

Shin Lee

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PROFESSIONAL SUMMARY

Strategic QA and Engineering Leader with 20+ years of experience delivering enterprise SaaS, cloud-native solutions with high quality assurance and control. Proven success for embedding quality early in the SDLC, and driving measurable impact through automation, experimentation, and cross-functional alignment.

PROFESSIONAL EXPERIENCE

AbbVie (Seattle, WA) - Director of Engineering | 2023 – Present

- Led QA strategy for a multi-system B2C ecommerce modernization (ReactJS, NestJS, Salesforce SFCC, Chase Payment, SAP), ensuring PCI and SOX compliance. Enabled 35% reduction in checkout abandonment and 20% revenue uplift.
- Architected scalable automation frameworks for microservices and REST APIs, cutting regression cycle time by 40% and increasing test coverage from 16% to 90%+ across 10+ critical services in production.
- Partnered with DevOps to embed automation test suites into GitHub Actions across dev, staging, and prod environments—achieving continuous validation for 100+ weekly deployments and reducing manual QA effort by 60%
- Piloted GenAI-powered Q&A automation using adaptive query logic, achieving 80% coverage of inbound FAQs and deflecting 100+ tickets/month

Technologies: AWS (Kinesis, Kafka, EMR), JAVA/Python/Typescript, Playwright/Cypress, Appium, Jest, JUnit, JMeter, Postman, Pytest/PyUnit/PyAutoGul, TestRail, Datadog, Flutter

VIZIO (Seattle, WA) - Senior Director of Engineering | 2020 - 2023

- Spearheaded full-stack QA automation (Web, Services, Middleware, Embedded) for TV OS modernization across Vue.js/Svelte SPA and .NET microservices—driving a 26% lift in ad impression revenue across 10M+ monthly active devices and reducing release validation time by 50%.
- Mentored and scaled a high-performing QA/SDET team of 15+, increasing test automation coverage by 65%, reducing onboarding time by 80%
- Engineered real-time observability stack (Grafana/Prometheus) for TV OS services, boosting uptime from 95% to 99.9% across 100M+ daily ad requests and slashing MTTR from 45 to 8 minutes

Technologies: AWS (Kinesis, EMR, SageMaker), GCP, JAVA/Python/Typescript/Swift, Playwright/WebdriverIO, Appium, Jest, Postman, Pytest, TestRail, Datadog, Grafana,

INRIX (Kirkland, WA) - Software Development Manager | 2018 - 2020

- Led QA strategy for Azure-based enterprise applications across 5+ product lines, accelerating shift-left testing and CI/CD adoption. Enabled 3x faster release cycles and reduced defect leakage by 45% for mobility analytics SaaS V1 portal (ReactJS/.NET SPA) serving 100K+ monthly users.

- Built scalable automation pipelines for ETL validation and performance benchmarking across distributed data systems—boosting test coverage from 60% to 95%, reducing data integrity issues by 70%, and enabling nightly validation of 10M+ records across multi-region clusters.
- Architected Automotive AOSP solution (Android, C#, .NET, AngularJS) that reduced text-to-speech latency by 80% (10→2 seconds), enhancing driver experience and securing Phase 1 approval in \$5M RFP.

Technologies: AWS (EMR/Redshift), Azure, GCP, C#/JAVA/Python/Typescript, WebdriverIO, Junit, TestNG, NUnit, Postman, Pytest, TestRail, RestSharp, Android, Flutter

Amazon (Seattle, WA) - Software Development Manager | 2017-2018

- Architected multi-region disaster recovery strategy for retail platform spanning 15 mission-critical services—achieving 99.99% availability and slashing MTTR from 2 hours to 10 minutes
- Directed QA strategy for multi-region cloud analytics platform with real-time Kafka/Snowflake ingestion—validating 10M+ daily events across 5+ data pipelines and reducing data latency by 80%
- Pioneered first multi-region JAVA services architecture with Amazon Q&A team—delivering 99.9% SLA with sub-30s automatic failover across millions of daily users

Technologies: AWS, JAVA/Python/Typescript, Junit, Postman, Pytest,

Intelius (Bellevue, WA) - Senior QA Manager | 2011-2017

- Led QA for web and mobile modernization from legacy PHP monolith to cloud-native Symfony/JAVA microservices—enhancing fraud detection accuracy by 70%, sustaining 99.9% uptime, and enabling secure transactions across 45+ cobranded partner sites.
- Upgraded QA automation from legacy WebDriver plugin to WebDriverIO—boosting test coverage from 45% to 85% across 45 cobranded sites, cutting manual testing by 70%, and enabling daily releases with 90% fewer production bugs and 2x faster time-to-market.
- Delivered SSR SEO QA for high-traffic keyword “background check,” ensuring crawlability, schema compliance, and page performance—contributing to #1 search ranking and driving 150% increase in organic traffic and inbound conversions

Technologies: AWS (LAMP), JAVA/Python/Typescript/Objective C, WebdriverIO, Junit, TestNG, NUnit, Postman, Pytest, TestRail, iOS/Android

MySpace (Seattle, WA) - Lead Software Development Engineer | 2009-2011

- Built enterprise-grade Mail platform components using C#/ASP.NET stack, supporting 5M+ concurrent users with 3-second average response time and 40% improvement in user engagement metrics
- Developed personalized User Profile system supporting 15+ brand marketing campaigns simultaneously, achieving 28% higher click-through rates and 180% increase in campaign conversion compared to static profiles

Microsoft (Redmond, WA) - Senior Software Development Engineer | 1999-2009

- Led MSN Channel development team (Health, Lifestyle, Travel) serving 25M+ monthly users, implementing custom CMS with CSS optimization templates that improved page load speeds by 40% and increased user engagement by 32%.

- Created InfoPath workflow solution that automated content approval process for 500+ daily articles, achieving 80% reduction in manual overhead and enabling real-time content publishing that increased news coverage speed by 200%.
- Architected Visual Studio UML designer for Entity Framework 1.0, facilitating visual database modeling that improves development cycle time by 45% for enterprise .NET applications.
- Developed and unit tested online self-service Microsoft Dynamics web applications (Great Plains SDE) using ASP.NET/SQL, serving 5,000+ employees across 15 client organizations and reducing HR processing time by 50%.

SKILLS

Languages: Java/J2EE/Kotlin, C#/.NET, JavaScript/TypeScript, HTML5, CSS, SQL, Python, Swift, PHP, C++, Ruby, Go, Scala, Objective C, React Native, Dart

Frameworks: React, Angular, Vue, Express, ASP.NET, Svelte, Bootstrap, Symfony, jQuery, Flutter, Tailwind, Spring, Next.js, Node.js, REST/gRPC/GraphQL/SOAP, Robot

Platforms: Windows, MacOS, iOS, Android, Linux, AWS, Azure, GCP

Databases: Microsoft SQL Server, PostgreSQL, MySQL, MongoDB, Redis, Cassandra, AWS RDS/Aurora/DynamoDB/Neptune, Snowflake

Analytics: Elasticsearch, Apache Kafka/Flink/Hadoop/Spark/Storm/Airflow/Solr, Databricks, Tableau, Power BI, Google Analytics/Tag Manager, Adobe Analytics/Target

Quality Tools: WebdriverIO, Cypress, Playwright, Selenium, Appium, Cucumber, Jest, JUnit, JMeter/Locust, TestNg, LoadRunner, Postman, PCI DSS, OWASP, Pytest/PyUnit/PyAutoGul

DevOps: Jenkins, GitHub Actions, Azure DevOps, GitLab CI, Docker, Kubernetes, Datadog, New Relic, Splunk, Sumo Logic, Grafana, PagerDuty

Tools: Visual Studio, IntelliJ, Github/TFS, JIRA, Confluence, Salesforce, SAP, ServiceNow, PowerShell, Miro, Figma, Claude Code, CoPilot, OAuth2, SAML, Okta/Ping

EDUCATION

B.A in Information System and Accounting (1994-1999)

University of Washington, Seattle, Washington

CERTIFICATIONS

Datadog Fundamentals Certified

Sumo Logic Fundamentals Certified

Microsoft Certified Solutions Developer (MCSD)