

# Sargis Mkrtchyan

Toronto, ON, M2N 0L1 | [sargismm@proton.me](mailto:sargismm@proton.me) | (437) 663-9880

## SUMMARY

---

- Senior Quality Assurance Engineer with 5 years of experience in the software industry.
- Experienced in Agile methodologies and international teamwork.
- Proven experience in guiding and leading small team of QA Engineers

## WORK EXPERIENCE

---

### Senior QA Engineer, Part-Time Freelance | *Layerise*

Mar, 2023 - Present

- Controlling release process which includes feature testing , regression, sanity and smoke testing.
- Collaborating with customer support team to ensure smooth performance for end customers
- Working directly with Founders to improve the product

Skills: Segment, Twilio, Zapier

### Lead, Quality Assurance | *Redcar.io*

Oct, 2023 - May, 2025

- Created a testing framework consisting of more than 1500 test cases with more than 1000 automated test
- Utilized Ruby with Selenium and Cucumber to develop and execute automated test scripts for efficient web application testing and daily releases
- Collaborating with Founders directly on product improvement, demo calls, customer support, and product design
- Providing bi-weekly data quality testing results to make sure the platform outperforms GPT-4 in both correctness and speed
- Conducting interviews for open positions in the company and managing short-term contractors

Skills: Linear, Ruby, Cucumber, OpenAI playground, LLM Engineering, Pandas, Python

### QA Analyst | *ServiceTitan*

May, 2022 - Mar, 2023

- Developed and maintained UI automation framework using Cypress and C# with Selenium
- Tested innovative tools such as Schedule Engine, which utilized complex algorithms to optimize scheduling efficiency, and gained an in-depth understanding of these systems, ensuring their functionality and reliability met high-performance standards.
- Conducted testing of databases ensuring data integrity and accuracy

Skills: C#, Cypress, Typescript, MySQL, SQL

### Software Engineer in Test | *VMware*

Aug, 2021 - May, 2022

- Monitored and maintained CI pipelines, ensuring tests remained up-to-date and error-free while increasing overall test coverage
- Collaborated closely with R&D and Engineering Services teams, including offshore teams, contributing to test design specifications and code reviews
- Implemented new automated tests in the pipeline, ensuring that for Clustered Availability (CA) configurations in vRealize Operations Manager (vROps), resources from a disabled VM were seamlessly redistributed across the remaining VMs without overloading them
- Created an automation framework using Shell Scripting

Skills: Java, Python, Shell, vROps, Selenium, Rest, Perfonce

### QA Engineer, SDET | *Picsart*

Jul, 2019 - Aug, 2021

- Automated API testing using Newman, integrating test runs into regression cycles, and automatically updating results in TestRail
- Transitioned across multiple teams to gain in-depth knowledge of Picsart's tools and workflows.
- Improved QA skills through continuous learning, which caused 6-month Internship to end in 3 months instead
- Designed and developed automated solutions for mobile platforms in a cross-functional and agile environment
- Monitored test suite to identify the issues related to the test framework, product, and analytics/data and addressed problems accordingly using Appium automation with Java
- Continually improved test suite and increased test coverage

Skills: Postman, Jira, TestRail, Confluence, Firebase, Java, Jenkins, Appium, Selenium, RestAssured, Git

## EDUCATION

---

### **Yerevan State University**

Sep, 2016 - May, 2022

### **A.B. in Applied Mathematics**

- Thesis: "Development of an automated testing system for the monitoring of cloud server."
  - Graded 19/20