

Robert Michaels

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Software Quality Assurance Engineer

Senior software quality professional with extensive experience owning quality outcomes across complex SaaS platforms. Proven leader in incident response, release readiness, and end-to-end testing across UI, API, and database layers. Experienced people leader with a track record of guiding teams through high-impact reliability and quality challenges.

Core QA Skills & Technologies

- Manual, exploratory, functional, and regression testing
- UI, API, and database validation
- REST API testing (Postman, Postman CLI)
- Test automation (Playwright, Selenium)
- SQL Server and MongoDB validation
- Cloud-hosted systems testing (AWS, Microsoft Azure)
- CI/CD pipelines (Jenkins, GitHub Actions)
- Defect triage, incident response, and root cause analysis
- Release readiness, quality gates, and risk assessment
- Jira, Xray, and Agile/Scrum collaboration

Professional Experience

SRE Manager / Software Quality & Reliability

Fortive / ServiceChannel | 2024 – 2025

- Led and managed an 8-person Site Reliability Engineering (SRE) team supporting a large-scale SaaS platform
- Owned quality, reliability, and release readiness for systems supporting ~50,000 customer locations
- Led incident response as incident commander, directing triage, investigation, and root cause analysis for customer-impacting outages
- Defined and validated 40–80 critical user workflows using synthetic testing to detect silent failures and performance degradation
- Blocked releases when instability or elevated risk was identified, enforcing change windows and freeze periods
- Worked hands-on across UI, API, and database layers to validate fixes and prevent regressions

QA Engineer / Quality Advocate

Nomad Health | 2022 – 2023

- Owned quality validation for critical, revenue-impacting workflows including nurse credentialing and resume packet generation
- Led testing of complex UI, API, and backend integrations aggregating data into customer-facing documents

- Acted as QA subject-matter expert for stop-the-line features central to business operations
- Defined API validation standards and administered the Postman QA test repository supporting CI execution
- Identified data accuracy issues with direct business impact, preventing incorrect submissions and lost revenue

Senior Software Development Engineer in Test (SDET)

Salesforce / Desk.com | 2013 – 2019

- Delivered manual and automated testing for CRM, platform, billing, and integration features under high release velocity
- Built, maintained, and repaired large-scale UI and API automation suites, reducing flakiness and improving signal quality
- Tested a high-risk API rewrite running in parallel with legacy systems during rollout of a new agent interface
- Used Jenkins to provision environments, execute automated tests, and support deployment workflows
- Served as a trusted quality gate, blocking releases when stability or correctness was at risk

Systems Technologist → Manager of Systems Operations

Commerce Technology Solutions / CreateThe Group | 2008 – 2013

- Owned system-level quality for a SaaS CMS platform supporting ~30 high-traffic e-commerce sites
- Performed end-to-end validation across UI, application, and database layers prior to release
- Served as primary DBA validating schema changes, stored procedures, performance, and data integrity
- Designed and tested failover-capable database architectures to ensure uptime and data safety
- Acted as final quality gate for production changes in a 24x7 on-call environment

Education & Certifications

- High School Diploma — Walt Whitman High School (1989)
- Technical School Diploma — Data Processing (1989)
- ISTQB Certified Tester – Foundation Level (In Progress)

ATS Keywords

Software Quality Assurance, Senior QA Engineer, Test Automation, Manual Testing, Playwright, Selenium, REST API Testing, Postman, SQL, MongoDB, AWS, Microsoft Azure, Jenkins, CI/CD, Agile, Jira, Incident Response, Root Cause Analysis, Release Readiness