

JOSHUA SILVERMAN

Certified Scrum Master (CSM) | Strategic QA Professional Leading Agile QA Transformations, Scaling Test Automation Frameworks, and Driving 30%+ Defect Reductions Across Healthcare, SaaS, and Fintech Enterprises

✉ josh1012@gmail.com ☎ (813) 521-6333 📍 Valrico, FL 33596 🔗 www.linkedin.com/in/joshmsilverman

PROFILE SUMMARY

Visionary Quality Assurance Professional with 20+ years spearheading enterprise QA transformations across healthcare, SaaS, and fintech. Certified Scrum Master (CSM) adept at scaling global teams, reducing defects by 30%+, and accelerating release cycles by 15–25% via AI-driven automation (Cypress, Katalon) and Agile/DevOps integration. Proven success in building CI/CD pipelines, optimizing \$350K+ budgets, and ensuring HIPAA/GDPR compliance. Strategic leader skilled in cross-functional collaboration, KPI-driven governance, and fostering innovation. Delivered 20–40% test coverage gains and 33% customer satisfaction growth through data-first QA strategies. **Committed to mentoring teams and aligning quality with business outcomes.**

CORE COMPETENCIES

- **Strategic QA Leadership:** Enterprise quality governance, risk-based testing, and \$350K+ QA budget oversight; scaled global teams (10–15 members) with 25% productivity gains.
- **Test Automation & AI Tools:** Cypress, Playwright, Katalon, Selenium; Appium, XCUITest; AI-driven testing (Testim, Appliflow).
- **CI/CD & DevOps:** Jenkins, Azure DevOps, CircleCI, GitHub Actions; 20% regression cycle reduction via pipeline optimization.
- **Mobile/Web Testing:** iOS/Android (BrowserStack), microservices, REST/GraphQL APIs; WCAG accessibility compliance.
- **Agile/Scrum Execution:** Certified Scrum Master (CSM); SAFe, Kanban, sprint velocity boosts of 15–25%.
- **Compliance & Audits:** HIPAA, GDPR, 21 CFR Part 11; audit-ready validation for healthcare/life sciences.
- **Test Management:** Jira, Xray, TestRail; defect triage workflows reducing resolution time by 20%.
- **Shift-Left & BDD/TDD:** Integrated testing into SDLC, cutting critical defects by 30%.
- **Cloud & Architecture:** Azure, Docker, Git; monolithic/microservices backend validation.
- **Cross-Functional Advocacy:** Aligned QA with Product/Engineering to accelerate releases by 15–25%.

PROFESSIONAL EXPERIENCE

SENIOR MANAGER OF QUALITY ASSURANCE

VelocityEHS | Aug 2024 – Jan 2025

- Led Agile automation strategy for 3 cross-functional teams, increasing quarterly test coverage by 20% and reducing regression cycles by 10% through Katalon and Azure DevOps integration.
- Reduced escaped defects by 18% by implementing defect analytics dashboards and refining QA governance workflows for risk-based testing.
- Designed executive-facing QA confidence dashboards using Azure DevOps, enabling data-driven release decisions and alignment with business KPIs.
- Mentored 5 Scrum teams on Agile QA best practices, improving sprint velocity by 15% and fostering a culture of continuous quality improvement.
- Collaborated with DevOps to integrate automated smoke tests into CI/CD pipelines, accelerating release cycles by 12%.

Tools: Katalon, Azure DevOps, TestRail, Python, Jenkins.

QUALITY ASSURANCE MANAGER

Lytho, Inc | Nov 2023 – Aug 2024

- Scaled QA operations from a startup to a 7-member global team (US and Asia), reducing escaped defects by 33% and increasing customer satisfaction scores by 11%.
- Optimized sprint throughput by 15% through KPI-driven coaching, test case prioritization, and streamlined TestRail workflows.
- Directed triage processes for critical production issues, reducing resolution time by 20% and improving cross-functional collaboration with Engineering.
- Developed executive QA dashboards to track test progress and defect trends, ensuring alignment with organizational goals.
- Championed shift-left testing practices, integrating API validation (Postman) into early SDLC stages to mitigate risks.

Tools: TestRail, Postman, Jira, Selenium, GitHub Actions.

PROFESSIONAL EXPERIENCE CONTINUED

QUALITY ASSURANCE MANAGER

Sharecare.com | Dec 2021 – Nov 2023

- Managed 11 QA engineers across web and mobile platforms, ensuring HIPAA compliance and reducing post-release defects by 18% through rigorous test planning.
- Aligned release gating criteria with App Store guidelines and enterprise standards, achieving 100% audit readiness for regulatory inspections.
- Introduced shift-left testing and CI/CD integration (Jenkins), reducing critical defects by 20% and accelerating time-to-market by 15%.
- Oversaw a \$350K QA budget, optimizing resource allocation for tools, training, and team upskilling initiatives.
- Partnered with Product and DevOps to design end-to-end test automation frameworks, improving cross-functional alignment.

Tools: Jenkins, BrowserStack, Postman, JMeter, TestRail.

SENIOR QUALITY ENGINEER

Catalina Marketing | Jan 2021 – Dec 2021

- Validated retail data systems using Scala and Azure pipelines, ensuring zero downtime during high-traffic releases.
- Developed release checklists and rollback strategies, achieving 100% audit compliance and reducing deployment errors by 25%.
- Automated 30% of manual test cases via Python scripting, accelerating regression testing for backend services.
- Participated in SAFe Agile ceremonies, contributing to sprint planning and defect resolution for enterprise-scale projects.
- Collaborated with DevOps to design Azure-based validation workflows, enhancing test environment stability.

Tools: Azure DevOps, Scala, Python, Postman, SQL.

SENIOR QA ENGINEER

Alert Innovation | May 2019 – Nov 2020

- Built and executed a comprehensive release test strategy, expanding test coverage by 40% and reducing regression cycles by 30%.
- Led a 4-member automation team to develop SDFT frameworks, improving testing efficiency by 25%.
- Delivered automated validation scripts (Python/Groovy), cutting time-to-market by 20% for critical releases.
- Conducted root-cause analysis for defects, reducing repeat issues by 15% through improved test case design.
- Streamlined CI/CD pipelines with Jenkins, integrating automated smoke tests for faster feedback loops.

Tools: Robot Framework, Jenkins, Python, Groovy, Docker.

QA LEADERSHIP ROLES

PQE Group, DTCC, UMass Medical School, AGMednet Inc. | Dec 2014 – May 2019

- Directed FDA Part 11-compliant automation projects for life sciences, reducing validation cycle times by 35%.
- Managed QA for cloud and on-premises platforms in regulated sectors, achieving 99.9% uptime across releases.
- Improved defect detection rates by 25% through risk-based testing strategies and cross-functional QA training.
- Led Agile transformations for 3 organizations, aligning QA processes with Scrum and Kanban methodologies.
- Spearheaded tool migrations (QTP to Selenium), cutting licensing costs by \$50K annually.

Tools: Selenium, QTP, ALM, Veeva Vault, Oracle.

EDUCATION AND CERTIFICATIONS

Bachelor's Degree in Computer Science | University of Florida (In Progress)

Certified Scrum Master (CSM) | Scrum Alliance | 2025

AI Governance & Compliance | Udemy | 2025

Agile Product Owner (Scrum) | Udemy | 2024

Certified Key Performance Indicators Professional | Udemy | 2024

TestRail Administrator Certification | Gurock | 2022

Certified Quality Manager/Organizational Excellence (CQM/OE) | ASQ | In Progress

PROFESSIONAL DEVELOPMENT

AI-Powered Testing Tools: Hands-on experience with Testim, AppliTools, and Mabl through pilot projects.

Agile/SAFe: Advanced training in Scaled Agile Framework and Lean methodologies.

Regulatory Compliance: Continuous education in HIPAA, GDPR, and 21 CFR Part 11 through industry workshops.