

YASEEN FAROOQUI

Quality Assurance Manager

(248) 495-6106 | faryaseenm@gmail.com | Greater Chicago Area | [linkedin.com/in/ymfarooqui](https://www.linkedin.com/in/ymfarooqui)

PROFESSIONAL SUMMARY

QA leader who translates business needs into quality outcomes. 10+ years in IT with 6+ years scaling QA operations across the US. Experienced in building high-performing teams locally and offshore, designing scalable processes, and leveraging AI to multiply team effectiveness. Academic background and expertise in psychology informs a coaching-first leadership approach that develops talent while delivering results. Partners with executive leadership on quality strategy, operational roadmaps, and enterprise initiatives.

CAREER HIGHLIGHTS

- Accelerated QA velocity by 60% through AI-enhanced test creation and strategic test prioritization.
- Built AI-driven production support triage system that transformed the production support experience for customers and developers, saving over 1,200 hours annually
- Delivered \$80K+ annual savings through automation, process optimization, and vendor negotiation
- Led 18+ QA professionals across the US and India including hiring, coaching, and performance accountability

CORE COMPETENCIES

QA Strategy & Test Planning • AI Strategy & Implementation • Process Design & Improvement • Team Leadership & Coaching • Requirements Translation • Project Planning & Handoff • Hiring & Performance Management • Offshore Management (Mexico/India) • Vendor & Budget Management • Shift-Left Testing • Executive Communication & Reporting • Test Management (Jira, Xray, qTest) • Agile/Scrum/SAFe • Insurance Domain (Guidewire)

PROFESSIONAL EXPERIENCE

PRIS Corp (Warrior Invictus) | Greater Chicago Area (Hybrid) | *January 2025 – Present*

QA Manager – *Multi-state Guidewire InsuranceNow platform (10+ states, personal & commercial auto)*

Team Leadership & Process Excellence

- Leads a team of QA engineers across multiple agile squads on over 6 projects ranging from cloud-hosted to mainframe applications (iSeries/AS400)
- Implemented training for new hires resulting in all new QA's achieving 100% certification within 60 days of hiring
- Reduced defect escape rates by 35% through pre-refinement meetings and acceptance criteria standardization
- Established a QA Center of Excellence with bi-weekly townhalls
- Established a standardized QA process including evidence standards, naming conventions and workflows
- Developed and presented a QA roadmap to executive leadership with KPI driven improvement plans

Innovation & AI

- Built Winnie Triage - an AI process for automated support ticket intake and categorization, achieving over 98% SLA compliance with under a 2-minute first response time average
- Designed and implemented a CIO AI initiative to rollout custom AI Agents across the organization ranging from custom test case generation to grammar and translation agents
- Created an executive dashboard, tracking 94 initiatives across 8 IT teams to enable data-driven portfolio decisions at board meetings with built in AI insights
- Pioneered AI-enhanced automated testing with Claude MCP, mabl MCP, and ChatGPT, reducing automated test creation time by 60%
- Led quality initiatives for AI-driven First Notice of Loss agent and claims messaging agent for automated policyholder claim submission

Strategic Impact & Automation

- Delivered \$80K+ in total annual savings through Winnie Triage (\$60K), automated testing on deployment (\$20K), and vendor negotiation (\$2,300)
- Enabled 2x release frequency and reduced deployment testing time by 95% (15 QA-hours to <1 hour per release).
- Delivered 360+ automated tests across 10+ states with 89% component coverage and 86%+ pass rates

International (formerly Navistar) | Lisle, IL (Hybrid) | November 2023 – January 2025

Tosca Architect – *Enterprise test automation implementation*

Leadership & Team Management

- Hired and managed 10 offshore QA engineers in India maintain delivery schedule with daily syncs across a 10.5-hour time zone difference
- Onboarded 40+ QA resources and transitioned 8 teams to Tosca within 6 months
- Created training documentation and led training workshops while establishing automation standards
- Managed vendor relationships and negotiated Tricentis licenses, optimizing enterprise tooling costs

Technical Architecture & Implementation

- Led Tosca implementation of license servers, QA/DEV/PROD repositories, Azure AD SSO, and qTest configuration
- Built CI/CD-integrated regression test suite able to target and begin execution on 10 DEX servers.
- Automated IBM z/OS mainframe (CICS) test scenarios using Tosca's TN3270 terminal emulation module, enabling regression coverage on legacy systems previously tested only manually

TrimedX | Indianapolis, IN (Remote) | January 2022 – November 2023

Senior Test Automation Engineer – *Healthcare asset management platform*

- Built a regression suite with 250+ UI and API test cases with 80% functional test coverage
- Led defect triage and root cause analysis meetings. Created reusable test library reducing automation maintenance by 40%

State of Michigan | Lansing, MI (Remote) | December 2020 – January 2022

Test Automation Engineer – *Government web and mobile applications*

- Web automation (Cypress), mobile testing (Appium iOS/Android), mainframe testing, and API integration testing
- ADA compliance testing using JAWS, VoiceOver, and TalkBack

Nationwide Insurance | Brea, CA (Remote) | July 2018 – December 2020

Quality Engineer – *Enterprise insurance applications*

- Automated 100+ scenarios and contributed 500+ test cases to enterprise regression
- Performed load testing (JMeter) and API testing (Postman)

Apple | Various Locations | June 2014 – July 2018

Technical Specialist / Genius Bar – *High-volume retail technical support*

- Diagnosed hardware and software issues using systematic troubleshooting in high-volume retail environment
- De-escalated frustrated customers with empathy and mentored team in customer communication

TECHNICAL SKILLS

Development: JavaScript, Python, Node.js, SQL (MSSQL, Oracle), Git

Test Automation: mabl, Tricentis Tosca (AS1/AS2/TDS/API/SAP), Cypress, Appium, Selenium, NeoLoad, JMeter, Selenium

Project & Test Management: Jira, Xray, qTest, Azure DevOps, EazyBI

AI & Workflow Automation: Custom AI Agents, Claude MCP, OpenAI API, N8N Workflow Automation

CERTIFICATIONS & EDUCATION

ISTQB Certified • Tosca AS1/AS2 • Tosca TDS1/TDS2 • Tosca AS1 for SAP • Tosca API Specialist • mabl Certified

Bachelor of Arts in Psychology – Oakland University, Rochester, MI (2020)

Languages: English, Hindi/Urdu (Fluent), Spanish (Intermediate)