
Robert Michaels

Quality Assurance Engineer | SDET | Devops-Aware Tester

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Experienced QA Engineer and SDET with over a decade in software quality assurance, automation frameworks, and DevOps collaboration. Adept at API and UI testing, continuous integration, and cross-functional team support. Proven track record ensuring stability and performance of complex systems in healthcare, SaaS, and enterprise software environments.

EXPERIENCE

Fortive / ServiceChannel - Manager of SRE

January 2024 - January 2025

- Oversaw infrastructure and application reliability for the ServiceChannel SaaS product across Azure and AWS environments
- Drove automation efforts to streamline operational processes, reducing incident response times and improving scalability.
- Implemented monitoring and observability tools to proactively identify and resolve issues, minimizing downtime.
- Developed and enforced best practices for incident management, disaster recovery, and system performance optimization.
- Maintained an uptime level of 99.97% or higher, surpassing performance goals.
- Worked closely with QA to establish automated testing gates and implement elastic synthetic test monitors.
- Trained new SRE hires and Senior Engineers

Nomad Health - Quality Assurance Engineer / Quality Advocate

April 2022 - October 2023

- Led manual, API, and automated testing of cloud-based healthcare platform
- Contributed to shift-left testing strategies
- Tested React front-end and Node/Python backend; validated RESTful APIs with Postman.
- Provided technical support to internal customers, account, and support teams by diagnosing software issues.
- Worked closely with SRE and development teams to ensure quality, security, and availability.

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- Documented new and existing processes, training, and procedures for QA, product support, and overall system operations.
 - Participated in Scrum/Agile ceremonies with a regular rotation as sprint lead.
 - Assisted in User Acceptance Testing (UAT) of new and reworked features.
 - Reviewed nightly test automation runs and researched test errors as needed.
 - Trained new employees and conducted interviews.
 - Utilized testing tools such as XRay, Postman, VSCode, GitHub, GitHub Actions, CircleCI, Burp, Jira, MongoDB.

Salesforce - *Senior Software Development Engineer in Test (SDET)*

August 2013 - October 2019

- Performed testing for the Salesforce.com and Desk.com applications.
- Maintained and expanded automation suite for Salesforce/[Desk.com](#) used by 100k+ customers
- Conducted functional and regression testing, along with API testing using Paw and Postman.
- Reviewed code changes before testing, developed and repaired automated tests using Ruby and WebDriver, and monitored deployments and errors using NewRelic.
- Assisted with the testing, design and development of partner integrations such as Dropbox, Salesforce, Mailchimp, Twilio, and others. Worked on Elastic search functionality and security vulnerability assessments.
- Conducted code reviews on testing platforms and Salesforce products in Ruby, Java, Clojure, etc.
- Utilized technologies such as Jenkins, MySQL, Docker, Redshift, S3, Ruby, Java, APIs, PAW, and Postman.

Technical Skills

Testing: Manual, Automated (UI/API), Regression, Functional, UAT

Tools: Postman, XRay, Jira, Burp Suite, GitHub Actions, CircleCI, Jenkins

Languages: Ruby, Java (basic), JavaScript (basic), Bash

Platforms: Azure, AWS, Docker, Linux, MongoDB, MySQL

Frameworks: Selenium/WebDriver, CI/CD pipelines, Agile/Scrum

EDUCATION

SUNY Farmingdale - *Computer Science*

1989 - 1991