

Sargis Mkrtchyan

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SUMMARY

QA engineer with 7 years across enterprise software, consumer mobile, and early-stage AI startups. Currently the sole QA owner at Portal.io, where the entire quality function was built from zero: 700+ test cases, a Playwright + TypeScript automation suite, and the CI that runs it. Comfortable owning quality end to end — test strategy, automation, release gating, and production triage — and increasingly using AI tooling to automate QA work itself. Has mentored three junior QAs and interns who have since been hired into QA roles at different companies.

SKILLS

AI & LLM Engineering: Claude Code, AI agent and internal tool development, LLM evaluation and benchmarking, OpenAI API, prompt engineering

Test Automation: Playwright, Selenium, Appium, Cypress, Cucumber, RestAssured, Newman

Languages: TypeScript, Python, Java, Ruby, C#, JavaScript, Shell

CI/CD & Infrastructure: GitHub Actions, Docker, Jenkins, Git, Perforce

APIs & Databases: REST, Postman, SQL, MySQL, Pandas, Firebase

QA Process & Tools: Test strategy and coverage design, Qase.io, TestRail, Jira, Linear, Confluence, Agile/Scrum

EXPERIENCE

Head of QA — Portal.io

May 2025 – Present

Remote

*Proposal and quoting platform for custom AV and security integrators, serving thousands of dealer businesses across the US and Canada. **Merged with D-Tools in August 2026.***

- Sole QA owner for the entire product: built test coverage from scratch to 700+ cases covering the full product surface for better regression testing.
- Built and continue to grow a Playwright + TypeScript automation framework; 50% of the regression suite is now automated, cutting the regression cycle from two days to one.
- Own the CI pipeline end to end — GitHub Actions workflows running containerized test suites via Docker on every pull request and release.
- Build internal tooling and AI agents with Claude Code to automate repetitive QA work, including test data setup, bug triage, and test maintenance.
- Validate features in-sprint so defects are caught before release, keeping the delivery cycle tight.
- Partner with support to investigate and reproduce production issues reported by dealers, and with product on new feature planning.
- Mentor junior team members on day-to-day testing and automation practice.

Lead, Quality Assurance — Redcar.ai
Remote

Mar 2023 – May 2025

Seed-stage AI sales agent startup backed by Khosla Ventures and humbition.

- Built the testing function from the ground up: 1,500+ test cases with 1,000+ automated, effectively making it possible to release daily.
- Developed and executed automated web test suites in Ruby with Selenium and Cucumber.
- Designed and ran a bi-weekly LLM evaluation process, benchmarking the platform's output against leading commercial models on correctness and latency, and reported results to founders to guide product decisions.
- Worked directly with founders on product improvement, demo calls, customer support, and product design.
- Conducted interviews for open engineering roles and managed short-term contractors.

Software Engineer in Test — ServiceTitan

May 2022 – Mar 2023

Yerevan, Armenia — *role concluded on relocation to Canada*

- Developed and maintained the UI automation framework using Cypress and C# with Selenium.
- Tested Schedule Engine, a scheduling optimization tool built on complex algorithms, developing deep knowledge of the system to verify its functionality and performance held to high standards.
- Conducted database testing to verify data integrity and accuracy.

Software Engineer in Test — VMware

Aug 2021 – May 2022

Yerevan, Armenia — *fixed-term contract*

- Implemented automated tests verifying that, in Clustered Availability (CA) configurations of vRealize Operations Manager (vROps), resources from a disabled VM redistributed seamlessly across the remaining VMs without overloading them.
- Monitored and maintained CI pipelines, keeping tests current and error-free while increasing overall test coverage.
- Created an automation framework using shell scripting.
- Collaborated with R&D and Engineering Services teams, including offshore teams, on test design specifications and code reviews.

QA Engineer, SDET — Picsart

Jul 2019 – Aug 2021

Yerevan, Armenia

- Designed and developed automated test solutions for mobile platforms in a cross-functional, agile environment.
- Built and maintained mobile automation using Appium with Java; monitored test suites to identify framework, product, and analytics/data issues and resolved them.
- Automated API testing with Newman, integrating runs into regression cycles and pushing results automatically into TestRail.
- Continually improved the test suite and increased test coverage.
- Converted from a six-month internship to a full-time role after three months, ahead of schedule, based on early performance.

EDUCATION

Yerevan State University — Yerevan, Armenia

B.Sc. in Applied Mathematics

Thesis: "Development of an automated testing system for the monitoring of cloud servers"