RUDOLPH SCOTT

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Sr. Manager, Software Quality Engineering

SUMMARY

Seasoned **Quality Engineering Leader** with 25+ years of experience delivering high-quality software across web, mobile, and AI-powered platforms. Adept at building and mentoring high-performing teams, fostering innovation, scaling automation, and partnering with Product and Engineering to deliver reliable software at speed. Recognized for transforming flaky pipelines, accelerating delivery, and cultivating a culture of engineering excellence.

ACHIEVEMENTS

- **Leadership & Culture:** Fostered a high-performance culture by improving test reliability, accelerating delivery, and elevating overall quality standards across the engineering organization.
- **KPIs & Metrics:** Established and tracked key performance indicators (release readiness, automation coverage, defect trends) to drive data-driven decision-making.
- **Innovation & Tooling:** Consolidated frameworks, built custom debugging reports, and improved developer velocity by leveraging the Windsurf AI IDE.
- **Automation & CI/CD:** Embedded regression suites into continuous integration to run automatically before and after PR merges; transformed unreliable tests into high-signal pipelines, reducing cycle time and strengthening quality culture.
- **Parallel Execution:** Migrated test execution to parallel containerized environments and cloud grids (BrowserStack, Sauce Labs, AWS)—reducing test cycle time and increasing throughput.
- **Smart Test Selection:** Implemented test-impact analysis and tagging to execute only relevant tests per change.
- **Data Setup Automation:** Automated test-data generation and environment resets to eliminate manual setup delays.
- **Defect Triage:** Introduced weekly triage reviews with defined ownership, shortening feedback loops and improving response time.

PROFESSIONAL EXPERIENCE

Sr. Manager, Software Quality Engineering — ServiceNow, San Diego CA   *(Jul 2019 – Present)*

- Lead five cross-functional QE teams (22 directs) across US, IDC, and TLV regions, aligning test strategy, automation, and release governance across web, mobile, and GenAI platforms.
- Defined org-wide quality roadmap; established release criteria, go/no-go checklists, and defect SLAs.
- Expanded automation coverage from 30 → 90% and reduced regression cycle time from 10 → 5 days via unified strategy and enablement.
- Introduced risk-based testing and shift-left practices, reducing customer-reported regressions by 20%.
- Partnered with Dev, Support, and Product to resolve escalations and deploy preventive measures.
- Enhanced JMeter-based performance coverage and reliability baselines.
- Led flaky-test remediation initiative—defining ownership, SLAs, and quarantine policies—cutting flakiness by 30% and restoring developer trust.
- Partnered with Accessibility team to achieve 95% WCAG 2.1 AA compliance across core experiences.
- Analyzed system metrics and telemetry to close performance gaps; designed load scenarios that boosted throughput by 25% and enabled early bottleneck detection.

Sr. Manager, Software Quality Engineering — GoFundMe, San Diego CA   *(Nov 2015 – Jul 2019)*

- Oversaw and scaled QE team from 2 → 15 members; mentored engineers and established QE best practices.
- Designed and deployed scalable TestNG + Selenium/Appium frameworks enabling parallel web/mobile tests execution on Sauce Labs.
- Built CI/CD pipeline executing automation tests on every PR for early defect detection.
- Integrated Swagger for API automation and created custom test-result dashboards.
- Partnered with PM/QE/Dev stakeholders to align test strategy during feature expansion without release impact.
- Increased test coverage by aligning to customer usage patterns and improving visibility through stakeholder reporting.

Manager, Software Development Engineer in Test — Xifin, San Diego CA   *(Jun 2014 – Nov 2015)*

- Managed 6 engineers; implemented automation framework and training programs.
- Automated SaaS medical-billing platform using Selenium & SOAP (Groovy scripts).
- Built Jenkins CI/CD jobs and SQL validation queries.
- Developed Spring MVC dashboard with FusionCharts to visualize QA metrics.

Lead Sr. Software Quality Engineer — Digital Deluxe Studio, ActiveNetwork, Leadfusion, ID Analytics, San Diego CA *(2010 – 2013)*

- Automated SaaS platforms using Selenium, Ruby/RSpec, and SOAPUI; improved coverage and reliability.
- Established QE departments, reporting standards, and quality metrics.
- Partnered with stakeholders to improve QA processes and reduce defect leakage.

Software Quality Engineer — DivX / Intuit / Tech4Learning, San Diego CA *(2004 – 2010)*

- Led QA teams testing digital media and financial software across web and desktop platforms.
- Automated regression testing via SilkTest, Perl, and Selenium.
- Mentored junior engineers and managed offshore QA resources.

Web Developer — San Diego S.A.Y Inc, San Diego CA *(Jan 2002 – May 2004)*

- Led development and testing of after-school program web application through full SDLC.
- Created test plans, executed manual and UI testing, and resolved defects.

EDUCATION

B.S. in Computer Science — San Diego State University (2004)

TECHNOLOGIES

Languages: Java, Ruby, JavaScript
Frameworks: Selenium, Appium, Expresso, XCUITest, TestCafe, TestNG, Junit, Cucumber
CI/CD: Jenkins, GitHub Actions, CircleCI, Docker, Kubernetes
Performance: JMeter, WebPageTest
Accessibility: Axe, Evinced
Platforms: BrowserStack, Sauce Labs, AWS