

Justin Joseph – Software Quality Assurance

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PROFESSIONAL SUMMARY

QA Lead with 13+ years of experience specializing in Microsoft Dynamics 365 Finance & Operations (D365 F&O) functional testing and ERP business process validation. Proven expertise in end-to-end testing across record-to-report, procure-to-pay, and order-to-cash workflows, ensuring financial and operational accuracy. Strong background in UAT leadership, defect management, and cross-functional collaboration with business stakeholders, developers, and functional consultants. Experienced in Azure-hosted environments, validating integrations, batch processes, and release readiness using Azure DevOps. Focused on delivering high-quality ERP solutions through functional validation, data integrity testing, and continuous improvement of QA processes.

KEY HIGHLIGHTS

- 13+ years of experience in software quality assurance with a strong focus on ERP systems and business process validation
- 4 years of hands-on experience in Microsoft Dynamics 365 F&O (AP, AR, GL, Print Management, Electronic Reporting)
- Deep understanding of ERP workflows including record-to-report, procure-to-pay, and order-to-cash
- Extensive experience leading UAT efforts and coordinating with business stakeholders across multiple regions
- Strong expertise in functional, integration, and regression testing within Azure-based environments
- Hands-on experience with Azure DevOps (Test Plans, work items, defect tracking, release validation)
- Proven ability to validate integrations, batch jobs, and financial data accuracy across complex systems
- Skilled in SQL-based data validation and reconciliation of financial and operational data
- Experience supporting global deployments and multi-region ERP releases
- Exposure to test automation (Playwright, Selenium) to support regression and validation efforts

PROFESSIONAL EXPERIENCE

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

Led functional testing and validation for Microsoft Dynamics 365 F&O (AP, AR, GL), ensuring accuracy across financial and operational business processes

- Validated end-to-end ERP workflows including procure-to-pay, order-to-cash, and financial reporting processes
- Coordinated and led UAT efforts across multiple regions (U.S., U.K., France), working closely with business stakeholders to ensure successful release sign-off
- Validated system configurations, workflows, approvals, and batch processes within D365 F&O
- Performed integration testing across D365, eCommerce platforms, and third-party systems, ensuring data consistency and process integrity
- Conducted SQL-based data validation and reconciliation to verify financial and transactional accuracy
- Managed test plans, defect tracking, and release validation using Azure DevOps
- Supported regression testing and release readiness activities in Azure-hosted environments
- Collaborated with developers and functional consultants to resolve defects and improve system quality
- Developed and maintained automation (Playwright) to support regression testing of critical workflows

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

Tested system enhancements for pharmacy fulfillment and warehouse modernization initiatives.

- Created detailed test plans and executed functional and data validation testing for logistics and warehouse systems
- Led defect reporting and tracking using Azure DevOps; supported test execution in HP Quality Center
- Served as acting Scrum Master, driving sprint planning and Agile delivery
- Collaborated with development teams to validate workflows and ensure quality across system enhancements
- Contributed to the successful delivery of high-priority system rollouts

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 testing for Salesforce and Veeva CRM across 7 regions.

- Managed a global UAT team; executed test plans and documented results in HP ALM across multiple regions
- 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.

Quality Assurance Engineer II | TechHealth – Tampa, FL | Sep 2007 – Mar 2014

Led QA testing for a proprietary CRM system, supervising a team of 4 QA analysts.

- Tested claims processing and interface integrations with Oracle backend.
- Used TOAD and SQL for data validation and external system verification.

CERTIFICATIONS

Scrum Master Certified (SMC), Scrum Alliance, Tampa, FL

EDUCATION

Associate in science, Computer Programming and Analysis, Hillsborough Community College, Tampa, FL

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

Diploma, High School Diploma, T.R. Robinson Senior High School, Tampa, FL