

Sargis Mkrtchyan

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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, Perforce

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