Adaeze Bell Senior QA Manager

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PROFILE SUMMARY

- **Senior QA Manager** with **13 years** in quality engineering at an insurer and a bank, leading **3 QA leads and 16 engineers** plus a 20-person vendor team for Allstate's claims platforms.
- Owns the tools and the standards behind them: automation (**Selenium**, **Playwright**, REST Assured), test management (Xray, Jira), CI (**Jenkins**, GitLab CI), performance (JMeter, Dynatrace) and reporting in **Power BI**.
- Deep expertise in **SOX test evidence**, **vendor management**, **release governance** and **test data masking**, so claims releases meet audit and privacy rules without slowing the quarterly plan.
- Partners with claims product leaders, enterprise architecture, internal audit and the change advisory board, and reports quality numbers to the claims technology VP every quarter.
- Built the QA career ladder for the claims group, from QA engineer to QA manager, with 6 internal promotions since 2023, including 2 of the 3 current leads.

TECHNICAL SKILLS

Test Management & Tracking:	Xray, Jira, qTest, Confluence
Test Automation:	Selenium, Playwright, REST Assured, Postman, JUnit
CI/CD & Test Infrastructure:	Jenkins, GitLab CI, Docker, Red Hat OpenShift
Performance & Monitoring:	JMeter, Dynatrace, Splunk
QA Methods & Process:	Risk-Based Testing, Test Pyramid, Agile/Scrum, SAFe
People & Vendor Management:	Hiring Loops, Performance Reviews, Career Ladders, Vendor Management, SOW Scoping, Budget Planning
Languages & Reporting:	Java, SQL, Python, Power BI

EDUCATION

Northwestern University — **B.S. in Computer Science** — Evanston, IL · Sep 2009 to Jun 2013

ISTQB — **Certified Tester Advanced Level Test Management (CTAL-TM)** — 2019

WORK EXPERIENCE

Allstate — **Senior QA Manager, Claims Technology** — Northbrook, IL · Apr 2020 to Present

- Lead 3 QA leads and 16 QA engineers and SDETs across 9 claims product teams, plus 20 contract testers from a vendor partner, and moved **40%** of vendor hours from manual regression to automation upkeep.
- Set up SOX test evidence for claims payment releases in Xray, with signed approvals linked to each change ticket, and had **0** testing findings across 3 yearly audits.
- Replaced copies of production claims data in test with masked and synthetic data sets across **14** test environments, so no customer data sat in test by the end of 2024.
- Chair the quality review before every quarterly claims release with the change advisory board, and cut production rollbacks from 7 in 2022 to **1** in 2025.
- Built the claims quality scorecard in Power BI (escape rate, automated coverage, open defects by severity) for the VP, and brought the defect escape rate from 5.4% to **1.8%**.

Discover Financial Services — **QA Engineer to QA Manager** — Riverwoods, IL · Aug 2013 to Mar 2020

- Led the move from UFT to Selenium with Java for card servicing tests across 5 teams, cutting regression runtime from 30 hours to **6 hours**.
- Wrote the risk-based test strategy for the card servicing platform, ranking 220 features by customer impact, and cut the test cases kept for regression by **45%**.
- Started 3 amigos sessions with developers and product owners on 8 Agile teams, and defects found in system testing fell by **30%** in a year.