

AMRI ABUSEMAN

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20+ years of leadership in technology management with emphasis on product quality and business alignment, in healthcare, fitness, finance, HR and payment industries.

FLATIRON HEALTH New York, NY Jan 2020 - present *Healthtech company expanding the possibilities for point-of-care solutions in oncology and using data to power smarter care for every person with cancer*

Director of Engineering, Quality Sep 2021 - present

Director, Quality Assurance Jan 2020 - Aug 2021

- Develop and execute on a vision for automation infrastructure and capabilities to enable engineers to write high quality automated tests
- Spearhead improvements at every stage of the SDLC to ensure the organization can move as quickly as possible while maintaining the highest quality standards
- Grow QA engineers as domain experts and ensure high quality documentation that levels up the domain expertise of the entire organization
- Coordinate QA engineer team assignments and capacity planning to balance risk, distribution of domain knowledge, and reports' career growth
- Define career path for QA engineer or SET at Flatiron
- Develop internal talent to grow as managers
- Partner with Product and Engineering leaders in the HC org, coaching leaders across the organization in the QA mindset
- Contribute to cross-organizational quality initiatives (patient safety, security, privacy, regulatory compliance, etc.)

SOULCYCLE New York, NY Nov 2019 – Jan 2020 *Fitness company that offers indoor cycling experience*

Senior Manager, Quality Engineering

Reduced outages by 80% and increased test coverage by 35% across product lines

- Led quality initiatives (test plan, strategy, design, execution) for ecommerce platform launch ([Soul Shop](#)) across multiple vendors - Salesforce, enVista, Adyen, SVS
- Managed onsite and offshore quality engineering team distributed globally
- Coordinated user acceptance testing (UAT) across Equinox brands
- Defined quality standards (strategies, processes, methodologies, coverage)
- Collaborated across functional teams (Engineering, Product, Project, Design and Business Operations) to define success metrics, delivery schedule and user experience
- Tracked release cadence and success rates (defects, test efficiency) across Engineering teams to improve overall quality and productivity
- Triaged defects reported from Customer Success and prioritized resolution with Engineering teams
- Introduced new testing tools and methodologies to Engineering teams to increase adoption and coverage
- Conducted monthly interviews with studio managers and Customer Support team obtain product feedback

MILLENNIUM MANAGEMENT New York, NY Oct 2017 – Nov 2019 *Global investment management firm with \$38 billion assets under management*

Senior QA Manager

Reduced time-to-market by 50% and improved release success by 85% across 14 product teams

Co-founded Women in Technology ERG

- Led global quality engineering team for Millennium Corporate Technology in New York and Singapore

- Led quality initiatives on firm's data strategy project to normalize trade and position data for consumption across functional areas (Middle Office, Finance, Operations, Treasury, Compliance)
- Presented state of product quality to CTO and head of engineering teams every month to provide visibility into process, metrics and resource allocation
- Coached, trained and empowered team members to drive quality aspects across product teams, with focus on test automation
- Changed software quality culture by collaborating with engineering, product and support to plan and design tests at the beginning of Agile development lifecycle (shift-left)
- Established test strategy to define best practices and set standards to achieve efficient and consistent delivery
- Defined roadmap to address gaps in process, coverage, and test infrastructure
- Defined quality metrics (cycle time, defect escape rate, bounce rate, release success) to continuously improve delivery
- Planned project delivery across product teams to establish coverage, provide resources and meet deadlines
- Drove post-mortem on production issues to learn from failure and establish preventative procedures
- Utilized visual analytic tools (e.g. Kibana and Datadog) to monitor application and server logs in detecting dormant defects
- Managed and maintained QA tools (e.g. TestRail, QuerySurge, ReportPortal) to ensure access and availability across regions

NAMELY New York, NY May 2016 – Sept 2017 *SaaS HR technology start-up for mid-sized company providing all-in-one human resources platform*

Quality Support Manager

Reduced post-release defects by 45% and increased feature test coverage by 80%

- Built, mentored and coached team of QA Analysts with strong emphasis on product knowledge and client empathy
- Established test process and methodology for Agile development process
- Coordinated releases with Engineering, Product and SRE across ten feature teams
- Analyzed user stories to create documentation (test plan, test cases) for manual and automated tests
- Created and maintained Selenium-based automated test scripts
- Managed test executions by third-party vendor (Applause)
- Launched Namely mobile app on iOS and Android
- Created product feature-risk matrix by collaborating with Product and Client Success to benchmark priorities
- Collaborated with Client Success team to improve client satisfaction metrics by improving tests and processes
- Triaged issues reported by clients by recreating and diagnosing logs (Bugsnag, New Relic)
- Built custom integrations between Salesforce (CRM) and JIRA (technology project management) to efficiently track engineering requests

SCULPTOR CAPITAL MANAGEMENT New York, NY Oct 2007 – April 2016 *Institutional alternative asset manager with approximately \$44.4 billion in assets under management*

QA & Release Manager (2009 – 2016)

QA Manager (2008 – 2009)

Senior QA Engineer (2007 – 2008)

- Provided QA service for functional (new features, regression), non-functional and performance testing
- Standardized methodology for test strategy, test plan, test design for consistency across project portfolio
- Managed multiple projects simultaneously in each test cycle, by prioritizing deliverables based on business needs (e.g. new regulations, new funds)
- Collaborated with cross-functional Agile teams (business analysts, users and developers) to review user stories, devise test strategy, analyze risks, establish acceptance criteria, provide estimates and allocate QA resources
- Planned for short and long-term projects across 19 software development teams for operating systems, hardware, and software implementations and upgrades

- Directed and motivated QA team in test activities (planning, sequencing tasks, monitoring progress and reporting) for process transparency
- Developed test documentation (test plan, test cases) based on user stories and acceptance criteria
- Analyzed risks associated to user stories to prioritize regression cases in a sprint
- Monitored impediments and communicate status to project teams at daily stand-up meeting to mitigate delays
- Executed test cases on story units and integration testing
- Reported defects in issue tracking system, Team Foundation Server (TFS), based on test execution results and associate them to user stories (if applicable)
- Reported test summary by providing metrics (test coverage, defect discovery and remediation rate) to project teams and technology management to determine release readiness
- Identified test cases for automation based on product maturity, frequency of change and business criticality by working with QA automation engineers
- Conducted post-mortem on defects found in production to analyze root cause, identify areas of deficiency and plan of improvement
- Built test environments (lab) for Development, QA, and UAT that are segregated and controlled
- Trained and coached QA team to improve understanding of technology ecosystem, hone testing and soft skills (communication, project management, work estimation), and foster teamwork
- Recruited new hires and conduct annual performance review of QA team
- Evaluated tools that can enhance testing process (e.g. PDF comparison tool, Beyond Compare, Ultra Edit)
- Administered and maintained the change management software, Microsoft Team Foundation Server (TFS)
- Customized work items, workflows and reports in TFS and trained developers and business users
- Published weekly release report to global technology and management teams
- Participated in technology communities (NYC Testers, NY Tech Meetup) and test conferences

WESTERN UNION PAYMENT SERVICES (NYSE: WU) New York, NY May 1998 - Oct 2007 *Leader in global payment services*

QA Lead (2003 - 2007)

Senior QA Analyst (2001 - 2003)

Supervisor, Systems Analyst (2000 - 2001)

Systems Analyst (1998 - 2000)

- Managed, scheduled and coordinated testing priorities of 8-member testing team with product teams (project managers, developers)
- Reviewed project scope and allocated resources based on capacity
- Recruited new hires, mentored and trained QA team
- Created test objectives, strategies and plans by analyzing technical, functional and user requirements and organized test artifacts in HP Quality Center
- Designed and created automated and manual test scripts for regression and load testing using QTP
- Managed and tracked software defects in HP Quality Center
- Established and managed test environments and resources (web and database servers)
- Documented software release notes, system changes and client issues
- Planned, organized and conducted inter-department training programs (customer support, project management)
- Customized solutions for clients that involved some programming to validate functions, built queries for letter output and reports, modified check layouts, built front-end and back-end software and created database installation scripts
- Provided on-site technical support and application implementation for clients nationwide, including customized implementations, hardware (web and database servers) upgrade and maintenance

Technical Skills

Test Types: Functional – API, UI (web, mobile, desktop) | Exploratory | Performance

Test Tools: Playwright, Selenium, Cypress, Appium, Specflow/Cucumber, Postman, TestComplete, Oracle e-TEST

Test Management: Testmo, TestRail, Zephyr, ReportPortal, QTP, Microsoft Test Manager (MTM), Quality Center (QC)

Analytics: Datadog, Kibana

Operating Systems: Mac OS, Windows, Linux, iOS, Android

Languages: Python, Javascript, C#, Ruby, Java, SQL, ASP, HTML, CSS, XML

Database Systems: Microsoft SQL Server, Oracle, PostgreSQL, Vertica

Infrastructure: AWS, Docker, Kubernetes, SauceLabs, RabbitMQ

Change Management: JIRA, Confluence, Git, NuGet, Artifactory, Jenkins, TeamCity, Octopus, Team Foundation Server (TFS), Rally

Software: G-Suite, Microsoft Office, Tableau, Beyond Compare, QuerySurge, Ultra Edit

Financial Applications: Salesforce, Imagine, Advent Geneva, SunGard Apex, Bloomberg, Eze

Education

Master's Program, Management & Systems, NEW YORK UNIVERSITY

BS, Information Systems & International Business, NEW YORK UNIVERSITY

Certified Tester Foundation Level, ISQTB (International Software Testing Qualifications Board)