Contact

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Top Skills

AI-Driven Test Automation

Strategic Planning

Artificial Intelligence (AI)

Languages

Russian (Native or Bilingual)

English (Full Professional)

Certifications

ISTQB® Certified Tester Advanced
Level - Test Automation Engineering

ISTQB

Konstantin Pletenev

Head of QA | Engineering Manager | Test Automation Architect |
Test Manager
Porto Metropolitan Area

Summary

QA Leader with 12+ years of experience in building scalable
QA processes, leading high-performing teams, and delivering
measurable business results through automation and AI integration.
My approach to QA is driven by a focus on both technical excellence
and business impact. I am passionate about fostering a positive
team culture that empowers individuals to grow and achieve their full
potential.

Selected Achievements:

- Scalable QA Department: Established and led a QA team of
8 engineers at WANNA (FARFETCH Group), improving defect
detection rates by 30% and cutting post-release issues by 20%.

- AI in Action: Developed LLM-based tools for automated test case
generation and requirement analysis, reducing manual efforts by
40% and accelerating release cycles by 25%.

- Customer-Centric QA: Designed a 3-tier SLA-based client support
system, reducing system downtime to under 2 hours and increasing
customer satisfaction by 80%.

- Strategic Testing Models: Transformed test automation at
Accenture Latvia, shifting from acceptance-heavy testing to a
balanced pyramid model, improving coverage and efficiency by 30%.

My Core Beliefs and Skills:
- QA as a Business Driver: QA is not just about catching bugs — it's
about delivering reliable products that create value for end-users and
align with business objectives.

- AI-Powered Solutions: I integrate AI and automation to scale testing
efforts and ensure consistent quality.

- Leadership Through Collaboration: I build cohesive, goal-oriented teams where every member is empowered to contribute and grow.

- Team Development and Growth: I prioritize mentorship and create opportunities for team members to advance their careers and refine their skills.

Future Goals:
I aim to leverage my expertise to drive QA transformations at the C-level, scaling processes in large organizations and aligning technology strategies with measurable business outcomes. Let's connect to discuss how I can help your organization achieve these goals.

Experience

Zencoder
Quality Assurance Team Lead
May 2025 - Present (10 months)
Porto, Portugal

Zing Coach™
Head of Quality Assurance
July 2024 - May 2025 (11 months)

WANNA
Head of Quality Assurance
March 2022 - June 2024 (2 years 4 months)
Porto, Portugal

In my role as the Head of Quality Assurance at an AR Fashion startup, I championed the orchestration of comprehensive QA operations, encompassing aspects such as Test Management, QA Resource Planning and facilitating seamless communication amongst Product Management, Development, and Client Success Management divisions.
• Facilitated the hiring, onboarding, and leading a high-performing QA team of eight professionals, including two Automation Engineers, two Manual QA engineers, three Mid-Level QA professionals, and one Senior QA Manager.

• Diligently handled Mobile Testing projects across native iOS, Android, and Mobile Web interfaces, including backend testing activities and test automation with Python.

• Distinguished myself through my development of the entire QA team and QA processes from scratch, optimizing the QA procedures and developing a robust team of eight QA engineers.

• Seamlessly incorporated QA into the Continuous Integration and Continuous Deployment (CI/CD) processes, effectively managing QA steps on our CI, thereby enhancing efficiency and reducing developmental cycles.

• Architected and supervised the client support process from the grassroots, integrating it with a Jira support board, a dedicated support specialist, and ensuring prompt Estimated Times of Arrival (ETAs), delivering consistently high levels of customer satisfaction and streamlined resolution of issues.

Accenture Baltics
6 years 11 months

Test Automation Architect
April 2020 - April 2022 (2 years 1 month)
Riga, Latvia

Test lead in several projects across different industries and tech stacks. Mostly backend
testing and Big Data. Team leading of several QA automation teams, from 2 people to 10 people
team size.
Responsibilities: Test automation architecture, team leading, reporting, and risk assessments.
responsibility is to provide test automation frameworks for all levels of testing, Acceptance,
Functional, Integration, Contract, and E2E for the whole services pipeline. Developed test strategy,
test plans, and test cases. Managing all QA activities and QA team leading in 3 amigos dev
environment. Mostly backend and data quality testing, but also have experience in frontend
testing with Selenium and some experience for iOS with Apium.

Test Automation Team Lead
June 2018 - April 2020 (1 year 11 months)
Riga, Latvia

Senior Test Analyst

June 2015 - May 2018 (3 years)
Riga

Adicom Systems
QA
September 2012 - June 2015 (2 years 10 months)

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Education

Master's degree, computer science · (2008 - 2013)