

Heather Frank

Quality Assurance Analyst | Test Automation Engineer

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PROFESSIONAL SUMMARY

Quality Assurance Analyst and Automation Engineer with experience testing healthcare and enterprise web applications. Skilled in designing and executing manual and automated test strategies across full-stack systems. Adept at translating business requirements into test cases, performing regression and integration testing, and conducting root-cause analysis to improve software quality. Passionate about leveraging data-driven insights and modern QA tools to enhance patient outcomes and system reliability.

SKILLS

- **Testing & QA:** Test Automation, Manual Testing, Regression Testing, Functional & Integration Testing, Root Cause Analysis, Acceptance Criteria Validation, Defect Tracking, QA Metrics Reporting
- **Tools & Frameworks:** Selenium, Cucumber, Cypress, Jest, Mocha, Postman, React Testing Library
- **Languages & Development:** Python, Java, JavaScript, TypeScript, HTML, CSS, React
- **DevOps & Project Management:** Jenkins, Git/Bitbucket, Jira, Confluence, Agile, CI/CD
- **Healthcare & Data:** HIPAA Compliance, SQL, Data Engineering, Data Transformation, Data Validation
- **Soft Skills:** Communication, Collaboration, Problem Solving, Analytical Thinking, Product-minded Approach

WORK EXPERIENCE

BlinkRx, Saint Louis — *Hub Specialist*

April 2024 - August 2025

- Maintained a 97% QA score or above, in all queues, for full tenure
- Developed processes and metrics for specialized queues
- Created training materials on specialized queues, trained peers on same queues
- Contacted patients to obtain patient enrollment credentials, document benefits information, assess financial assistance eligibility, and make delivery arrangements
- Counsel patients to determine if pharmacist intervention is needed
- Process and analyze pharmacy claims to obtain accurate payment information from insurers
- Place outbound calls to patients, doctors and insurers to gather clinical data and resolve outstanding concerns
- Document all calls accurately and fully to maintain compliance with all operating requirements
- Adhere to all privacy and confidentiality requirements, including but not limited to HIPAA compliance

TDK Technologies at Centene, Saint Louis

Automation Quality Engineer

January 2020 - November 2020

- Designed, implemented, and maintained a full regression and integration automation suite for large-scale healthcare web applications
- Converted business requirements and user stories into detailed test cases with clear acceptance criteria
- Planned and executed regression, smoke, and end-to-end test cycles across web and API layers
- Developed automated test scripts using Protractor, TypeScript, and Postman to validate RESTful APIs and front-end functionality
- Performed root cause analysis on defects to identify process improvements and reduce recurring issues
- Reported QA metrics, test coverage, and progress to stakeholders using Jira, Confluence, and QTest
- Collaborated in Agile sprints with developers, product managers, and designers to ensure quality releases and consistent deployment pipelines via Jenkins and CI/CD workflows
- Partnered with healthcare teams to validate data integrations while maintaining HIPAA and privacy compliance

Application Web Developer

July 2019 - January 2020

- Programmed new features, enhancements, and unit tests in Java and JavaScript for production-level applications
- Assisted QA teams by developing internal tools to support data validation and improve testing efficiency

Launchcode at Express Scripts, Saint Louis — *Pegasystems System Analyst*

October 2017 - February 2018

- Enhanced and maintained Pega Sales Automation program using Pega 7.1
- Created Test Automation Suite using Selenium, Cucumber, and Java
- Developed features, enhancements, bug fixes, and unit tests
- Created and documented test cases, bug tracking, and testing procedures using Jira and Confluence
- Wrote application design documents
- Created peer training and education guides

Enterprise, Saint Louis — *Software Engineer Intern*

May 2017 - July 2017

- Created a production level web app using Java, ReactJS, JavaScript, Spring Data REST, JSON, and Oracle SQL
- Mapped database tables
- Created repositories and services in REST
- Created controllers and services in BFF
- Formatted, stored and retrieved JSON in state
- Created front-end application with Recharts, ReactJS, Redux, and OpenCSV

LaunchCode STL, Saint Louis — *Teaching Fellow*

January 2017 - May 2017

- Assisted a group of 17–20 students through an intensive course teaching Object-Oriented Development with Java and Python
- Created additional practice assignments for students
- Graded assignments, reviewed student code, helped students find and resolve bugs

EDUCATION

Hours with Experts - Data Engineering, Turnberry Solutions

November 2025

Introduction to ArcGIS and Geospatial Analysis, Maryville University

February 2023

Summer of Code, LaunchCode STL

November 2017

John F. Kennedy High School, Waterbury, CT

May 2003