Kansas City, Missouri
krarnold49@gmail.com | 816-337-6101

Karla R. Arnold

QA ANALYST | BUSINESS ANALYST | SOFTWARE TESTING & REQUIREMENTS

Detail-oriented Quality Assurance and Business Analysis professional with 10+ years of experience supporting software delivery through requirements analysis, test planning, manual and end-to-end testing, defect management, process documentation, and stakeholder communication. Experienced in Agile/Scrum and Waterfall environments, translating business and functional requirements into test cases, test scripts, traceable documentation, actionable defect reports, and clear project updates. Known for improving QA processes, mentoring team members, facilitating Sprint Reviews, and partnering effectively with developers, project managers, business stakeholders, and end users.

Core Qualifications

Quality Assurance & Testing: Manual Testing • Functional Testing • Regression Testing • End-to-End Testing • Integration Testing • System Testing • Exploratory Testing • Black-Box Testing • Boundary Value Testing • Negative Testing • Sanity Testing • Web, iOS, and Android Testing • Test Planning • Test Case Design • Test Script Development • Test Execution • Defect Verification • Defect Tracking • Bug Lifecycle Management • Test Metrics • Software Quality Improvement

Business Analysis & Requirements: Requirements Analysis • Functional Requirements • User Stories • Requirements Clarification • Business Process Documentation • Process Mapping • Gap and Impact Analysis • Business Impact Analysis • Change Management • Stakeholder Interviews and Collaboration • Acceptance Criteria Support • Data Analysis • Findings and Results Presentation • Documentation Audits • Policy and Procedure Development

Project Delivery & Collaboration: Agile/Scrum • Waterfall • SDLC • Sprint Reviews • Daily Stand-Ups • Retrospectives • Cross-Functional Collaboration • Stakeholder Reporting • Risk and Issue Communication • Training and Mentoring • Team Leadership • Continuous Process Improvement

Tools & Platforms: Jira • Confluence • Azure DevOps • Salesforce • Bugzilla • Atlassian Suite • Empirix Hammer Automation System • Microsoft Office Suite

Professional Experience

Forrest T. Jones & Company (FTJ)

Information Technology Quality Assurance Analyst
Kansas City, Missouri | March 2022–Present

Support software quality and delivery by analyzing requirements, maintaining test assets, executing regression testing, tracking defects, and communicating results across development and business teams. Facilitate QA collaboration throughout Agile sprint cycles and help ensure solutions align with documented requirements and stakeholder expectations.

- Analyze requirements and collaborate with developers and stakeholders to clarify functionality, identify test scenarios, and improve issue resolution.
- Create, maintain, and update test cases and test scripts as requirements, enhancements, and business rules evolve.
- Execute regression testing to validate software performance and reliability across releases and updates.
- Identify, document, track, verify, and communicate software defects; provide QA perspective to developers during investigation and remediation.
- Gather test data, report testing progress and metrics, and present QA results to project stakeholders.
- Facilitate and present Sprint Review meetings, communicating completed work, quality findings, and outstanding concerns.

- Participate in cross-functional project meetings to provide status updates, raise risks, and maintain alignment on sprint and project goals.
- Review QA procedures and testing methodologies to identify opportunities for continuous improvement.
- Mentor and train QA team members on testing practices, QA strategies, documentation, and quality standards.
- Maintain awareness of applicable standards and regulatory requirements affecting QA processes and product delivery.

Overall Parts Solutions (OPS)

Quality Assurance Analyst / Document Writer
Grand Prairie, Texas | January 2020–February 2022

Performed manual software testing and documentation analysis for proprietary business applications. Partnered with project managers, developers, QA teams, and business stakeholders to translate requirements into test plans, test cases, defect reports, process documents, and updated company policies.

- Analyzed software requirements and user stories to develop test strategies, test plans, test cases, test scripts, and testing estimates.
- Executed functional, regression, integration, system, exploratory, black-box, boundary value, negative, sanity, and end-to-end testing.
- Tested web-based applications and mobile applications on Apple iOS and Google Android platforms.
- Identified, documented, prioritized, tracked, and verified software defects using tools including Jira, Azure DevOps, Salesforce, and Confluence.
- Participated in Agile/Scrum ceremonies, including stand-ups, and collaborated with cross-functional teams to support functional and non-functional testing.
- Compiled test findings, analyzed defect data, communicated results, and supported resolution decisions with developers and project management.
- Created and maintained documentation for business processes, procedures, policies, requirements, and internal operations.
- Analyzed and audited documentation related to data protection, change management, network security, business impact analysis, functional requirements, and operational processes.
- Researched and updated company-wide materials for new and existing employees, improving consistency and accessibility of internal documentation.
- Collaborated with executives, directors, managers, and department teams to gather information, clarify procedures, and maintain current documentation.

Sylvan Learning Center

Assistant Lead Tutor, Part-Time
Coppell/Irving, Texas | August 2019–April 2020

Supported software implementation and enhancement initiatives through requirements participation, manual test development, test execution, defect management, impact analysis, and collaboration with technical and business stakeholders.

- Participated in product requirements and design meetings with stakeholders, project leadership, developers, testers, and end users.
- Developed, maintained, and executed manual test procedures and test scripts to validate system modifications and release readiness.
- Created automated test scripts using the Empirix Hammer Automation System and maintained manual test assets for accuracy and repeatability.
- Planned testing strategies and schedules in alignment with project scope, requirements, delivery dates, and implementation needs.

- Diagnosed, documented, tracked, and communicated software defects using Bugzilla.
- Conducted impact analysis to identify regression testing needs and support changes to software functionality.
- Followed SDLC and change-management procedures for assigned projects and software releases.
- Applied IEEE software test documentation standards to maintain clear, consistent, and reusable testing records.
- Participated in retrospective meetings and recommended process improvements based on testing outcomes.
- Trained new software testers on application functionality, testing procedures, and defect-reporting processes.

Kansas City, Missouri Public Schools

Instructional Leader and Educator
Kansas City, Missouri | August 2012–June 2019

- Developed curriculum-aligned instruction, lesson plans, and assessments; analyzed results to identify needs and improve student outcomes.
- Delivered differentiated instruction, communicated findings to instructional teams, and implemented targeted solutions.
- Trained and mentored teachers, facilitated professional development, and served on teams supporting state-standard compliance.

YRC Worldwide / YRC Logistics

Software Test Engineer
Overland Park, Kansas | September 2005–August 2012

Supported software implementation and enhancement initiatives through requirements participation, manual test development, test execution, defect management, impact analysis, and collaboration with technical and business stakeholders.

- Participated in product requirements and design meetings with stakeholders, project leadership, developers, testers, and end users.
- Developed, maintained, and executed manual test procedures and test scripts to validate system modifications and release readiness.
- Created automated test scripts using the Empirix Hammer Automation System and maintained manual test assets for accuracy and repeatability.
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- Trained new software testers on application functionality, testing procedures, and defect-reporting processes.

Education and Credential

- **Certified Associate in Project Management (CAPM)**
  University of Central Missouri, Lee's Summit, Missouri
- **Bachelor of Arts in Elementary Education, Summa Cum Laude**
  Graceland University, Lamoni, Iowa
- **Bachelor of Science in Public Relations and Marketing**
  University of Central Missouri, Warrensburg, Missouri