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Overview

Quality Assurance Engineer and Certified Scrum Master with 12 years of experience in the Quick Service Restaurant (QSR) industry, including 8 years in QA and 4 years in technical support. I specialized in testing cloud-based B2B SaaS payment processing and POS systems serving 10,000+ restaurant locations globally. Started at an established family-owned business, retained through a private-equity acquisition, and subsequently acquired by publicly traded Global Payments, demonstrating adaptability across diverse organizational structures and business models. Strong background in test strategy, SQL data validation, API testing with Postman, and maintaining automated test suites. Used Kibana logs to identify kiosk API failures, then implemented targeted test cases to improve order completion reliability from 78% to 99.9% over 4 months. Reduced post-release hotfixes by 75% by advocating for monthly release cycles instead of bi-weekly, allowing adequate time for thorough testing.

Skills

Testing Expertise: Manual Testing, API Testing, Exploratory Testing, Regression Testing, Integration Testing

Tools & Platforms: Postman, JIRA, Zephyr, Confluence, Git, Linux, MySQL, MariaDB, Kibana

Programming & Scripting: SQL, Bash, Python (learning), Playwright (learning), PHP (reading), C/C# (reading)

Domain Knowledge: Payment Processing Systems, POS Systems, Cloud-Based Applications, Data Migration & Validation

Methodologies: Agile/Scrum, Test Planning, Requirements Analysis, Defect Management

Certifications

Certified Scrum Master (CSM) – Scrum Alliance

Education

Associate of Science in Network Systems Administration

ITT Technical Institute | King of Prussia, PA | 2010-2012

Professional Experience

American Pest Management, Inc.

Implementation & UAT Consultant (Contract) | November 2025 – Present

Responsibilities: Provided implementation and UAT consulting for business system migration from paper-based records and QuickBooks to PestPac platform. Validated data integrity during customer migration, configuring complex account hierarchies including multi-property owners with individual property records, payment methods, and invoicing options.

- Tested and configured scheduling and routing workflows for next-day service delivery, ensuring proper driver assignment and route optimization.
- Verified product invoicing and technician inventory management within PestPac, tracking product usage and stock levels across service operations.
- Validated customer data migration accuracy across accounts, properties, and billing configurations.

Accomplishments: Migrated 312 customer records from paper-based system to PestPac, establishing standardized account structures that support multi-property management and automated scheduling.

- Completed manual transfer of data from paper records into PestPac property trees, ensuring accurate account hierarchies across multi-property owners.
- Reduced manual route planning for drivers by implementing PestPac's automated next-day scheduling and routing system.

Career Break — Family Care | January 2025 – October 2025

Provided care and support for elderly family members.

Sicom Systems (Family Owned) → Xenial, A Global Payments Company **July 2012 – September 2024**

Operating in the payment processing and restaurant technology sector, Xenial (a Global Payments Company) is a publicly held organization with 760+ technology employees, providing cloud-based POS and payment solutions to 51K+ restaurant installations across 62 countries worldwide.

Lead Quality Assurance Engineer | September 2023 – September 2024

Responsibilities: Promoted to Lead Quality Assurance Engineer, driving testing strategy and release coordination. Performed comprehensive QA testing for monthly releases, collaborating with development teams on version control processes and release coordination. Maintained automated test suite of 1,000+ test cases in a proprietary PHP framework, executing tests across staging and production environments. Set up and maintain testing labs for QA validation.

- Worked cross-functionally with the Portal team to coordinate database schema updates and downstream system impacts.
- Executed regression testing suites ensuring new releases did not introduce defects into existing functionality.
- Contributed to release planning and Git branching strategies for monthly deployment cycles.

Accomplishments: Advocated for implementing ASAN (Address Sanitizer) in release builds rather than running it every 6 months, enabling early detection and elimination of 99% of memory-related production issues within 3 months.

- Reduced post-release hotfixes by 75% by advocating for monthly release cycles instead of bi-weekly, allowing adequate time for thorough testing.
- Contributed to reliable release delivery by maintaining visibility into development progress and coordinating testing schedules with PM.

Tech Stack: C/C#, PHP, MySQL/MariaDB, JIRA, Zephyr, Git, Postman, Linux, Confluence, Kibana

Quality Assurance Engineer III | May 2021 – September 2023

Responsibilities: Promoted to QA Engineer III, leading Agile ceremonies and product planning. Served as Scrum Master, facilitating sprint planning, daily standups, retrospectives, and release planning. Collaborated with the Director of Engineering to define the product roadmap, prioritize backlog, and select features for development. Acted as liaison between QA team and leadership.

- Led comprehensive testing for PayPal payment integration, including transaction flows, refunds, and reconciliation across web and mobile platforms.

- Analyzed customer support call volume trends and identified root causes of the top 5 recurring issues, working with the development team to implement permanent solutions.
- Defined acceptance criteria for user stories, documented product roadmap and release plans in Confluence, and facilitated backlog grooming sessions, collaborating with PM to maintain transparency across stakeholders.

Accomplishments: Reduced customer support call volume by 40% over the course of a year through systematic root cause analysis, identifying bugs masked by quick-fix restarts and working with the development team to implement permanent solutions.

- Used Kibana logs to identify kiosk API failures, then implemented targeted test cases to improve order completion reliability from 78% to 99.9% over the course of 4 months.

Tech Stack: C/C#, PHP, MySQL/MariaDB, JIRA, Zephyr, Git, Postman, Linux, Confluence, Kibana

Quality Assurance Engineer II | March 2019 – May 2021

Responsibilities: Promoted to QA Engineer II to lead integration testing efforts for third-party payment systems and delivery platforms. (Retained through Global Payments acquisition, October 2018.) Performed comprehensive testing for complex integrations across payment devices, kiosks, and delivery partner APIs.

- Led integration testing for Verifone and Ingenico payment devices, validating transaction processing, refunds, and device communication protocols.
- Tested kiosk systems using XML injection via telnet to validate order flow through the system.
- Established delivery partner integrations (DoorDash, GrubHub, UberEats) using Postman to test JSON-to-XML transformations through the Omni integration layer.
- Executed comprehensive testing for loyalty program implementations, including validation of provider configurations and transaction processing.
- Tested database migrations from MySQL to MariaDB during OS2 to OS4 system upgrades.

Accomplishments: Identified and resolved a critical defect in delivery order processing where orders were getting stuck in an intermediate state, causing orders to loop between terminals and preventing order completion. Diagnosed root cause through exploratory testing within one week after a month-long escalation and implemented the fix within 3 days. The issue resulted in estimated tens of thousands of dollars in lost revenue per affected restaurant location.

- Discovered that the developer's loyalty system implementation created 1: many relationships instead of the specified 1:1, advocating for retention of this enhancement, which enabled multiple concurrent loyalty providers and significantly expanded product capabilities.

- Accelerated loyalty program development from an 8-month timeline to 2 months by identifying the existing dynamic list rules feature that could be leveraged for implementation, saving significant development time.

Tech Stack: C/C#, PHP, MySQL/MariaDB, JIRA, Zephyr, Git, Postman, Linux, Confluence, Kibana

Quality Assurance Engineer I | September 2016 – March 2019

Responsibilities: Promoted as QA Engineer to build comprehensive test coverage for core POS and payment systems. (Retained through LLR Partners private equity acquisition, May 2016.) Progressed from functional testing to international fiscal compliance validation and cross-functional support collaboration.

- Designed and executed test cases for C to C# code conversion, including GUI testing and visual validation.
- Conducted load testing using bash scripts to simulate thousands of concurrent orders across multiple hardware generations.
- Expanded test coverage includes specialized tax implementations, including Ohio taxing rules and edge-case tax scenarios.
- Validated international fiscal compliance requirements for France, Italy, and Quebec markets.
- Collaborated with the support team to identify production issues, provide troubleshooting guidance, and train technicians on root cause analysis techniques.
- Tested OS2 to OS3 system conversion for Canadian market deployments.

Accomplishments: Successfully validated and achieved fiscal compliance approval for international markets within tight timeframes: Italy (2 months), France (6 months), and Quebec (2 weeks), enabling international expansion.

- Verified C to C# code conversion covering 40% of the codebase, ensuring functional parity and stability across legacy and modernized systems.

Tech Stack: C/C#, PHP, MySQL, XML, JSON, JIRA, Git, Postman, Linux, Confluence

Technical Support Level 3 | September 2014 – September 2016

Responsibilities: Promoted to Level 3 support, handling complex technical troubleshooting and system recovery for POS and payment systems across international restaurant locations. Served as an escalation point for critical issues requiring SQL expertise and system-level diagnosis.

- Performed complex SQL troubleshooting, including auto-increment error resolution, sales data validation, and database integrity checks.
- Diagnosed and resolved system failures, including file corruption, missing configuration files, and digital menu board malfunctions.
- Executed data migrations from Micros POS terminals to Sicom systems, validating sales data extraction, transformation, and import accuracy using SQL queries.
- Troubleshooting payment device connectivity and processing issues for Verifone and Ingenico terminals.

Accomplishments: Established a systematic approach to issue classification (defect vs. user error vs. configuration), improving escalation accuracy to the QA team and reducing unnecessary tickets.

- Trained Level 1 and Level 2 support staff on advanced SQL troubleshooting and root cause analysis techniques, improving the team's technical capabilities and reducing escalations.

Tech Stack: C, SQL/MySQL, Linux, Bash

Technical Support Level 2 | March 2013 – September 2014

Responsibilities: Promoted to Level 2 support, expanding responsibilities to include custom reporting, database migrations, and international project coordination. Supported database upgrade initiatives and served as project lead for large-scale data consolidation efforts.

- Performed custom reporting for client-specific data analysis and operational needs
- Troubleshot digital menu board systems and resolved daily close processing failures
- Supported database upgrade from version 1.8 to 2.0, validating data integrity and system functionality.
- Deployed to Hungary for a 3-month assignment to train overnight support staff and assist with European restaurant implementations.
- Led Product Mix project converting individual restaurant databases to a centralized cloud-based system, coordinating post-conversion validation with restaurant owners to ensure accuracy of pricing, taxing, products, and inventory.

Accomplishments: Proposed solution to prevent employees from giving away free items without losing historical reporting data by setting free item prices to \$99.99 as a deterrent, which was adopted as core product logic and remained in place for 10+ years.

- Training efforts in Hungary enabled smooth database conversions from version 1.8 to 2.0 across European locations, completing the migration within 1 year.

Tech Stack: C, MySQL, Linux, Bash

Technical Support Level 1 | July 2012 – March 2013

Responsibilities: Started as Level 1 support, providing first-line technical assistance for restaurant POS systems. Handled inbound support calls, created tickets, and resolved common operational issues.

- Resolved on-call issues, including inventory shortages, payroll discrepancies, pay rate corrections, and daily close failures.
- Created and tracked support tickets in the ticketing system, documenting issues and resolutions.
- Provided basic troubleshooting guidance for restaurant managers and staff.

Tech Stack: MySQL, Linux