





# Ken Hill

Senior QA Architect | IT Leadership | Software Quality Excellence

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## Summary

Strategic and results-oriented **Senior QA Architect and IT Leader** with over 15 years of experience driving quality assurance initiatives, leading high-performing teams, and influencing enterprise-wide testing strategies. Proven ability to bridge the gap between technology and business by aligning QA practices with organizational goals. Recognized for building and mentoring technical teams, developing scalable test automation frameworks, and implementing innovative solutions that enhance software reliability and accelerate delivery cycles. Adept at **enterprise-level collaboration**, stakeholder engagement, and fostering a culture of continuous improvement.

## Core Leadership & Technical Expertise

- ✓ Technology & Strategy Alignment
- ✓ Enterprise-Wide QA Leadership
- ✓ Cross-Functional Team Management
- ✓ Process Improvement & Optimization
- ✓ Mentorship & Talent Development
- ✓ Stakeholder & Executive Collaboration
- ✓ CI/CD & Test Automation Frameworks
- ✓ API, GUI, Mobile & Regression Testing
- ✓ Agile & DevOps Transformation

## Professional Experience

CSAA, Glendale, AZ (2015 – 2024)

Senior QA Architect | Enterprise QA Leader

Led a team of **six architects and engineers**, driving strategic automation and quality initiatives across the enterprise. Partnered with senior leadership to align **QA best practices with business objectives**, reducing risk and enhancing product quality. Championed **enterprise-wide test automation strategies**, ensuring consistent and scalable testing solutions for 30+ Agile teams.

- **Enterprise Influence:** Served as a **trusted advisor to leadership teams**, providing strategic input on software quality, automation, and delivery efficiency.
- **Team Leadership:** Built and mentored **high-performing QA teams**, fostering technical excellence and professional growth.
- **Strategic Framework Development:** Designed and implemented **20+ advanced QA frameworks** to optimize automation processes, reduce maintenance, and enhance testing reliability.

- **CI/CD & Agile Transformation:** Led integration of **CI/CD pipelines**, accelerating deployment cycles and improving delivery confidence.
- **Cross-Team Collaboration:** Drove initiatives supporting **multiple teams**, enhancing test reusability and efficiency across diverse products and platforms.

## Choice Hotels International, Phoenix, AZ (1999 – 2015)

### Senior SDET | QA Leadership & Strategy

Played a pivotal role in **leading, mentoring, and developing automation strategies** for 17 Agile teams across multiple applications. Acted as a **key technical leader**, ensuring the adoption of best practices and innovative solutions across QA initiatives.

- **Technical Leadership:** Directed **seven architects**, standardizing automation practices and tools across teams.
- **Mentorship & Talent Growth:** Recruited, trained, and **mentored a majority of the QA staff**, cultivating future leaders in test automation.
- **Enterprise-Wide Impact:** Designed and managed **multiple test automation projects** supporting **17 teams**, ensuring seamless integration into Agile workflows.
- **Recognition & Excellence:** Received **Employee of the Year Award**, nominated by peers for exceptional contributions to QA innovation.

## Key Leadership Initiatives & Projects

- ✦ **Enterprise-Wide QA Automation Framework:** Led the development of a **comprehensive QA automation framework** supporting **API, GUI, ETL, and document testing**—enhancing efficiency and defect detection across organizations.
- ✦ **Cross-Browser & Mobile Testing Strategy:** Spearheaded enterprise adoption of **cross-browser and mobile testing** using Sauce Labs, improving compatibility and user experience.
- ✦ **Leadership & Team Development:** Hired, mentored, and **guided 30+ Agile teams**, driving **professional growth** and increasing overall test quality and efficiency.

## Education

### Bachelor of Science in Business Information Systems

University of Phoenix – Phoenix, AZ