

Konstantin Pletenev

Head of QA / Test Automation Architect / QA Lead

Tech stack

Java, TS, Python, Rest, Cucumber, Selenium, AWS, SQL/HQL, html/css, Jenkins, Git, Allure

Education

- Russian State Technological University - Bachelor's Degree in Computer Science (2007-2011)
- Russian State Technological University - Master's Degree in Computer Science (2011-2013)

Certification

ISTQB® Certified Tester Advanced Level - Test Automation Engineering 19-CTAL-TAE-162484-06

Languages

English – fluent, Russian - fluent, Portuguese - basic, Latvian - basic

References

Available upon request.



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Marital Status: married

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<https://github.com/lespaul/>

Professional Summary

Results-driven Quality Assurance Leader with over decade of experience enhancing software quality across mobile, AI, and web platforms within diverse industries.

Skilled in developing end-to-end Quality Assurance strategies, leading cross-functional teams, and integrating client-focused quality assurance practices into Agile, Test Automation, and CI/CD environments.

Proven track record of building Quality Assurance departments, optimizing testing processes, and driving continuous improvement to accelerate development cycles and elevate customer satisfaction.

Recognized for implementing scalable test automation frameworks, client support processes, and comprehensive monitoring systems that reduce downtime and improve operational efficiency.

I am committed to leveraging my technical expertise and leadership acumen to contribute to high-impact software solutions in forward-thinking organizations.

Experience

Zing.Coach

Jun 2024 - present (Contractor)

Position: Head of Quality Assurance

As Head of Quality Assurance, I lead a team of cross-functional Quality Assurance professionals, ensuring the highest quality standards across our mobile AI fitness app. I manage the entire quality assurance lifecycle, from strategy development to execution, fostering a culture of continuous improvement and client-centric testing practices.

Key Responsibilities:

- Directed QA for mobile apps, Web portal, AI recommendation systems, and chat functionalities, ensuring seamless integration and performance across platforms.
- Managed third-line support to ensure efficient issue resolution and customer satisfaction.
- Acted as Release Train Manager, overseeing complete release documentation and managing submissions to Apple and Google stores.
- Led the test automation project utilizing Appium, WebdriverIO, and TypeScript to enhance testing efficiency and coverage.

Major Achievements:

- Spearheaded the implementation of a streamlined Quality Assurance process, achieving smooth weekly release cycles.
- Developed and instituted an app health monitoring system with robust operational procedures.
- Crafted and executed comprehensive Quality Assurance strategies for iOS, Android, web, and backend platforms.
- Established a personal development framework for Quality Assurance team members, fostering growth and expertise.
- Transformed the startup's testing culture to a more client-focused approach.
- Led the iOS mobile test automation project, from planning to execution.
- Develop and document release process with key responsibilities, documentation, checklists and timelines.

Core Skills:

- Expertise in Quality Assurance operations, test management, and resource planning.
- Demonstrated leadership in team-building, project management, and cross-departmental collaboration.
- Proficient in Jira for setting up boards, projects, and automation.
- Strong understanding of CI/CD principles applied to Quality Assurance processes.

Tech stack:

TypeScript, Appium, QASE, Jira, GitHub, iOS, Android, Node.js, Amplitude

Wanna.fashion (Farfetch Group)

March 2022 - Jun 2024

Position: Head of Quality Assurance

Head of Quality Assurance at an AR Fashion Startup, overseeing an efficient cross-functional team of 8 Quality Assurance engineers proficient in native iOS, mobile Web, and backend testing.

Key Responsibilities:

- Orchestrated a diversified Quality Assurance department, central to strategic planning, test management, and Quality Assurance resource planning
- Led development initiatives such as mobile testing on native iOS, Android, and Mobile Web platforms, and backend testing augmented by Python-aided test automation.
- Integrated Quality Assurance into the CI/CD process and successfully embedded a client support procedure to promote collaboration across hardware and software teams.
- Liaised between various departments, including Product Management, Development and Client Success Management.

Major Achievements:

- Successfully built and supervised the Quality Assurance team, implementing and optimizing Quality Assurance procedures in our CI/CD pipeline from scratch.
- Implemented a 3-level SLA client support process, achieving an 80% increase in customer satisfaction.
- Developed and deployed an efficient application monitoring system, reducing system downtime to max 2h via hourly reporting focusing on key metrics.

Core Skills:

- Expertise in Quality Assurance operations, test management, resource planning, and mobile testing across different platforms.
- Strong acumen for backend testing and Python-aided test automation.
- Demonstrable leadership skills, adept at team-building, project management, and inter-departmental coordination.
- Proficient user of Jira for setting up support boards and coordinating support operations.
- Solid understanding and application of CI/CD principles in Quality Assurance processes.

Tech stack:

AWS, Python, Swift, React JS, Jenkins, Allure, Jira

Accenture Latvia

06.2015 – 02.2022

Position: Test automation lead / Project manager

Test Automation Lead and Project Manager with a solid track record in spearheading quality assurance operations across various sectors. Extensive experience in backend testing, Big Data, and steering Quality Assurance automation teams ranging from 2 to 10 members.

Key Responsibilities:

- Crafted the overall architecture of test automation, led teams, ensured accurate reporting, and performed risk assessments.
- Developed and provided test automation frameworks at varying levels, including Acceptance, Functional, Integration, Contract, and E2E for comprehensive service pipelines.
- Orchestrated all Quality Assurance activities in a "Three Amigos" development environment, handled staffing, people management, performance reviews, and new candidate interviewing.
- Combined roles as both an automation lead for a team of three engineers and project manager for an outstaff project with a team of 20.

Major Achievements:

- Pushed and delivered the transformation of the test automation structure from a cone with acceptance tests at the top to a pyramid with unit, integration, functional, and acceptance testing.
- Authored test automation frameworks for Hive data quality checks.
- Led the development of an inclusive test automation framework for front and backend testing utilized across Accenture's Riga projects.

Notable Projects:

1. Outstaff Project Management:

Managed staffing, people management, performance reviews, and coordinated project development plans with Irish Bank management. (Tech Stack: Java, JUnit 5, REST, Jenkins, Allure)

2. Backend for VoD Service:

Led a team of 8 engineers, developed a test automation framework, and handled release management. (Tech Stack: Java, Cucumber, REST, AWS, Lambda, Jenkins)

3. Big Data Analytics System for Accenture Video Solutions:

Developed test strategy, test plans and cases, and managed all Quality Assurance activities for data transaction and analytics system for a VoD service. (Tech Stack: Java, Cucumber, Selenium, Hadoop, Hive, Qlikview)

“Adicom Systems”

10.2012 – 05.2015

As a key Quality Assurance Engineer in an Agile web development team, I interfaced with public institutions of the Russian Federation, led Quality Assurance efforts for large-scale projects, and ensured the delivery of high-quality web solutions.

Key Responsibilities:

- Assured the quality of sprint releases, creating test cases, developing test plans for integration, acceptance, and regression testing.
- Performed inspections and testing based on robust test plans, and performed test automation with Selenium and daily test build deployments.
- Successfully articulated the need for test automation to management and effectively implemented automation for UI testing in various projects.

“DEEP 2000”

11.2011 – 09.2012

Position: Quality Assurance engineer in quality department.

Activities and responsibilities: Software Testing "Queue Management System" (server and client software for the Internet Explorer 7-9), finding errors in a software, error analysis, solution proposals. Control and management of pilot projects, training employees contractors installing and using the software.

Installation of pilot versions of the software "Queue Management System"