

ALEXANDER TUAEV

Senior Director of Quality Engineering

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SUMMARY

Quality engineering leader with 13+ years in SaaS, including 5+ years building and running QA/QE organizations. Built QA teams from scratch twice and scaled the most recent from 2 to 18 engineers while developing SDET roles and leads from within. Established company-wide release management for multiple concurrent projects, cut manual regression effort by 70% through test automation and AI-assisted testing, and built in-house QA tooling on AWS — including a custom telephony verification app and test harnesses that de-risked major infrastructure migrations. Deep hands-on background in AWS, CI/CD, and DevOps; experienced with SOC 2 and HIPAA compliance.

CORE STRENGTHS

- **Team building & scaling:** founded two QA organizations from zero; hired, upskilled, and promoted across manual QA and SDET tracks, onshore and offshore (Philippines, India, Ukraine, Canada).
- **Process & release management:** designed QA/QE processes and the full release lifecycle from scratch — release calendar, dependency resolution, cross-team communication, beta and post-release validation across parallel projects.
- **AI-powered quality:** integrated AI tooling into both manual QA and test automation workflows to accelerate test design, script development, and triage.
- **Engineering & tooling:** in-house QA applications and test harnesses (Node.js, React, AWS); automation with Cypress, Selenium, Postman; CI/CD (Jenkins, CircleCI); IaC (Terraform, Ansible); 24/7 automated health monitoring.

PROFESSIONAL EXPERIENCE

Convoso | Los Angeles, CA — cloud contact-center (CCaaS) platform

Promoted three times in four years: Lead QA Engineer → QA Manager → Director → Sr. Director of Quality Engineering

Sr. Director of Quality Engineering

Mar 2025 – Present

- Scaled the QA organization from 2 to 18 engineers (manual QA + SDETs); promoted SDETs into senior/lead roles and transitioned manual testers into SDET positions through a structured upskilling program.
- Own company-wide release management for multiple concurrent projects: release calendar, dependency resolution, execution, stakeholder communication, and beta/post-release validation.
- Cut manual regression testing by 70% during releases and infrastructure maintenance; fully automated targeted suites (e.g., daily “morning tests” now run with zero manual interaction).
- Introduced AI-assisted workflows across manual QA and test automation, accelerating test-case design, automation script development, and failure triage.
- Introduced Playwright as the E2E automation framework for a new product line (2025) and implemented automated QA gates in GitHub Actions.
- Built a custom telephony verification app from scratch (Node.js, React; AWS EC2, Cognito, PostgreSQL, Redis) enabling automated testing of calls and SMS across the platform.
- Deployed 24/7 automated application-health monitors that surface infrastructure issues before customer impact (resolved before 6 AM client start times).
- Designed test harnesses that de-risked major infrastructure migrations and upgrades of an enterprise telephony system, minimizing downtime.
- Automated 99% of a technical-support engineer's recurring daily checks, freeing the equivalent of one full-time resource.

Director of Quality Engineering / QA Manager

Feb 2022 – Mar 2025

- Built the E2E and API test automation practice on Cypress and Postman, expanding automated coverage by 50% and sharply reducing manual verification time per release.
- Integrated automated test pipelines into CI/CD, enabling rapid scaling of offshore teams alongside company growth.

- Partnered with engineering and DevOps to redesign the release process, improving reliability and compliance adherence.

Lead QA Engineer

Feb 2021 – Feb 2022

- Founded the QA team from scratch: offshore hiring, QA process definition, and release management across multiple applications.
- Built UI/API automation frameworks with Cypress, cutting manual testing overhead by 40%.

Fuel Cycle | Los Angeles, CA — market-research SaaS platform

Lead QA Engineer / DevOps & Infrastructure

Apr 2018 – Feb 2021

- Promoted to Lead within one year; established the QA team from the ground up while owning AWS infrastructure (VPC, IAM, EC2, RDS, CloudFront) with Terraform and Ansible for high-volume web applications.
- Onboarded and maintained 120+ white-label client environments with automated testing and SOC 2 compliance — zero critical security breaches.
- Built automation frameworks for web, mobile, and API testing (Selenium/TestNG, XCUITest, Espresso, Postman), improving testing efficiency by 60%.
- Directed release oversight and performance analytics with Splunk, New Relic, and CloudWatch.

Sr. QA Engineer

Apr 2017 – Apr 2018

- Joined as senior QA hire; defined initial QA processes and automation coverage for the core platform, earning promotion to Lead QA Engineer.

Docler Media | Los Angeles, CA — live video streaming

Software QA Engineer

Nov 2015 – Feb 2017

- Owned QA for live video broadcasting platforms sustaining 99.9% uptime; automated regression with Selenium WebDriver/Java/TestNG; tested OTT apps on Roku, Amazon TV, and Chromecast.

ValleyTekSolutions | Los Angeles, CA

QA Engineer

Apr 2013 – Nov 2015

- Delivered QA for web and native mobile apps (Android/iOS); test plans and automation reduced escaped bugs by 30%.

TECHNICAL SKILLS

- **Automation:** Playwright, Cypress, Selenium/TestNG, Postman, RestAssured, XCUITest, Espresso, BrowserStack, SauceLabs
- **AI in QA:** AI-assisted test design, automation script generation, and triage integrated into team workflows
- **CI/CD & DevOps:** GitHub Actions, Jenkins, CircleCI, Docker, Kubernetes, Terraform, Ansible, Git
- **AWS:** EC2, VPC, IAM, RDS, S3, CloudWatch, CloudFront, Cognito, SES/SNS/SQS; PostgreSQL, Redis
- **Programming:** JavaScript/Node.js, React, Java, Bash
- **Monitoring & tooling:** Splunk, New Relic, AppDynamics, Zabbix, Jira, Confluence, TestRail

EDUCATION & CERTIFICATIONS

AWS Certified Solutions Architect – Associate (2021–2024)

ISTQB-BCS Certified Tester — BCS, The Chartered Institute for IT (2015)

B.A., International Relations — Tashkent State Institute of Oriental Studies