

## PROFESSIONAL SUMMARY

Built 0-to-1 QA programs that scaled with hypergrowth startups. 15+ years leading quality engineering and test automation, from first hire to enterprise teams serving Disney, NBC, and major media clients. Proven track record turning of quality into a competitive advantage, not a bottleneck.

## SKILLS

**Test Automation & Frameworks:** AI-based browser automation with Playwright MCP, BrowserStack, CI/CD quality gates, Cypress, Playwright, pytest, Release validation, Selenium WebDriver, Test infrastructure design

**CI/CD & DevOps:** AWS Systems Manager, Docker, GitHub Actions, Jenkins, Podman, TeamCity

**Performance & Reliability:** Load testing, Observability and monitoring integration, Performance testing of distributed applications, Real-world scenario testing, Stress testing, Synthetic user simulation

**Distributed Systems & Cloud Testing:** AWS (API Gateway, SQS, EC2, S3, Lambda, DynamoDB, Bedrock), CI-integrated E2E testing, Multi-deployment testing (SaaS + on-premise), Test data management

**Test Management & Defect Tracking:** Defect lifecycle management, JIRA, Requirements analysis, Test planning, TestRail

**Methodologies:** Agile/Scrum, Certified Scrum Master, Gherkin syntax, Kanban

## WORK EXPERIENCE

### Self-Employed

Independent Consultant

04/2024 - Present

Pursuing leadership opportunities following role elimination at SnapStream while taking on selective consulting projects.

### SnapStream

Director of Engineering

08/2021 - 04/2024

Managed 8 engineers as well as infrastructure and support teams. Defined QA strategy for new product launch while acting as player-coach, building automation and testing alongside the team. Modernized CI/CD pipelines and deployment processes, championed adoption of AI tooling, and led development of SnapStream's first AI features.

- Built automated CI test pyramid for new SaaS video recording and streaming product in GitHub Actions, catching bugs at build time and enabling on-time MVP launch with 99.9% uptime
- Reduced automated test flakiness by >20% by migrating from local Jenkins to GitHub Actions, eliminating local build servers and saving 15+ hours of ongoing server maintenance monthly
- Created automated deployment system using AWS Systems Manager runbooks, reducing customer instance update time from 6 hours to 30 minutes
- Created synthetic user simulations in Cypress from Mixpanel data to stress test EC2 instances under load. Used resulting data to right-size instances leading to 35% decrease in AWS spending
- Led testing of AI-powered video transcript analysis features enabling customers to navigate recordings via a generated table of contents, validating REST API endpoints and .NET Lambda functions using Postman and cURL
- Introduced GenAI tooling (GitHub Copilot, Claude) to engineering teams, speeding up both testing and development
- Mentored an SDET to team lead, coached manual QA tester into software engineer role, and mentored an engineer into the company's first AI Engineer

Software Engineering Manager

01/2021 - 08/2021

Promoted from QA Manager to lead engineering. Implemented Agile/Scrum after becoming a Certified Scrum Master, then used data from GitHub, JIRA, and performance testing to identify and fix process inefficiencies: engineers getting lost in oversized stories, oversized AWS instances, and inefficient regression testing.

- Designed real-world scenario testing using Mixpanel data to identify critical user workflows across distributed video capture and processing system, implementing smoke tests covering high-priority paths for every commit without slowing the team down
- Established quality gates through definition of done requiring unit, integration, and E2E tests, code coverage thresholds, and a multi-point code review checklist before stories were eligible for demo at sprint review
- Tracked engineering metrics and delivered 60% velocity increase and 40% fewer defects within two quarters through WIP limits, story decomposition, and shifting quality left
- Streamlined pre-release regression testing by using diff analysis to selectively include only modified code and its dependencies in the run

## Software QA Manager

08/2016 - 01/2021

Led QA team ensuring the quality of the hardware and software backing SnapStream's flagship video SaaS application and related products. Oversaw functional and performance testing across multiple deployment platforms (rackmount appliances, consumer SFF PCs, cloud instances), custom 4-stream H.264 encoder platform, and Android set-top box. Maintained 5-year support windows requiring compatibility testing across all platform versions.

- Owned testing strategy for SnapStream's cloud platform launch, adapting QA approach to handle serverless microservices and distributed system challenges
- Improved existing Selenium test suite, then upskilled manual testers to write automated functional tests, tripling automated test coverage in a product not optimized for automation while eliminating flakiness
- Cut manual regression cycle from 6 days to under 4 days by removing redundant cases and reusing complex setup steps for multiple tests when risk allowed
- Overhauled QA process and tooling, shifting team focus from ticket-closing to opinionated software critics by coaching engineers to hunt for edge cases, think like a user to sniff out user experience issues, and rain down abuse upon potential failure points

## Senior QA Engineer

03/2016 - 08/2016

Promoted to QA Manager within 6 months after bringing structure to QA operations in a leaderless team. Established test planning standards, end-to-end bug ownership, and modernized test management tooling by introducing TestRail for test case management and reworking existing JIRA flows.

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## Earlier Experience

### Senior/Staff QA Engineer

06/2007 - 03/2016

8 years at Sony Creative Software (Sound Forge, Vegas Pro), followed by roles at CS Disco (legal tech) and Swimlane (security orchestration). Built test automation frameworks, discovered critical security vulnerabilities, and led UAT with external users across desktop and SaaS applications.

## CERTIFICATIONS

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### Professional Scrum Master

01/2020

Scrum.org

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### AWS Certified Cloud Practitioner

Amazon Web Services

## PROJECTS

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### Personal Website Test Automation & Deployment

- Built a personal website deployed to Kubernetes (k0s) in Oracle's Cloud
- Implemented multi-layered test automation suite featuring Playwright E2E tests, axe-core accessibility validation, performance testing, and cross-browser compatibility checks running on GitHub Actions