

Justin J. Joseph

Senior QA Lead | Test Strategy, Governance & Enterprise Systems

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PROFESSIONAL SUMMARY

Senior Quality Assurance Lead with 16+ years of experience leading enterprise application testing, test strategy, quality governance, and release readiness across ERP, CRM, eCommerce, and integrated platforms. 4+ years of Microsoft Dynamics 365 F&O experience across Accounts Payable, Accounts Receivable, General Ledger, Vendor Management, and financial business processes, including implementation, UAT, integration, go-live, and post-deployment testing. Experienced leading test planning, defect management, regression, integration, data validation, and end-to-end business process testing while coordinating cross-functional teams, business users, and technical stakeholders. Strong background in Azure DevOps, API and SQL validation, requirements validation, risk identification, and driving quality throughout the SDLC, with hands-on Playwright automation experience supporting enterprise regression initiatives. Certified ScrumMaster experienced in Agile delivery.

CORE QUALIFICATIONS

- 16+ years of software quality assurance experience across enterprise applications, ERP, CRM, eCommerce, healthcare, retail, and integrated platforms.
- Experienced in QA leadership, test strategy, test planning, quality governance, release readiness, and execution oversight across complex enterprise systems.
- 4+ years of Microsoft Dynamics 365 F&O testing across Accounts Payable, Accounts Receivable, General Ledger, Vendor Management, Print Management, and integrated financial business processes.
- Strong background leading UAT, defect triage, requirements validation, business-user coordination, and cross-functional testing activities.
- Extensive functional, regression, integration, system, API, data-validation, and end-to-end testing experience, including validation of data and business processes across integrated systems.
- Experienced validating legacy-system data migrations, system integrations, and end-to-end data flows through API and application-level testing, with additional SQL data-validation experience across prior enterprise systems.
- Proficient in Azure DevOps, Playwright, Jira, HP ALM/Quality Center, Postman, Swagger, SQL Server, Git, and Agile/Scrum delivery.

PROFESSIONAL EXPERIENCE

Software Engineer in Test – Dynamics 365 F&O | Dale Workforce Solutions/ KPMG | May 2026 – Present

Develop and maintain Playwright automation in TypeScript for Microsoft Dynamics 365 Finance and Operations, supporting Accounts Payable, Vendor Management, payment processing, and General Ledger workflows.

- Develop and maintain Playwright automation in TypeScript using a page object model framework.
- Create functional and regression tests for D365 F&O Vendor Management, Accounts Payable, payment journals, invoice journals, payment advice, and General Ledger workflows.
- Execute manual and automated testing of financial transactions, vendor updates, voucher postings, and integrated end-to-end business processes.
- **Lead client UAT activities for D365 F&O, providing testing guidance to business users, communicating UAT status and updates, validating reported defects, and supporting defect and enhancement creation through resolution.**
- **Support UAT test management in Azure DevOps, including test case tracking and maintenance, test plan design and implementation, test reporting, and overall execution visibility.**
- Use Azure DevOps, Git, pull requests, code reviews, and CI/CD pipelines to manage, execute, and troubleshoot automated regression tests.

Quality Assurance Lead | *Air Culinaire Worldwide – Tampa, FL | May 2022 – May 2026*

Led quality assurance and testing across Microsoft Dynamics 365 F&O, eCommerce, and integrated enterprise platforms, supporting financial, operational, and business-critical workflows.

- Led test planning, execution, defect management, UAT coordination, and release-readiness activities across D365 F&O, eCommerce, and integrated enterprise platforms.
- Validated financial and operational data migrations from legacy ERP and business systems into Microsoft Dynamics 365 F&O during phased implementation.
- Served as part of the D365 F&O go-live team, leading testing and release sign-off, regression and production validation, defect management, and post-go-live production support.
- Created and executed functional, regression, integration, system, smoke, API, and UAT testing across financial and operational workflows.
- Led defect triage and UAT coordination for deployments across the United States, United Kingdom, and France.
- Managed test plans, defects, regression cycles, business-user walkthroughs, and release-readiness activities in Azure DevOps.
- Validated end-to-end integrations and data flows between D365 F&O, eCommerce platforms, and third-party services using Postman and Swagger across financial, customer, product, and order-processing workflows.
- Designed and implemented Playwright automation for end-to-end and regression testing across D365 F&O, eCommerce, and integrated platforms.

Quality Assurance Engineer | *Publix Corporate HQ – Lakeland, FL | Dec 2020 – May 2022*

Tested system enhancements for pharmacy fulfillment and warehouse modernization initiatives.

- Created test plans and executed functional and data validation testing for pharmacy fulfillment and warehouse modernization initiatives.
- Managed defect tracking and test execution using Azure DevOps and HP Quality Center, supporting high-priority system releases.
- Served as acting Scrum Master and collaborated with development teams on high-priority system releases.

SQA Analyst (Consultant – C.E.I) | *Publix – Lakeland, FL | Jun 2020 – Dec 2020*

- Executed black-box and smoke testing for online applications; created test plans from third-party specifications.
- Used SQL Server for data validation and defect analysis; reported bugs in HP Quality Center.

QA Analyst (Consultant – Hays) | *Masonite – Tampa, FL | Aug 2019 – Feb 2020*

- **Tested DoorBuilder Live application in Agile Kanban framework.**
- Supported development and execution of Selenium-based automated regression testing, improving test coverage and repeatability.

Application Testing Specialist (Consultant – Columbia Consulting Group) | *Bristol Myers-Squibb – Tampa, FL | Apr 2015 – Aug 2019*

- Led UAT planning and execution for Salesforce and Veeva CRM across seven global regions, coordinating business users and testing activities across multiple deployments.
- Managed a global UAT team; executed test plans and documented results in HP ALM.
- Performed mobile/iOS testing and served as Scrum Master.

Quality Assurance Engineer | *VeriFone – Clearwater, FL | Mar 2014 – Apr 2015*

- Developed test plans and executed QA for POS and mobile applications.
- Performed defect reproduction and tracking across emulated devices.

TechHealth – Tampa, FL | September 2007 – March 2014

Quality Assurance Engineer II | December 2012 – March 2014

Quality Assurance Engineer I | June 2010 – December 2012

Earlier roles: Provider Relations Analyst and Product Specialist

- Advanced from operational and data-focused roles into software quality assurance for a proprietary healthcare CRM and claims-processing platform.
- Created and executed manual, regression, integration, and release testing; documented test plans, results, defects, and supported production issue investigation.
- **Supervised and supported a team of four QA analysts while coordinating testing activities and defect resolution.**
- Performed SQL and TOAD data validation against Oracle-backed systems and supported deployments.

CERTIFICATIONS

Certified ScrumMaster (CSM), Scrum Alliance

EDUCATION

Associate of Science, Computer Programming and Analysis, Hillsborough College, Tampa, FL

Diploma, MSE Switchboard Operator, US Army Signal School, Fort Gordon, GA