Rahul Singh
ENGINEERING LEADER QUALITY ASSURANCE

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Engineering Leader with sixteen years of experience with full system development life cycle experience including designing,developing and implementing multiple test strategies and plans. Led teams of 5-15 people across technology, business and design departments and geographies

PROFESSIONAL EXPERIENCE

Tiktok Inc, Seattle,WA   2023 – Present
Engineering Leader QA

- **Strong cross-functional relationships** with 15+ software development,7 data warehouse engineers and 8 product managers and 10+ operation teams ensuring seamless collaboration on quality initiatives.
- Led a team to **achieve 100% automation coverage** for P0 API and UI tests and 50% coverage for P1 APIs across key products by implementing robust frameworks and integrating with CI/CD pipelines.
- Directed a team responsible for the quality assurance of 4 products with a combined user base of 350K+ weekly active users (DAU), ensuring high-quality releases, streamlined testing processes, and customer satisfaction.
- **Developed global quality roadmap** via 9+ QA engineers across 4 products for APAC US and UK regions
- Conducted regular root cause analysis sessions on weekly basis for recurring defects,leading to implementation of enhancement reducing similar defects by 100%
- Spearheaded **feature delivery initiatives achieving 133% increase QoQ 30 ->70** by ramping up team expertise through targeted training programs,optimizing resource allocation(right talent to right project) and implementing streamlined SOP and automation
- Developed and maintained KPI dashboards to **monitor weekly and monthly basis** in conjunction with OKR targets on weekly basis and providing actionable insights to leaderships
- Developed testing reports, reducing data to key **quality insights and strategic recommendations** that helped increase team efficiency by 31%.
- Defined and implemented Quarterly Objectives and Key Results (OKRs) to align team goals with organizational priorities, driving accountability and focus

Indeed Inc, Austin, TX   2022 – 2023
QA Manager

- Managed a team of **4 test engineers** (2 Manual and 2 SDETs) for **quality assurance, automation, and release management** of Resume Search, ensuring recruiters find qualified candidates seamlessly
- Directed the development of **Quality Dashboards**, improving **DORA metrics** for deployment frequency and stability.
- Enabled **push-on-green deployments** by supervising integration test suite creation and updating CI/CD pipelines.
- Oversaw the release of a **major feature with zero customer issues**, leveraging a mix of manual and automated testing.
- Delivered workshops on **QA strategies**, enhancing skills and collaboration within the team.

Visa Inc, Austin, TX
2018 – 2022
Staff Test Engineer
- **Tested** and deployed a global **account validation service**, achieving **99.99% validation accuracy** and handling **1M+ daily validation requests** across **200+ countries**, while reducing processing errors by **30%**.
- **Independently Tested** and deployed a **BIN Lookup service**, achieving **99.95% query accuracy** and processing **500K+ daily BIN validation requests**. Reduced lookup latency by **20%** and ensured seamless integration across **50+ payment partners worldwide**.
- **Ensured Seamless Migration** by testing and deploying a **SOAP-to-JSON translator** for legacy merchants using an enterprise solution, achieving **99.9% translation accuracy** for **1M+ daily API requests** and reducing integration errors by **25%** across **100+ merchants**.
- Designed and implemented robust **Codeless API and UI automation frameworks**, increasing test coverage by **70%** and reducing regression testing time by **30%**.
- Performed extensive **EMV certification testing**, validating chip-based card transactions for compliance and security across global networks supporting google pay, apple pay wallets.
- Partnered with cross-functional teams, including developers, architects, and business analysts, to ensure end-to-end coverage and alignment with business requirements.
- Executed functional and performance testing for **authentication APIs**, ensuring response times met SLAs and achieving **99.9% uptime**.
- Successfully certified payment gateways across **10+ global data centers and clusters**, ensuring compliance and seamless integration for **1M+ daily transactions**. Improved certification cycle efficiency by **20%** through streamlined processes.
- Collaborated with release teams to validate all components during releases, achieving **99.95% deployment success rate**. Conducted **failover testing**, ensuring high availability and reducing downtime by **30%** during critical release cycles.

PREVIOUS EXPERIENCE

AT&T Inc(TekSystems) Dallas, TX	2016 – 2018
Verizon Wireless(Mastech Inc) Seattle, WA	2016 – 2018
TechMahindra Inc Atlanta, GA+ India	2004 – 2016

EDUCATION

Rajiv Gandhi Prodyogiki Vishwavidhyalaya, Bhopal, MP , INDIA
Bachelor of Engineering, Computer Science
Certification
- Blockchain: Disruptive Technology
- Designing and Building AI Products and Services
- Certified Scrum Master

SKILLS & OTHER

Technical Skills: Test Automation, Manual Testing, API Testing, UI Testing, Performance Testing, Regression Testing, End-to-End Testing, Selenium, JUnit, TestNG, Postman, Jenkins, CI/CD Pipelines, REST API, SOAP, SOAtest, MongoDB, SQL, Java, Docker, Kubernetes, Jira, Grafana, Kibana, DORA Metrics, Quality Metrics Tracking, Release Management.

Non Technical : Cross-Functional Team Leadership, Strategic Planning, Process Optimization, OKR Setting, Team Building, Stakeholder Communication, Problem-Solving, Root Cause Analysis, Training and Mentorship, Risk Management, Conflict Resolution, Analytical Thinking, Collaboration, Change Management, Agile Methodologies (Scrum, Kanban, SAFe).