

JASON MILLER

SENIOR QUALITY ASSURANCE ENGINEER

CONTACT



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Lancaster, PA

PROFILE

Experienced QA leader with over a decade of success driving quality initiatives for enterprise and cloud-native cybersecurity products. Proven track record of building QA processes, mentoring engineering teams, and leading cross-functional efforts to deliver secure, resilient software. Equally effective at strategic leadership and hands-on execution within Agile environments. Skilled at managing multiple complex, large-scale projects while maintaining release velocity and product quality. Expert in clearly communicating complex systems and scenarios to diverse audiences through documentation, bug reports, and live walkthroughs. Extensive experience in manual testing supported by automation capabilities, with a focus on efficient execution and timely delivery.

SKILLS & TECHNICAL SUMMARY

Testing Strategy & Methodologies

QA process design, requirements development and change tracking, test strategy development, cross-team test planning, exploratory testing, edge case analysis, risk-based testing, Scrum, Kanban, Lean, CI/CD

Automation & Programming

Python, JavaScript, Selenium (POM), Playwright, Go, SQL (MySQL & Postgres)

Testing & QA Tools

Zephyr, Xray, Postman, RESTful APIs, Splunk

Program Leadership & Collaboration

Cross-functional coordination, program-level QA leadership, executive reporting, SME support for developers and technical writers, QA onboarding and mentorship, and creation and maintenance of both product and test documentation

Collaboration Tools

Git, Jira, Asana, Confluence

Security & Observability

Secure SDLC principles, Threat detection awareness

PROFESSIONAL EXPERIENCE

Senior Quality Assurance Engineer

CrowdStrike, Sunnyvale, CA (Remote) | 2019 – May 2025

- Sole QA owning end-to-end quality efforts for the Authentication product group, managing 3-6 concurrent projects involving authentication methods (SSO, TOTP, FIDO), identity provisioning (SCIM), role-based access control (RBAC), and access management across a complex multi-tenant architecture.
- Partnered with product managers and designers to clarify initial feature requirements, identifying logical gaps or unintended edge cases early in the process. Collaborated to adjust requirements to align with intended outcomes while avoiding potential security or functionality issues.
- Translated evolving requirements into structured test plans, tracked changes throughout development, and continuously refined test coverage to reflect the current product state. Collaborated closely with developers to reproduce issues and validate fixes. Maintained internal feature documentation to support shared understanding and future context across QA and development teams.
- Collaborated with technical writers at the end of development cycles to demonstrate product behavior and highlight nuanced edge cases, limitations, and areas where explicit guidance would be needed for clear, accurate documentation.
- Recognized for identifying high-risk, hard-to-detect edge cases in complex environments and proactively preventing potential data exposure with critical security and business impact.

- Contributed to the team's growing Playwright test suite, supporting efforts to expand and modernize UI automation. Stood up and managed test environments for both the Auth team and other groups beyond my direct area of responsibility.
- Instrumental in scaling the QA team from 2 to ~35 engineers by driving hiring efforts, refining interview processes, mentoring new hires, and creating onboarding documentation to accelerate team integration and productivity.
- Played a key role in QA alignment during the company-wide transition to Xray, helping define usage standards, streamline test case and execution management, and unify practices across teams for greater consistency and efficiency.
- Led cross-functional QA efforts for enterprise-wide RBAC implementation, coordinating 30+ QA engineers across 15+ teams. Developed the test strategy, documentation, training, and reporting, while directly supporting teams without dedicated QA resources to ensure consistent coverage and quality.
- Selected for the Test Architect Group (TAG), a senior engineering team tasked with overseeing company-wide initiatives, driving QA strategy in critical projects, and shaping architectural decisions through targeted operational improvements.
- Selected from outside the responsible product team to play a key role in triage and mitigation efforts during CrowdStrike's global outage on July 19, 2024. The incident impacted millions of systems worldwide and demanded flawless execution under intense pressure.
- Received multiple awards for outstanding contributions, including the Artistry Award, the Endurance Award, and the company's highest honor: The One Team One Fight Award.

Principle Quality Assurance Engineer

SafetyPIN Technologies INC., Baltimore, MD (Remote) | December 2017 – February 2019

- Recruited as the company's first and sole QA engineer, responsible for defining and implementing QA strategy, processes, and documentation from the ground up.
- Collaborated with developers and stakeholders to define QA deliverables and adapt to rapidly evolving requirements.
- Designed and executed comprehensive frontend and API test plans, including regression suites, throughout the development lifecycle.
- Developed and implemented automation tooling using Python and Selenium to support repeatable test execution.
- Identified, documented, and communicated high-impact issues; partnered closely with developers to assist in reproduction and validate fixes.

Quality Assurance Engineer

Tenable Network Security, Columbia, MD (Remote) | 2015 – 2017

- Selected as a founding member of the QA team for the launch of Tenable.io, the company's new SaaS cloud platform.
- Helped define QA processes for a continuous delivery environment and ensured scalable practices across multiple teams.
- Acted as subject matter expert and QA representative on multiple Agile Scrum teams that delivered high-priority features.
- Maintained close alignment with product and engineering teams to adapt test coverage to constantly evolving requirements.
- Trained and supported newly hired and transitioning QA staff and project leads on cloud-specific tools and workflows.
- Participated in triage rotations, regularly embedded with feature groups in crisis or under high risk.
- Tools: Confluence, Jira, Splunk, Postman, JavaScript; worked in CI/CD pipelines and MVP-driven dev cycles.

Quality Assurance Analyst

Tenable Network Security, Columbia, MD | 2013 – 2015

- Served as QA lead, subject matter expert, and user experience advocate on Security Center, a well-established on-premises enterprise security product.
- Owned full-cycle QA processes, including requirements analysis, test planning, execution, defect tracking, and release validation to ensure high-quality software delivery.
- Collaborated with product owners and engineers to define functional and UX requirements for Kanban-based releases.

- Created detailed test plans and authored comprehensive test cases covering functional, integration, and UI scenarios.
- Tools: Confluence, Jira, MySQL, browser dev tools, network analysis tools.

EDUCATION & CERTIFICATIONS

University of Maryland Baltimore County, Baltimore, MD

B.S. in Information Systems Management

Minor in Computer Science

Graduated: 2013

Certified ScrumMaster (CSM)

Certified Product Owner (CPO)