

# Joshua Silverman

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## SUMMARY

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Results-oriented Quality Assurance Leader and Certified Scrum Master (CSM) with 20+ years driving end-to-end QA transformations in healthcare, SaaS, and fintech. Proven expertise in scaling global teams, implementing AI-powered automation frameworks, and optimizing CI/CD pipelines to deliver 30%+ reductions in defect rates and accelerate release cycles by up to 25%. Strategic thinker with deep experience aligning QA with product and business objectives, fostering cross-functional collaboration, and ensuring compliance (HIPAA, GDPR, 21 CFR). Known for driving 33% gains in customer satisfaction and 40% increases in test coverage.

## CORE COMPETENCIES

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- Enterprise QA Strategy – QA roadmap development, executive reporting, quality initiatives.
- Leadership in QA/Engineering Organizations – Scaled global teams; improved team velocity and cross-functional delivery.
- QA Leadership & Governance – Strategic oversight of \$350K+ QA budgets; team scaling and productivity optimization.
- Test Automation & Tools – Cypress, Selenium, Katalon, Playwright, SauceLabs, TestStudio
- Agile, Scrum & SAAFe Execution – CSM-certified; sprint velocity enhancements of 15–25%.
- CI/CD & DevOps Integration – Jenkins, Azure DevOps, GitHub Actions, CircleCI.
- API/Mobile/Web Testing – REST/GraphQL, iOS/Android, WCAG compliance, BrowserStack.
- Compliance & Validation – HIPAA, GDPR, FDA Part 11, audit-ready documentation.
- Test Strategy & Shift-Left QA – Early-stage integration, BDD/TDD, defect risk mitigation.
- Tooling & Reporting – Jira, TestRail, Xray, Postman; executive dashboards, KPI tracking, QA OKR's.

## WORK EXPERIENCE

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### VelocityEHS

Senior Manager of Quality Assurance

Aug 2024 - Jan 2025

- Defined and executed Agile test automation strategies across 3 cross-functional teams.
- Boosted test coverage by 20% and cut regression time by 10% via Katalon + Azure DevOps.
- Reduced escaped defects by 18% using predictive analytics and QA governance models.
- Integrated automated test suites into CI/CD pipeline, reducing deployment time by 12% and increasing release reliability.

### Lytho, Inc

Software Quality Assurance Manager

Nov 2023 - Aug 2024

- Built and led a 7-member QA team across US and Asia, reducing escaped defects by 33%.
- Implemented KPI dashboards and test planning tools, increasing test predictability by 20%.
- Initiated shift-left testing with API coverage, identifying 90% of defects pre-UAT.
- Boosted sprint velocity by 15% through process refinement and agile coaching.
- Embedded API testing into SDLC, reducing critical defect detection time by 30% and improving sprint efficiency

## **Sharecare.com**

Software Quality Assurance Manager

Dec 2021 - Nov 2023

- Directed 11 QA engineers; ensured HIPAA compliance and 18% defect rate reduction.
- Established CI/CD test gates, accelerating go-live timelines by 15%.
- Managed \$350K budget and delivered cost-effective upskilling initiatives.
- Aligned automation strategy with App Store and enterprise audit requirements.

## **Catalina Marketing**

Senior QA Engineer

Jan 2021 - Dec 2021

- Engineered Scala-based validation for retail data systems, ensuring 100% uptime.
- Automated 30% of tests using Python, reducing backend regression efforts.
- Authored rollback protocols to cut release errors by 25%.

## **Alert Innovations**

Senior QA Engineer

May 2019 - Dec 2020

- Devised full-cycle test strategy, increasing test coverage by 40%.
- Led SDET automation efforts using Python/Groovy, trimming time-to-market by 30%.
- Integrated smoke tests into CI/CD pipeline, accelerating QA feedback loops.

## **PQE Group, DTCC, UMass Medical School, AGMednet Inc.**

QA Leadership Roles

Dec 2014 - May 2019

- Spearheaded FDA Part 11-compliant automation across life sciences orgs.
- Orchestrated Agile transformations; improved QA productivity by 25%.
- Migrated legacy tools to Selenium, saving \$50K+ annually.

## **EDUCATION & CERTIFICATIONS**

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- A.S., Computer Science, US Naval Information Warfare School
- Certified Scrum Master (CSM) – Scrum Alliance, 2025
- AI Governance & Compliance – Udemy, 2025
- Agile Product Owner – Udemy, 2024
- Certified KPI Professional – Udemy, 2024
- TestRail Administrator – Gurock, 2022
- CQM/OE Certification – ASQ, In Progress

## **PROFESSIONAL DEVELOPMENT**

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- AI Testing Tools: Limited experience with Testim, Mabl, Applitools.
- Agile/SAFe Mastery: Deep understanding of Agile/Lean methodologies.
- Compliance Expertise: PII, HIPAA, GDPR, SOC2 and FDA standards.
- Digital Quality Strategy: Applied modern QA transformation frameworks to align software quality with digital product goals, integrating DevOps, AI-driven test automation, and customer experience KPIs into enterprise-wide quality initiatives.