
Software QA Director

Dynamic and result-oriented QA Director with 17+ years of software testing experience and 12+ years of leading testing teams. Experienced in setting up QA departments, managing all forms of software testing, and leading teams of 40+ full-stack testers. Fintech, Digital banking, and E-commerce expert with a good awareness of the worldwide market. Expert in facilitating inter-team relationships and achieving excellent quality in over 60 projects in the same timeframe.

Core Competencies

Quality Management	Strategic Leadership Experience	Using best testing practices
Audit of testing projects and processes	Staff coaching and motivation	Resource Management
AI-driven QA	Strategic Planning	Relationship Management

Experience

[Freedom Holding Corp.](#)

June 2022 – Present

Investment and banking holding provides services in retail financial securities brokerage and trading, asset management, capital markets, investment banking, insurance, and consumer banking.

Head of QA Engineering, Remote – Kazakhstan, Almaty

- A talented team of 37+ QA professionals has been formed to meet the department's goals;
- Testing strategies for all projects have been created and implemented - which has made it possible to halve the time and budget for testing projects;
- Developed and implemented QA metrics to help evaluate testing efficiency;
- Closely worked with Test Automation teams for transitioning teams and software products from manual to automated testing, which speeded up testing time by 45-60%; with the successful implementation of AI technology in automation, labor expenses for developing automation tests have been reduced by 30%;
- Established load and performance testing of the holding's main systems, which allowed the system to speed up operation at peak load by 30%;
- Provided hands-on training and guidance to QAs on utilizing automation tools effectively, optimizing resource utilization, and maximizing ROI;
- 15 staff members have been coached and promoted to middle, senior, and lead positions.

[Arkadium LLC.](#)

April 2021 – May 2022

Founder-led creator of casual games for adults.

Director of QA Engineering, Remote – USA, New York

- Collaborated closely with project teams to integrate testing activities seamlessly into the development lifecycle, improving overall product quality and reducing time-to-market;
- Mentored and supervised an international team of 15+ QA engineers to implement new technologies that improved efficiency, reduced costs, and increased revenue by 20%;
- Crafted personalized development plans for QA engineers, resulting in a 35% increase in team members' grades;
- Maintained a friendly and supportive atmosphere within teams, keeping the annual attrition rate below 10%;
- Security testing was introduced, which reduced bugs in production by 4 times and reduced the company's reputational risks;
- The QA outsourcing market was researched and partnerships were established with selected companies, which increased the speed of software testing and reduced time-to-market;
- Created QA department activity reports using QA metrics and held regular presentations and discussions with stakeholders to ensure alignment between the QA team's outcomes and company goals.

Expert-level development company, implementation, and support information systems for Russian Railways.

Head of Software QA, Moscow

- Established a software testing department, defining its mission, objectives, and structure, resulting in a 100% alignment with company goals and strategic direction;
- Recruited, onboarded, and trained a diverse team of 10 QA engineers within 5 months; established clear roles and responsibilities for each team member, optimizing workflow efficiency;
- Implemented bi-weekly quality review meetings and monthly checkpoints to address quality concerns, and resolve issues proactively, resulting in a 25% reduction in defects;
- Identified, and implemented tools (Page Factory2, Robot Framework) to automate testing processes for web, mobile (Android, iOS), and SAP systems, resulting in a 35-50% reduction in testing time;
- Established effective communication channels and collaboration with subcontractors' testing teams, resulting in a 25% decrease in post-release defects.

IFC Honest Word**November 2016 – December 2018**

Microfinance organization. The company has branches in Georgia and Kazakhstan.

QA/QC Manager, Release Manager, Moscow

- During the first month of work, the causes of technical debt were identified and eliminated, and the releases accumulated over 6 months were launched in one month;
- Facilitated effective interaction between the 1st and 2nd lines of support, leading to a 35% reduction in ticket resolution time and improved customer satisfaction ratings;
- Optimized the release cycle, thoroughly planning and evaluating development and testing tasks, resulting in a 30% reduction in project timeline delays and a 25% increase in task completion efficiency.

JSC "Investment Holding Finam"**December 2014 – October 2016**

Largest retail broker in Russia, as well as an investment group specializing in the provision of trading and investment banking services, trust management of funds and securities, and investing in the Forex currency market.

Lead Software QA Engineer, Moscow

- Analyzed bugs reported by 1,200+ clients to determine root causes and escalate high-priority cases for resolution;
- Implemented automated testing procedures for trading systems, resulting in a 50% reduction in manual testing efforts and a 60% increase in test coverage;
- Developed comprehensive documentation on investment banking knowledge, facilitating seamless onboarding for testers and developers, and ensuring a clear understanding of the subject area, leading to a 40% decrease in onboarding time.

August 2005 – December 2014

During these years, I worked as a QA Engineer and Senior QA Engineer in the following companies: [Deutsche Bank](#), [Luxoft Holding Inc.](#), and [Data Dynamics](#).

Education

[Altai State Technical University](#), Western Siberia

Master's degree in Applied Mathematics & System Programming, June 2002

Languages

- English – Proficient level
- Russian – Native