub Copilot, Cursor, Azure OpenAI) to accelerate test case creation, regression maintenance, and defect analysis under responsible AI usage guidelines.
- Mentored a distributed team of QA engineers on test automation frameworks, testing standards, and best practices; led test automation direction for 2+ years.

Senior Quality Assurance Engineer | HealthX **2019 – 2022**
Indianapolis, IN (Remote)

- Served as QA subject matter expert for complex healthcare workflows in a regulated, compliance-sensitive environment, managing test cases, test execution, and results in TestRail.
- Guided Engineering and Product teams on test methodology, coverage strategy, and QA best practices to ensure requirements were met before release.
- Designed and maintained automated test suites for high-compliance workflows, meeting regulatory and operational standards.

- Managed the full defect lifecycle, including reporting, triage, and verification of fixes, for high-priority issues, maintaining visibility and accountability across cross-functional teams under tight deadlines.

Quality Assurance Lead | Wellbe Inc. **2016 – 2019**
Madison, WI

- Owned QA strategy, test planning, and tooling direction for a workflow-heavy healthcare product, including test automation, CI/CD integration, and regression strategy.
- Evaluated and selected automation tools (Cypress, Selenium) and built the business case for each decision, establishing consistent QA practices across the team.
- Provided technical direction and mentorship to QA contributors, establishing testing standards the team executed consistently.

Senior Quality Engineer | Widen Enterprises **2006 – 2014**
Madison, WI

- Wrote and maintained foundational test automation suites in JavaScript and Ruby for complex digital asset management (DAM) workflows; mentored junior QA engineers on automation and testing standards.
- Partnered with Customer Care to investigate real-world usability gaps and translate customer feedback into targeted quality improvements.

EDUCATION & CERTIFICATIONS

- Bachelor of Science & Bachelor of Arts, University of Wisconsin
- ISTQB Certified Tester, Foundation Level | ISTQB Advanced Level Test Manager | ISTQB Agile Tester
- AWS Certified Cloud Practitioner | AI Professional Certification (Coursera) | Scrum Master Certification (In Progress)