

Steve Wan

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PROFESSIONAL SUMMARY

QA Engineer with 20+ years of experience testing SaaS and web applications through exploratory, functional, API, and integration testing. Experienced working across UI, APIs, cloud platforms, and cross-functional Agile teams. Comfortable using AI-assisted tools such as GitHub Copilot and Claude to improve testing efficiency, automate repetitive tasks, and accelerate validation.

WORK EXPERIENCE

Posit PBC

July 2022 – June 2026

Senior QA Engineer

Remote

- Partnered with product managers and engineers during Agile planning and refinement to translate feature requirements, user stories, and acceptance criteria into test scenarios.
- Designed and executed test scenarios for functional, exploratory, regression, and UX/UI testing across customer-facing web applications and frequent release cycles.
- Worked on API features and OAuth integrations with external data platforms, including Databricks, Snowflake, and Azure.
- Validated authentication flows, permissions, and cross-system data behavior.
- Expanded end-to-end automated test coverage using Playwright and Python.
- Used GitHub Copilot and Claude to accelerate test development, generate test data, and build internal tools (Streamlit, Bokeh, Quarto) that improved validation and debugging workflows.
- Investigated complex test failures, identifying root causes across application code, automation, infrastructure, and dependent systems.
- Performed release validation and regression testing for frequent deployments, identifying issues before production.
- Provided weekly QA status updates to product and engineering teams, highlighting testing progress, open issues, and areas of risk.

Posit PBC

Feb 2019 - July 2022

Support Engineer

Remote

- Resolved complex enterprise customer issues across both SaaS and self-hosted Linux deployments, investigating application behavior, configuration, infrastructure, and integrations to identify root causes and reduce downtime.
- Owned enterprise customer issues from initial report through resolution, coordinating across Support, Engineering, and Product.
- Reproduced customer-reported defects and partnered closely with engineering teams to accelerate diagnosis, prioritization, and resolution.
- Created and maintained technical documentation covering server administration, deployment workflows, and common troubleshooting scenarios.
- Collaborated with Customer Success, Solutions Engineering, Product Engineering, and Support teams to deliver a seamless customer experience across the product lifecycle.
- Acted as the primary support liaison for Posit Connect, coordinating escalations and communication between Support and Engineering teams.

NoRedInk

July 2018 - Feb 2019

Product Quality Specialist

Remote

- Executed QA testing for daily deployments and major feature releases across web applications, identifying defects before production and supporting stable release cycles.
- Reviewed feature specifications to develop test scenarios, identify quality risks, and improve testability before development began.
- Investigated and validated reported defects, ensuring accurate fixes and preventing regression issues.
- Created internal documentation to improve knowledge sharing and support team effectiveness.

InQuicker / Stericycle

March 2015 - July 2018

QA Lead / Customer Support

Remote

- Served as an embedded QA Lead supporting multiple healthcare SaaS products, contributing to quality strategy, release validation, and customer issue investigation.
- Performed functional, integration, cross-browser, and responsive web testing for patient-facing healthcare applications, identifying defects before production releases.
- Worked directly with customers and external partners to troubleshoot integration and interoperability challenges across healthcare systems.
- Partnered with healthcare organizations to diagnose configuration, workflow, and integration problems that prevented appointment availability from appearing correctly to patients.
- Analyzed patient reporting discrepancies by reproducing issues, validating system data, and collaborating with product and engineering teams to identify root causes and implement fixes.
- Troubleshoot notification delivery issues involving fax, phone, and automated patient communications, ensuring critical healthcare notifications were delivered reliably and in compliance with customer workflows.
- Served as a primary escalation point for complex customer support cases, translating technical findings into actionable guidance for healthcare administrators and operational teams.

Earlier Experience

2002 - 2015

QA Analyst

Victoria, BC

- Delivered functional, regression, integration, and system testing across web, enterprise, and GIS applications, developing test plans, test cases, and test documentation while supporting organizations including Latitude Geographics (Geocortex), IBM, Schneider Electric, GenoLogics, Terapeak, and Sierra Systems.

EDUCATION

University of Victoria

1999 - 2001

Victoria, BC

- Certificate - Information Technology (AMIT Program)
- Diploma - Business Administration in Entrepreneurial Management

SKILLS

Testing: Test Design • Functional Testing • Exploratory Testing • Regression Testing • API Testing • Release Validation • Integration Testing • System Integration Testing (SIT)

Automation & Development: Playwright • Python • Git • Linux • Github Actions

Tools: Postman • Bruno • Jira • GitHub Copilot • Claude

Practices: Agile • Scrum • SDLC • Risk-Based Testing • Requirements Analysis • Cross-functional Collaboration