RAHUL SINGH

**ENGINEERING MANAGER
QUALITY**

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Dedicated and results-driven engineering leader with over 15 years in the QA industry, adept at team collaboration and technical vision implementation. Known for elevating operational efficiency and leading high-impact projects.

EXPERIENCE

NOV '23 - PRESENT

Engineering Leader QA eCommerce | TikTok Inc, Seattle , WA

- Leading the QA efforts for analytics products used by 350K+ weekly active sellers across multiple platforms
- Achieved 200% QoQ increase in feature delivery, achieved 65%+ test coverage, and reduced P0 regressions by 99% through innovative testing strategies and SOPs
- Spearheaded the formulation of strategic QA engineering plans, resulting in a 20% increase in process efficiency across the team.
- Managed and allocated tasks among 9+ engineers, tailoring projects to individual expertise, elevating project completion rate by 15%.
- Implemented rigorous protocol, which improved test accuracy and reduced the bug rate by 30%.
- Provided technical direction and oversight of software development activities to ensure quality standards are met.
- Utilized data-driven insights to identify areas of improvement in software architecture, design, and implementation.
- Resolved complex technical issues related to software applications while maintaining high levels of customer service excellence.
- Managed large-scale projects with cross-functional teams to deliver high quality solutions on time and within budget.
- Analyzed customer feedback to inform product roadmap decisions that improved user experience and satisfaction.
- Coached Agile Scrum teams on iterative methodologies such as Kanban or SAFe.
- Developed and implemented strategic plans for software engineering teams, driving innovation and business growth.
- Developed strategies for improving code quality through automated testing frameworks like JUnit or TestNG.
- Cultivated strong relationships with stakeholders across the organization to ensure effective collaboration.
- Lead successful engineering team in developing and deploying product features, leveraging agile development processes.
- Collaborated closely with designers, architects, product owners, QA engineers, and other stakeholders throughout the entire SDLC.
- Fostered a culture of innovation by proactively researching new technologies and trends in the industry.

- Formulated and. executed a vision for techical advacement that led to succesful delivery for 4 product lines
- Documented project progress and developments to maintain clear and transparent communication with stakeholders.
- Prepared reports and delivered presentations to communicate engineering results or recommendations.
- Conducted a root cause analysis on component failures.
- Validated product-specific test protocols, acceptance thresholds, or inspection tools for quality control testing.

DEC '22 - NOV '23

QA Manager | Indeed Inc, Austin, Texas

- Drove the design and implementation of quality dashboard systems, boosting productivity by 40%.
- Optimized workflow by redefining standard operating procedures, improving team efficiency by 22%.
- Led the technical training of over 5+ staff members, enhancing quality outputs by 35%.
- Managed critical projects on weekends and holidays, ensuring seamless operation during peak seasons.
- Played a pivotal role in the analysis and refinement of engineering solutions, delivering 10+ high-stake projects on time and under budget.
- Performed complex debugging tasks using various software tools such as defect tracking systems, debuggers, memory dump analyzers.
- Set up continuous integration environment utilizing Jenkins and other related tools for automated deployment and testing.

JUL '18 - DEC '22

Staff Test Engineer | Visa Inc, Austin, TX

- Executed 20+ major projects with cross-functional teams, achieving a 95% success rate in project deliverables.
- Pioneered automation framework initiative that decreased delivery by 30% through faster testing cycle improvements.
- Collaborated with R&D to integrate the latest quality practices and tools into the test environment and production, augmenting output by 25%.
- Prepared comprehensive estimates for multi-million-dollar projects, enhancing forecasting accuracy by 20%.
- Investigated bug reports from customers and identified root causes of issues found during testing process.
- Implementing new API automation tests using Soatest for web service testing for SOAP and REST API.
- Created automated scripts using Selenium WebDriver to improve the speed of regression testing cycles.
- Participated in continuous improvement activities of testing services team.
- Created quality and safety-related documentation to support test validity.
- Investigated real-time data and application logs to identify bottlenecks and application issues.
- Executed manual and automated test cases to identify defects and verify functionality across multiple platforms and environments.

- Conducted exploratory testing to uncover hidden defects and evaluate user experience from an end-user perspective.
- Developed and created test data for validating scenarios based on functional requirements.

SEP '17 - JUN '18

Automation Test Lead | ATT, Dallas, Texas

- Improved testing efficiency by 30%, resulting in $2 mln cost savings in project budgets.
- Reduced defect rates by 50%, leading to improved product quality, and customer satisfaction.
- Oversaw 150 automated test scenarios, ensuring thorough coverage across multiple platforms.
- Managed a team of 20+ testers, coordinating efforts across 10 different projects.
- Achieved a 40% reduction in testing time by implementing advanced automation frameworks.
- Increased test coverage by 25% by integrating new testing tools and methodologies.
- Enhances units for unit/component tests.
- Manage Pipeline (trigger build) using CI/CD Git and Jenkins
- Performed API testing using Postman and SoapUI.
- Utilized Jenkins CI tool for scheduling automated regression tests after every build release.
- Conducted various training sessions for new joiners regarding Automation Test Tools and Frameworks used by the organization.
- Maintained version control system such as GIT to store the codebase of automated tests.
- Implemented Page Object Model design pattern in automation scripts.
- Developed SQL queries to verify data integrity between UI, Database and APIs.
- Designed test plans, scenarios, scripts, and procedures.
- Planned test schedules or strategies within project scope and delivery dates.
- Monitored bug resolution efforts and track successes.
- Documented test procedures to produce replicability and compliance with standards.
- Installed, maintained, and used software testing programs.

JAN '16 - JUL '17

User Acceptance Test Lead | Verizon Wireless, Bellevue, WA

- Created detailed bug reports with clear reproducible steps in order to facilitate quick resolution of defects.
- Designed comprehensive test cases based on functional specifications for each feature set being tested.
- Conducted user acceptance tests with stakeholders to verify system functionality.
- Managed and implemented the operational needs of the business around customer research/requests, business and competitive analysis, alongside the UI/UX Design Team.
- Coordinates with IT for issues in chatroom meetings for issues.
- Conducted all meetings, including triage, milestone, and post-mortem.
- Managed and implemented the operational needs of the business around customer research/requests, business and competitive analysis, alongside the UI/UX Design Team.
- Generated weekly reports outlining successes, failures, and areas of improvement in the software development lifecycle.
- Collaborated with cross-functional teams including developers, product managers, QA analysts and other stakeholders throughout the entire SDLC process.

- Utilized debugging tools such as WinDbg, GDB, Valgrind, and Visual Studio Debugger to troubleshoot complex issues.

Sr Software Engineer | Tech Mahindra Ltd, Noida, UP

- Managed E2E Quality Assurance for a Large engineering team responsible for the Test design, Test development, and maintenance of a complex Point-of-Sale (POS) business application that is deployed across multiple AT&T sales channels.
- Certified new functionalities to support the business, which were expanding the point-of-sale application to serve call centers, in addition to retail locations across 50 states.
- Crafted test frameworks for common functionalities, and advanced their use across a diversified testers base across SEA,US Markets
- Established guidelines on defects, enabled teams to resolve issues, and encouraged continuous improvement.
- Served as a key member of the 2008 iPhone 3G launch team.
- Collaborated with business stakeholders to retire two applications, develop training, and pilot rollout plans.
- Lead Quality Assurance for Merger of AT&T and DirecTV billing systems, convergence forecasted to save $1B annually
- Negotiated the definition of launch-impacting showstopper issues, organized daily status calls, and fixed all launch issues.

EDUCATION

JUN '08

Bachelor of Engineering in Computer Science

Rajiv Gandhi Techincal University, India

SKILLS

Mentoring and coaching | Software development | Team collaboration | Quality control

Project management | Data analysis | Project planning | Process improvement

CERTIFICATIONS

Designing Building AI Product and Services(MIT) | Block Chain-Disruptive Technology(MIT)

Certified Scrum Master(Scrum Alliance)