Joshua Silverman

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SUMMARY

Visionary Director of Quality Engineering with over 20 years of progressive leadership in SaaS, healthcare, and regulated technology ecosystems. Expert in aligning enterprise quality strategies with business goals to drive measurable performance—achieving up to 33% defect reduction, 15% faster release velocity, and 22% cost optimization. Renowned for architecting global quality organizations, institutionalizing best practices, and mentoring future QA leaders across geographies. Specializes in Agile transformation, test automation architecture, and risk-based quality governance in compliance-intensive environments.

EXECUTIVE HIGHLIGHTS

- Results: Achieved 33% reduction in escaped defects by building end-to-end quality architecture across enterprise SaaS environments.
- Numbers: Scaled QA ops globally across 3 continents, leading 7–11 FTEs, while improving productivity by 25% and test coverage by 40%.
- Team: Cultivated 100% team retention and 3 internal promotions through targeted mentorship, leveling, and succession planning.
- Strategy: Enabled data-backed decision-making by developing executive-facing dashboards on cycle time, risk, and test ROI.

WORK EXPERIENCE

VelocityEHS – Global EHS SaaS Provider

Senior QA Manager   Aug 2024 - Jan 2025

- Directed quality strategy across 3 Agile product teams supporting compliance platforms used by 500K+ users.
- Deployed a risk-based testing framework, reducing post-release defects by 18% while increasing test coverage by 20% QoQ.
- Partnered with product and compliance leaders to align test prioritization with business risk, enhancing QA's influence in roadmap decisions.
- Instituted talent development framework achieving 100% retention and high team engagement across global time zones.

Lytho, Inc – Digital Asset Management SaaS

Global QA Manager   Nov 2023 - Aug 2024

- Spearheaded the formation of a global QA center of excellence, scaling from 0 to 7 FTEs across US, EMEA, and APAC, while defining org-wide test strategy.
- Instituted SDLC-wide quality gates, resulting in a 33% defect reduction and 15% improvement in release cadence.
- Integrated Cypress-based accessibility testing, ensuring WCAG 2.1 and Section 508 compliance for all releases.
- Optimized $350K QA budget, improving efficiency by 22% through tool rationalization and cross-training initiatives.

Sharecare – Enterprise Healthcare Platform

Global QA Manager   Dec 2021 - Nov 2023

- Directed 11 QA engineers across distributed teams, delivering quality oversight for HIPAA and 21 CFR-compliant systems.
- Created executive quality dashboard capturing cycle time, escaped defects, and compliance risks.
- Rolled out performance and development programs—resulting in 3 promotions and 25% improvement in velocity.
- Negotiated vendor partnerships to reduce tool spend and reinvest savings into automation capabilities.

Catalina Marketing – Retail Data Analytics

Senior Quality Engineer   Jan 2021 - Dec 2021

- Led quality efforts for enterprise-scale data marketing platforms in SAFe Agile environment.
- Improved release stability by 15% through tighter CI/CD integration and enhanced DevOps collaboration.
- Designed and deployed SCALA/Databricks validation suite, boosting test speed and pipeline quality assurance.

Alert Innovation – Robotics & Automation
Senior Quality Engineer   May 2019 - Nov 2020
- Tripled team size and led SDET operations to improve defect resolution cycles by 30%.
- Architected automation strategy, increasing test coverage by 40% and slashing regression cycles.
- Partnered on executive roadmap planning, expediting prototype launches and reducing time to production, resulting in a 20% reduction in time-to-market and accelerated POC feedback loop with cross-functional stakeholders

PQE Group, DTCC, UMass Medical School, AGMednet
QA Leadership Roles   Dec 2014 - May 2019
- Managed validation for SaMD and financial platforms, enforcing GxP and GDPR standards.
- Spearheaded enterprise automation initiatives improving coverage by 30% and cutting test cycles by 25%.
- Established governance models ensuring alignment with ISO 13485, FDA, and GCP regulatory standards.

TECHNOLOGY & COMPLIANCE EXPERTISE

- Test Strategy: Risk-Based Testing, Automation Strategy, Shift-Left Testing, Test-Driven Development (TDD)
- Frameworks: Agile, Scrum, SAFe, TMMi, TPI
- Languages: Python, Groovy, Scala, Gherkin
- Automation Tools: Cypress, Selenium, Katalon, Postman, GitHub Actions
- DevOps & Test Management: Azure DevOps, Jira, Jenkins, TestRail, HP ALM
- Performance Testing: JMeter, LoadRunner, Sauce Labs
- Regulatory & Compliance: HIPAA, 21 CFR Part 11/820, ISO 13485, GDPR, FDA, GCP, Section 508, WCAG 2.1

CERTIFICATIONS

Certified Scrum Master (CMS) , ScrumAlliance	2025
AI Governance & Compliance, Udemy	2025
Product Owner Certification , Udemy	2024
Certified KPI Professional, Udemy	2023
TestRail Administrator, Gurock	2022
CQM/OE, ASQ	(Expected Q4 2025)
SAFe/Agile, ScrumAlliance	(Expected Dec 2025)

EDUCATION

US Naval Information Warfare Center	Pensacola, FL
Associate of Sciences, Computer Science	1997

EXECUTIVE COMPETENCIES

- Strategic Leadership & Vision
- Global Team Management
- Agile / SAFe Transformation
- Automation Architecture
- CI/CD & DevOps Alignment
- Performance Management & Coaching
- Budgeting & Resource Optimization
- Risk, Compliance & Governance
- Cross-Functional Executive Influence
- Data-Driven Decision-Making
- Quality Metrics Design & Visualization
- Enterprise Test Governance