Zachary Dick

TECHNICAL PROGRAM MANAGEMENT AND QA LEADERSHIP

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PROFESSIONAL EXPERIENCE

Booz Allen Hamilton Jun 2021 - Present
Technical Program Manager (QA) Philadelphia, PA

- Lead QA for a $40M federal healthcare Salesforce modernization, owning test strategy, cross-team governance, user acceptance testing (UAT) support, and production validation.
- Drove a 73% year-over-year reduction in critical and high-severity defects through stronger regression coverage, triage, release validation, and quality controls.
- Built a Playwright framework for Salesforce with discovery-assisted authoring, reusable test-data factories, and regression reporting.
- Lead a biweekly QA Community of Practice serving 50 QA and development engineers across 5+ projects, delivering hands-on training in Playwright and test automation workflows.
- Lead go/no-go reviews using test results, defect severity, integration risks, and dependencies to align stakeholders on release readiness.
- Provide career management and mentorship to eight QA engineers; serve as one of three QA Program Managers supporting 200+ QA professionals across enterprise programs.
- Lead AI-enabled QA pilots using LLMs for requirements analysis, test case generation, test data preparation, and documentation.

Liberty IT Solutions Oct 2019 - Jun 2021
Senior QA Analyst Exton, PA

- Validated Salesforce workflows, data migrations, and CPRS/VistA integrations through system testing, regression testing, UAT, and production-readiness checks.
- Helped integrate Liberty's QA practice into Booz Allen Hamilton, aligning QA standards and delivery.

WhatRef.ai Jun 2024 - Present
Founder & Technical Product Lead Remote

- Founded and launched an AI watch intelligence platform using computer vision, image search, and LLMs to turn photos into structured watch data.
- Own the roadmap and delivery of APIs, embeddable tools, and analytics dashboards, translating user and dealer needs into prioritized features and releases.
- Built with React, Supabase Edge Functions, Python, and PostgreSQL/pgvector; implemented vector search, image matching, and GitHub Actions CI/CD.

TECHNICAL SKILLS & CREDENTIALS

Delivery: Technical program management, QA governance, release readiness, risk, Agile

Quality: Playwright, test strategy, regression testing, UAT, defect triage, requirements analysis

Tools: Salesforce, Postman, Python, SQL, REST APIs, GitHub Actions

Credentials: Salesforce Certified Associate; Provar Automation Essentials; Salesforce Certified Administrator; Salesforce Certified Platform App Builder; Federal Public Trust

EDUCATION

University of Pittsburgh May 2019
Bachelor of Science in Business Administration Pittsburgh, PA