

Chris Hanson

QA Engineer | Interaction Logic Specialist | UX-Adjacent Tester

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Professional Summary

Detail-oriented QA Engineer specializing in interaction testing, structured test design, and cross-functional problem solving. Skilled at transforming ambiguous requirements into clear, testable acceptance criteria and improving workflow efficiency through systematic processes and AI-assisted analysis. Experienced in investigative thinking, interaction logic validation, and uncovering UX-impacting inconsistencies before they reach end users. Seeking a role focused on interaction behavior, usability logic, and product clarity.

Professional Experience

Brightstar (formerly IGT)— Sacramento, CA

Software Quality Assurance Engineer II *January 2019 – August 2025*

Primary focus: delivered quality assurance for CA State Lottery software with emphasis on user interaction behavior, data validation, and system stability.

- Served as test lead on multiple small- to mid-scale projects, managed documentation, created/ executed test cases, created / tracked defects, and functioned as point of contact.
 - Increased monthly multimedia product testing efficiency by 50% through workflow restructuring and optimized test coverage.
 - Authored hundreds of structured test cases for maintenance batch and production releases.
 - Executed daily sweep testing as a proxy end-user to confirm interaction logic, page-to-page behavior, and platform stability.
 - Interfaced with Linux host environments via Putty to include log analysis, backend validation, and troubleshooting.
 - Performed API testing in Postman across multiple releases to validate request/response behavior and documented recurring failure patterns across endpoints.
 - Built workflows and wireframes in Visio to map interaction logic, uncover usability gaps, and predict failure points across user flows.
 - Conducted AI-assisted analysis of software requirement specifications to remove ambiguity and improve technical clarity.
 - Generated AI-driven test scenarios, decision tables, defect patterns, and structured test cases.
 - Logged defects in Jira using detailed test steps, video captures, or annotated screenshots to support resolution efforts.
 - Queried data via DBVisualizer to validate data accuracy and stored procedure behavior.
 - Applied systems-thinking and investigative techniques to uncover interaction inconsistencies and improve user experience.
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Folio Dynamix — Sacramento, CA

Quality Assurance Analyst *August 2015 – December 2018*

Primary focus: delivered quality assurance for software products supporting private sector investment firms.

- Served as test lead on a major enhancement project, analyzed requirements documentation, created/ executed over six hundred structured test cases, collaborated with developers, and supported post go-live troubleshooting.
- Performed monthly late-night smoke testing on live production environments to validate stability, confirm interaction behavior, and ensure a smooth post-release user experience.
- Designed user interaction mockups, performed ad-hoc testing, and managed defect tracking for an internal billing software project.
- Edited SRS documentation to create clear, structured test sheets.

- Logged defects in Jira using detailed test steps, video captures, or annotated screenshots to support resolution efforts.
 - Executed functional, regression, and smoke testing for monthly production releases.
 - Built smoke test scripts for the QA team in TestComplete.
 - Queried data using DB2 to support test analysis.
 - Collaborated closely with business analysts and developers across projects.
 - Actively contributed to meetings to support alignment on project goals.
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Revenue Solutions, Inc. (RSI) — Roseville, CA

Associate Quality Assurance Analyst *September 2013 – January 2015*

Primary focus: delivered quality assurance for software products supporting state and local tax revenue agencies.

- Performed new installations on test environments for validation and analysis.
 - Created and executed structured test cases for a mid-scale enhancement project.
 - Executed functional and regression testing during and after major releases, upgrades, and patches.
 - Queried data using Microsoft SQL Server to validate data accuracy.
 - Applied investigative troubleshooting techniques to identify root-cause issues.
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Technical Skills

UX-Adjacent

- Figma (interaction testing), wireframing, workflow analysis, usability gap prediction

Testing & QA

- Interaction logic validation
- Regression testing
- Structured test case design
- Defect analysis
- AI-assisted test scenario generation
- AI-driven requirements analysis

Tools & Systems

- Jira
 - Excel, Word, Visio, SharePoint
 - Linux
 - DBVisualizer, DB2, SQL Server
 - Postman
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Soft Skills

Detail-oriented • Process-driven • Analytical • Strong time management • Highly organized • Skilled in turning ambiguity into structured clarity • Effective independently or collaboratively.

Certifications

- **Google UX Design Professional Certificate** — Coursera | *November 2025*
 - **Microsoft UX Design Professional Certificate** — Coursera | *December 2025*
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Education

M.A., Organization Development (I/O Psychology) — University of San Francisco
B.A., Psychology — University of California, Davis