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

Head of QA | *Portal*   *Aug, 2025 - Present*

- Built the test coverage from scratch — 600+ test cases written to cover the full product surface.
- Started and currently growing an automation framework in Python + Selenium, with 50% of regression cases already automated.
- Validating features in-sprint to catch issues before they reach release, keeping the cycle tight.
- Working closely with the support team to investigate and reproduce bugs reported by dealers in production.
- Working closely with product team on new feature planning
- Assisting junior team members on daily tasks

Skills: Python, Selenium, Postman, Jira, Qase.io

Lead, Quality Assurance | *Redcar.io*   *Mar, 2024 - Aug, 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, 2024*

- 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