

```
rgmichaels@robjmicahels:~$ whoami
```

Robert Michaels

Senior QA Engineer / SDET / SRE

rgmichaels@gmail.com · Lake Ronkonkoma, NY · robjmicahels.com · linkedin.com/in/robert-michaels-7a989aa · github.com/rgmichaels

\$ summary

Senior quality and reliability engineer, 15+ years across QA, test automation, and SRE for B2B SaaS platforms. Owns release readiness and gating, incident command, and root cause analysis across UI, API, and database layers. Builds automation in Playwright/TypeScript, Selenium/Cucumber, and Postman/Newman wired into CI. Led a globally distributed SRE team against a 99.97% uptime SLO, meeting it most months.

\$ core skills

QA & Test Strategy

End-to-end test strategy across UI, API, and database layers; release readiness and gating; regression, integration, functional, and exploratory testing; shift-left advocacy; UAT facilitation; test case authoring in Xray for JIRA

Automation & SDET

Playwright (TypeScript), Selenium with Cucumber, page object model, tagging and selective execution, flaky-test remediation, production synthetic monitoring, AI-assisted test case generation

API & Data

REST API testing; Postman, Postman CLI, Newman, Paw; asynchronous messaging (AWS SQS/SNS/S3); SQL Server, MySQL, Redshift, MongoDB; data validation across distributed systems

SRE & Reliability

Incident command, postmortems, customer-facing RCAs; SLO/SLA and uptime management; release gating with change and freeze windows; PagerDuty; observability (New Relic, metrics/logs/alerts); Infrastructure as Code (Terraform, Ansible); multi-cloud AWS and Azure

CI/CD, Tooling & Leadership

GitHub Actions, Jenkins, CircleCI, TFS, Docker, Git/GitHub, JIRA/Xray, Burp Suite; Ruby, Java, TypeScript, SQL, Python (exploratory); distributed team management, hiring and performance management, executive reporting, cloud budget ownership, release management, runbooks

\$ experience

Independent Senior QA & Automation Engineer

2025 - Present

Self-Directed Engineering · Remote (United States)

- > Designed modular Playwright/TypeScript automation frameworks for UI and API testing, using reusable page object patterns and tagging for selective execution.
- > Built CI-integrated regression pipelines in GitHub Actions for headless execution with environment-based configuration; triaged and repaired flaky and unstable tests.
- > Automated validation of UI workflows, REST APIs, generated PDFs, and SEO/accessibility attributes; integrated AI tooling to generate structured test cases and accelerate regression coverage.
- > Built FlawFerret, a browser-based defect-capture tool for faster issue logging during test sessions.

SRE Manager

2024 - 2025

ServiceChannel (Fortive) · Remote (United States)

- > Led an 8-person globally distributed SRE team (US and Poland, follow-the-sun) for an enterprise facilities-coordination SaaS platform serving ~50,000 store locations; drove the platform from frequent outages to consistently stable.
- > Oversaw Infrastructure as Code (Terraform, Ansible) and Active Directory as team specializations across a multi-cloud AWS and Azure environment.
- > Managed against a 99.97% uptime SLO tied to customer SLA commitments, meeting or exceeding it most months; owned release readiness with release-blocking authority, enforcing change windows and freeze periods.
- > Served as Incident Commander and bridge lead for outages and performance incidents, authored postmortems, and shared customer-facing RCAs; commanded the response to the July 2024 CrowdStrike Falcon outage, restoring all affected Windows VMs from backup.
- > Ran production synthetic monitoring of 80 critical workflows across US and EU (Playwright, PagerDuty); owned hiring, performance management, and weekly reliability and monthly cloud-cost reporting to executives.

QA Engineer, then Quality Advocate

2022 - 2023

Nomad Health · Remote (United States)

- > Primary QA owner and SME for mission-critical, revenue-impacting features (interactive nurse resume packet, ~60-question skills checklists) on a healthcare-staffing platform handling credentialing PII; promoted from QA Engineer to Quality Advocate for shift-left work.
- > Ran end-to-end UI, REST API, and database testing; validated data aggregated from MongoDB, AWS services (SQS/SNS/S3), and external integrations such as Nursys license verification, including ~30-page generated PDFs.
- > Administered Postman for the QA organization (collections, environments, users), set API testing standards, and integrated Postman CLI/Newman tests into CI (GitHub Actions, CircleCI); triaged nightly automated runs.
- > Prepared and facilitated UAT for internal business users; built and managed test cases in Xray for JIRA.
- > Participated in backlog grooming, rotated running Agile ceremonies, trained and interviewed QA hires, and used Burp Suite for security-related testing.

QA Engineer, then Senior SDET

2013 - 2019

Salesforce (Desk.com) · Remote (United States)

- > Owned quality and release readiness for the API, Platform, Billing, and Integrations components of a CRM platform for SMBs; blocked releases over quality concerns; promoted from QA Engineer to Senior SDET.
- > Built and maintained Cucumber/Selenium UI and API automation from scratch (Ruby, Java) on Jenkins CI; identified and fixed flaky tests; performed code reviews in Ruby, Java, and Clojure.
- > Tested a full REST API rewrite run in parallel with the legacy API alongside a new agent interface; validated a parallel billing-system rewrite covering money handling, subscriptions, and recurring charges.
- > Coordinated and signed off on ~5 releases/day across teams, with post-release New Relic error-rate monitoring (soft on-call).
- > Assisted Salesforce Security and Red Teams with vulnerability identification; helped design partner integrations (Dropbox, Mailchimp, Twilio).

Systems Technologist to DevOps Manager

2008 - 2013

Commerce Technology Solutions (CTS) / CreateThe Group · United States

- > Sole DBA and infrastructure owner for ~30 revenue-generating luxury ecommerce sites (LVMH properties, Burberry, Tom Ford, Fendi, Ferragamo) on a .NET/SQL Server SaaS CMS platform; promoted to DevOps Manager with one direct report and 24x7 on-call.
- > Held release-blocking authority; built database release packages with Redgate SQL Compare/Data Compare, deployed and rolled back stored procedures, and performed schema changes in staging and production.
- > Designed and executed load and performance testing before releases with custom Visual Studio scripts; tuned indexes and queries to resolve locking/blocking and slow-query issues.
- > Helped design high-availability database architecture with multi-level cluster failover; authored operational runbooks and transferred knowledge to an offshore off-hours operations team.

Earlier career

1993 - 2008

- > Talisma - QA Engineer (2006 - 2008): rehired as SME on the NetAgent contact-center product post-acquisition; manual and automated testing plus back-end web/MSSQL and QA VM environment upkeep.
- > The Knot.com - Webmaster (2002 - 2006): two-person team administering 30+ server-backed sites; SQL databases, ecommerce and gift-registry data, automated QA and stress scripts, Perl/batch release tooling on IIS.
- > eShare Communications / Divine - QA to Professional Services Engineer (1997 - 2002): cross-platform manual testing of the Expressions chat product; became company SME and sole on-call resource for live production server fixes.
- > Chemical Bank - Customer Service (1995 - 1997) and Chase BankCard Services - MIS Analyst (1993 - 1995): frontline deposit-account and Private Banking phone support; delinquency roll-rate and collector-production reporting for a consumer credit card collections portfolio.

\$ education

- > SUNY Farmingdale - Computer Information Systems coursework, Farmingdale, NY
- > L.A. Wilson Technological Center - Certificate in Data Processing, Dix Hills, NY