

Patricia Putnam, PMP

Monroe, WA | Remote US | (325) 208-0500 | trish@trishputnam.com | trishputnam.com | linkedin.com/in/tputnam

SUMMARY

Quality engineering and release-integrity leader with PMP discipline who builds QE, SDET, and DevOps practices into an operating system: automation, release governance, defect-prevention culture, and metrics that make risk visible before production. Built and scaled QA/SDET/DevOps at Array Health in regulated B2B SaaS (~12 FTE and ~30 contractors), cut significant UAT defect escapes ~90%, and shortened deployment time from ~5 hours to under ~45 minutes. Sets measurable standards: defect triage, milestone severity gates, entry and exit criteria, and trend reporting leadership can act on. Automation leadership includes Selenium/Cucumber across 10 Scrum teams at Premera and e-commerce/API validation at AT&T. Currently standing up a new software studio alongside selective consulting.

CORE COMPETENCIES

QA/QE leadership, hiring, coaching, and career architecture | Vendor and blended FTE/contractor teams | Shift-left quality (TDD, CI/CD quality gates, release readiness, CAB/change governance, UAT stabilization) | Automation strategy (Selenium/Cucumber; web UI and API validation) | Quality metrics (escapes, severity trends, aging, closure/reopen, deployment time) | Defect triage, root-cause discipline, and postmortems | Regulated delivery (HIPAA-adjacent payer, SOC 2, ISO 27001 support) | Hybrid Agile/Waterfall | AI-assisted engineering with human-led review

EXPERIENCE

Independent software studio | Principal Systems & Automation Engineer

2025 - Present | Monroe, WA

- Standing up a new software studio alongside selective consulting; uses Cursor, Grok, ChatGPT, and Claude for development (each for different purposes), with human gates on build, dependency, and release decisions

Trish Putnam Consulting | Principal Technical & Program Advisor

2017 - Present (*selective; concurrent with full-time roles and studio*)

- QA modernization, automation strategy, and delivery advisory for mid-market and enterprise clients
- Directed full-lifecycle delivery for high-visibility Xbox QA initiatives; improved sprint turnaround ~15% via hybrid Agile/Waterfall
- Harmonized delivery reporting across Azure DevOps and Jira; metric-based dashboards (including Power BI) and backlog restructuring improved on-time deliverables ~10%

PACCAR Parts | Software Development Manager & Platform Delivery Lead

2024 - 2025

- Launched and scaled Quality Engineering practices in the engineering org; ran departmental defect triage for the Core and Warehouse team; built metric dashboards with the PMO for platform performance, dependencies, and budget utilization
- Directed 12 software engineers plus one QA across US and India time zones on a \$6.5M portfolio of six concurrent AWS-related initiatives spanning warehouse, logistics, and order processing (millions of SKUs, ~20 PDCs)
- One of about three primary hands-on testers for GitHub Copilot adoption and evaluation, including raising security concerns
- Final escalation for team-owned infrastructure incidents on warehouse and related apps (~90% resolved within 6 hours; Pri1/Sev1 ~95% within 1 hour); owned recurring quarterly compliance-audit reporting and IBM system access reviews

Q Analysts | Client Site Manager & Practice Advisor / Technical Program Leader

2021 - 2023

- Managed a ~\$5M Fortune 100 QA portfolio across five project teams (SDK/API, hardware, and product tracks), coordinating onshore and offshore delivery across multiple time zones; grew the practice from 12 to ~30-32 practitioners (hired 20) with ~85% retention
- Wrote job descriptions and compensation bands; owned the cost of each hire as part of the team's net income; managed a senior QA Lead who ran day-to-day people and operations, partnering on promotions, raises, discipline, and process
- Delivered a new product and ~15 releases (5+ major) in one year, on schedule and ~6% under budget; secured primary managed-service posture and renewal with ~40% budget expansion
- Supported ISO 27001 readiness with security partners through requirement traceability frameworks; coached development and QA leads on Agile delivery practices

Array Health | Director of Quality Assurance / Director of Quality & Engineering Operations

2014 - 2016

- Built and largely hired QA, SDET, and DevOps for a HIPAA-regulated, SOC 2-certified B2B SaaS health-insurance exchange provider (~12 FTE and ~30 on/offshore contractors; ~\$2.2M budget); 94%+ retention and ~30% higher output
- Designed Array's first formal QA and DevOps career ladder (IC track through QA Architect, management through QA Manager), adopted by HR as a model for other departments; held informal quarterly reviews with every team member; mentored a senior SDET into QA Architect and an analyst into lead; managed an SDET Lead who functioned as people manager for automation (later also DevOps)
- Challenged senior technical leadership on five-hour release cycles, secured dedicated DevOps capacity, and established foundational CI/CD rails; automated validation/release processes and cut deployment time from ~5 hours to under ~45 minutes (~85% faster)
- Increased testing success ~40% by transforming quality/release practices and instilling TDD across engineering; cut significant UAT defect escapes ~90%; turned around a key at-risk customer in months (defects from 300+ to ~30)
- Ran defect triage with milestone severity gates through Go/No-Go; tracked defect trends by severity, aging, closure, and reopen rates for release-risk reporting
- Default release-management and CAB lead when Array had no dedicated release manager; implemented Zephyr on Jira and administered Jira for the organization; owned quality/release work for SSO delivery with Ping Identity (QA/release ownership, not IdP engineering)
- Owned end-to-end contractor and vendor relationships; partnered with the Director of IT on production incident triage for non-hardware outages in the QA/DevOps scope

Premiera Blue Cross (contract) | Technical Program Manager / Project Manager, Quality Assurance

(prior)

- Directed testing strategy and release logistics in a high-governance health-insurance payer environment (HIPAA-adjacent; not clinical delivery)
- Led Selenium/Cucumber automation spanning 10 Agile Scrum teams; test coverage +50%; cut ~70% of manual QA tasks; shortened cycles ~1 week per major release

Earlier QA and technical leadership

- **AT&T | Quality Assurance Manager:** Three onshore/offshore QA teams (e-commerce platform, project support, tools and automation including lab), up to ~25 FTEs/contractors, through Leads who functioned as people managers; primary scope e-commerce and the APIs that powered transactional journeys; shared release responsibility with Release Manager (technical validation and go/no-go); specced and won ~\$100k division SVP funding for the e-commerce group's first QA test lab
- **Microsoft | Software Developer in Test:** Performance/load test owner for Microsoft.com Search; SharePoint deploy/config and farm migration testing; test leadership across unified-site releases; migration PM for mission-critical service moves (downtime under two hours)

SKILLS

Quality engineering: QE strategy; shift-left and build-quality-in; CI/CD quality gates; automated validation; entry and exit criteria; defect triage and trend analysis; release readiness; CAB; postmortems; exploratory testing partnership with engineering

Automation and technical context: Selenium, Cucumber; REST APIs; web application validation; AWS delivery context; SaaS; Python (review and coaching at PACCAR); performance/load testing (Perl frameworks at Microsoft)

Tools: Azure DevOps, Jira (org admin and Zephyr at Array), Confluence, Monday.com, Google Workspace, Microsoft Teams, Slack; Power BI (functional KPI dashboards)

AI-assisted work: Cursor, Grok, ChatGPT, Claude (different purposes); GitHub Copilot (org evaluation at PACCAR); human-in-the-loop review

EDUCATION AND CERTIFICATIONS

- MBA, Information Technology Management; BS, Information Technology (Network Design and Management), Western Governors University
- PMP #4314807; Certified ScrumMaster (CSM) #177908
- Google AI Specialization; Microsoft Generative AI for Data Analysis; Google Prompting Essentials (2026)