

BENJAMIN BROAD

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SUMMARY

QA and engineering delivery leader with 15+ years in healthcare SaaS. Spent the last year rebuilding how our team approaches testing, using Claude and Playwright to automate work that used to require more people. I own the quality gate and the release process, and I care about both shipping fast and shipping right. Comfortable representing quality at the executive level and equally comfortable in a sprint planning meeting with engineers.

EXPERIENCE

MedLive (formerly PlatformQ) | *Healthcare SaaS and live streaming for medical education* Jan 2012 – Present

Director of QA and Product Support Oct 2020 – Present

- Rebuilt our QA approach around Claude and Playwright over the past year, going from mostly manual to 600+ automated test cases. The goal: more coverage, same size team
- Own the go/no-go call on every release. Set the exit criteria, run the release process, and make the call to ship or hold in coordination with engineering and DevOps
- Manage test coverage across unit, integration, and end-to-end layers in a HIPAA environment with real PHI constraints on what we can test and how
- Report quality metrics to leadership and use production data to decide where to focus testing effort, not just where bugs showed up last sprint
- Built our internal support operation from scratch, including triage workflows, escalation paths, and the tooling to run it

Director of QA and Product Education Jul 2018 – Oct 2020

- Built out the QA function from the ground up, including test strategy, automation coverage, and the processes that brought defect escape rates down over time
- Launched a knowledge base and training program used by both internal teams and customers, cutting down repeat questions and onboarding friction
- Got QA involved earlier in the dev cycle, which meant fewer surprises at release time and faster feedback loops for engineers

Sr. Manager of Project and Product Innovation Sep 2017 – Jul 2018

- Ran requirements and stakeholder alignment across engineering, product, and business teams on complex healthcare software initiatives
- Evaluated new tools and approaches and drove adoption across the product org

Senior Project Manager and Scrum Master Jan 2012 – Sep 2017

- Led delivery across all tech projects: sprint planning, backlog grooming, release coordination, and keeping stakeholders in the loop
- Certified Scrum Master; helped engineering and product teams get comfortable with agile ways of working

Prospectiv | *Digital advertising and publisher partnerships* Oct 2011 – Sep 2012

Publisher Account Executive / Account Manager

- Managed publisher partnerships and used campaign performance data to improve results and grow the relationship

EDUCATION

University of Massachusetts Amherst -- BA, Communication & Spanish, Cum Laude | 2009

SKILLS

Test Automation (Playwright) · Claude / LLM-assisted testing · CI/CD · Release Management · Bug Triage · Production Observability · QA Strategy · Program Management · Agile / Scrum · SDLC · Jira · GitHub · MySQL