

ROBERT (ROB) SARRO

Senior Director of Quality Assurance & Engineering | Building High-Performance QA Organizations | Scaling QA Teams | CI/CD Pipeline Optimization | Metrics-Driven Quality Governance | Agile/Development Alignment

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PROFILE SUMMARY

Seasoned Quality Assurance Executive with 15+ years leading QA and engineering teams in Agile, SaaS, and enterprise environments. Proven track record in building scalable test automation frameworks, reducing defects by 40%+, and mentoring teams to technical excellence. Adept at strategic quality alignment, CI/CD integration, and data-driven process improvements. Dedicated fostering a quality-first culture while optimizing cross-functional collaboration to deliver high-impact, customer-centric solutions. Expertise in Playwright, Selenium, DevOps, and leadership development. **Committed to innovation, continuous improvement, and elevating product reliability.**

CAREER HIGHLIGHTS & NOTABLE ACCOMPLISHMENTS

- **Transformed QA Efficiency** – Shifted defect discovery from 70% customer-reported to 60% internally found by implementing sprint-based quality processes, enhancing Agile testing maturity.
- **Scaled Test Automation** – Grew Playwright automation suite from 10 to 500+ tests, boosting regression coverage across enterprise SaaS products while enforcing 1 automated test per PR policy.
- **Built High-Performing Teams** – Mentored manual QA engineers into automation specialists, reducing testing cycle time by 30% and fostering career growth.
- **Strategic CI/CD Integration** – Designed Python/PyTest/Robot Framework automation with Azure DevOps CI/CD, enabling shift-left testing and faster release cycles.
- **Drove Quality-First Culture** – Collaborated with Engineering, Product, and Support to align QA metrics (defect escape rate, test coverage) with business OKRs, achieving 100% goal attainment.
- **Leadership in Crisis** – Served as interim VP of Engineering while maintaining QA/DevOps efficiency, ensuring uninterrupted product delivery.
- **Enterprise SaaS Expertise** – Deployed data privacy solutions (BigID) across AWS, GCP, and Kubernetes, integrating 100+ data sources (SQL/NoSQL, REST APIs) for Fortune 500 clients.

CORE COMPETENCIES

Quality Assurance Leadership: Strategic QA Roadmaps, Team Building & Mentorship, Cross-Functional Alignment, Quality Metrics & OKRs, Agile/DevOps Transformation, Executive Stakeholder Management

Test Automation & Frameworks: Playwright/Selenium, CI/CD Integration (Azure DevOps/Jenkins), BDD/TDD Methodologies, API Testing (REST Assured), Mobile/Web Automation, Performance/Load Testing

Technical Expertise: SaaS/Cloud Platforms (AWS/GCP), Containerization (Docker/K8s), SQL/NoSQL Databases, Python/Java/JavaScript, Security Testing, Shift-Left Implementation

Process Optimization: Defect Prevention, Risk-Based Testing, Test Case Management (TestRail), Bi-Directional Traceability √ Release Management, Continuous Improvement

Business Impact: Customer-Centric QA, Cost of Quality Reduction, SDLC Integration, ROI-Focused Automation, Compliance Standards, Stakeholder Reporting

PROFESSIONAL EXPERIENCE

Senior Quality Assurance Manager | Virtuous CRM | Remote | September 2023 – March 2025

- Drove a cultural shift in quality ownership by redesigning sprint-based QA processes, which reduced customer-reported defects from 70% to 40% within 90 days while increasing internal defect detection by 30%.
- Spearheaded test automation transformation by expanding the Playwright test suite from 10 isolated tests to over 500 cross-product automated tests, achieving 80% coverage of critical user journeys.
- Institutionalized quality gates by mandating at least one automated test per pull request, which decreased regression defects by 35% and improved developer quality awareness.
- Established executive-level quality metrics by creating dashboards to track defect escape velocity, origin breakdowns, and component-level issue distribution, enabling data-driven prioritization.
- Built and mentored high-performing teams by hiring and developing QA engineers, implementing career growth frameworks, and fostering cross-departmental collaboration with Engineering and Support.

PROFESSIONAL EXPERIENCE CONTINUED

Senior QA & DevOps Manager | Raptor Tech (formerly SchoolPass) | Remote | February 2022 – September 2023

- Revolutionized testing capabilities by designing and deploying a Python/PyTest automation framework within 30 days, integrating it with TestRail and Azure DevOps to enable CI/CD pipelines.
- Transformed manual QA into automation engineers through hands-on Python and Robot Framework coaching, resulting in a 50% reduction in test execution time and 60% fewer late-stage defects.
- Championed quality as a strategic function by defining and achieving 100% of quarterly OKRs aligned to business objectives, including a 25% improvement in release stability.
- Stepped into interim VP of Engineering role for 6 months, where I optimized DevOps workflows, reduced deployment failures by 30%, and realigned team structures for scalability.
- Implemented quality metrics reporting for executive leadership, including defect density and test coverage trends, which became key inputs for engineering investment decisions.

Senior Services Delivery Engineer | BigID | Remote | November 2020 – February 2022

- Architected complex deployments by configuring BigID solutions across AWS, GCP, and Kubernetes environments while integrating with 100+ data sources, including MongoDB, Hadoop, and Office 365.
- Bridged technical and business needs by conducting discovery sessions with CISO and IT leaders to map product capabilities to compliance requirements like GDPR and CCPA.
- Developed customized solutions by writing Python/Shell scripts to address unique client workflows, resolving 95% of edge-case scenarios that blocked go-live timelines.
- Accelerated client adoption by delivering role-based training programs that improved feature utilization rates by 40% across 15+ enterprise engagements.
- Drove product improvements by documenting 50+ reproducible bugs and enhancement requests, directly influencing 3 quarterly roadmap priorities.

Quality Engineering Manager | Hitachi Vantara (formerly Pentaho) | Remote | May 2016 - November 2020

- Pioneered test automation strategy by leading the development of data-driven frameworks that reduced test maintenance effort by 35% while increasing coverage to 90% of core functionality.
- Scaled quality engineering practices by training 8 agile teams on automation best practices, resulting in a 60% faster regression testing cycle time.
- Prevented production escalations by implementing layered smoke, integration, and performance testing that reduced critical post-release defects by 50% year-over-year.
- Optimized cross-team collaboration by working with Product Management to align test cases with user story acceptance criteria, improving requirement clarity by 40%.
- Modernized defect management by introducing severity/priority matrices and root cause analysis workflows that reduced duplicate bug reports by 25%.

Quality Engineering Team Lead | Tangoe | Waltham, MA | June 2009 – May 2016

- Built foundational test automation by creating Selenium WebDriver (Java) and REST Assured frameworks that automated 70% of regression tests and reduced execution time from 8 hours to 3.
- Led global QA teams by managing 12 onshore/offshore engineers, implementing shift-left testing practices that improved defect detection efficiency by 45%.
- Ensured environment reliability by maintaining 20+ test beds with virtualization, database, and messaging servers that accurately simulated customer configurations.
- Streamlined release governance by instituting bug triage meetings that improved defect resolution rates by 30% and reduced backlog aging.
- Enhanced mobile testing capabilities by developing device cloud integration scripts that expanded test coverage to 50+ iOS/Android configurations.

EDUCATION, TRAINING AND CERTIFICATIONS

Computer Learning Centers

Earned Network+ and A+ Certifications in Networking/PC Hardware

Completed intensive training in system architecture, troubleshooting, and hardware maintenance

Professional Certifications:

MCITP: Server Administrator (Microsoft, 2011)

AZ-900: Microsoft Azure Fundamentals