

Justin BCS

SENIOR QA ENGINEER

With **13+ years expertise** in **manual and automation** testing, including **Selenium, Playwright, API** and **back-end testing**.

Skilled in **AI tools, CI/CD** pipelines, **Agile** and **Scrum** methodologies to drive quality and efficiency.

Strong track record in **test strategy, planning**, and **automation** while collaborating closely with **cross-functional teams**.

PREVIOUS CLIENTS

Secret Escapes
SAP
UK Power Network
Freesat
SKY
Electronic Arts
FIFA - EA Sports
The Sims - Maxis team

REFERENCES

Available upon request

CONTACT

baltaiustin@gmail.com
(+44) 07399835999

TECHNICAL SKILLS

Manual Testing	Automation Testing	AI Tools	LLM Testing
Selenium	Playwright	API Testing	Postman
CI/CD Tools	Test Strategy	Test Planning	Agile & Scrum
BrowserStack	Appium	Jira & Confluence	Cross-Functional Team

EXPERIENCE

Senior QA Engineer at Secret Escapes, Aug 2019 - Present London & Remote

- **Built a QA function from the ground up**, defining the entire quality strategy, tooling stack, and governance framework in an organisation with no prior QA methodology – delivering a production-ready process within the first 90 days, including test policies, entry/exit criteria, and traceability standards adopted company-wide
- Introduced **structured workflows** without slowing development in the **manual testing** department, using **BrowserStack**
- Implemented AI-powered **automation tools**, such as **Selenium Playwright** and **Appium**, to maintain test scripts dynamically and **reduce maintenance for multiple web and app** projects
- Conducted multiple workshops on **LLM testing** for an AI chat helper, built to create a unique travel experience on just a few keywords
- Reduced bugs by 30% in a cycle
- Researched and developed AI testing tools including **KaneAI, Mabl, Applitools** (for visual testing) and **Test Craft and ChatGPT** (for test writing), across website and app
- Supported both **customer-facing and back-end testing**, such as **API connections**, flights and luxury hotel suppliers with dynamic room availability and amenities, to name a few
- Managed **test strategy** and **test planning** using Lambda Test and Test Rails tracked and reported bugs via **Jira** and maintained comprehensive **QA documentation** for traceability and audit readiness using **Notion** and **Confluence**
- Performed **regression, exploratory, UI/UX, API, and end-to-end testing across web (front-end and back-end)**, client-server, app (on both environments, IOS and Android), on multiple territories.

- **Hired and onboarded new QA staff**, then later **mentored and managed the mobile QA** team with weekly meetings and monthly workshops to **build a strong QA foundation**.

QA Engineer Manager / Tangent, 2016-2019

London

- **Manage the QA team**, ensuring stability, efficiency, and quality improvements for an **e-commerce platform built on SAP**.
- **Lead QA for multiple high-profile clients**, including **UK Power Network, Freesat, SAP, NATS, Carlsberg, and Sky**, delivering thoroughly tested, reliable projects.
- **Built and managed a device lab** tailored to target demographics (driven by data from **Google Analytic**), covering major operating systems, and optimized testing for real-world user conditions.
- **Led AI tooling evaluation and adoption** across the **QA function** running structured pilots of **KaneAI, Mabl, Applitools, TestCraft**, and **ChatGPT** assisted test writing, producing internal benchmarking reports that directly informed the company's long-term automation strategy and tool investment decision
- **Exploratory, GUI, Smoke, Usability, End-to-End, Functional, Regression, Localization, Load, and UAT testing**, contributing to a significant decrease in reported issues.
- Hands-on experience in **automation testing using Selenium (Java), Cucumber, Katalon Studio, Lighthouse, Litmus, and MySQL**.
- Track and report bugs using **Jira**
- Developed **test scripts for chat-bot functionality and logic** using **Dialog Flow**.
- Researched, documented, and **delivered a seminar on GDPR compliance**, enhancing team knowledge to regulatory standards.
- Experienced working in an **Agile environment**, focusing on continuous feedback and iterative testing improvement.

Senior QA Tester / Electronic Arts - May 2012 - Mar 2016, Bucharest

- Created and executed detailed **test cases** and scenarios for **AAA game titles** such as **FIFA, The Sims, SimCity, and Hasbro** projects.
- Tested across multiple **mobile platforms** including **iOS, Android, and Windows Phone**, ensuring cross-device performance and compatibility.
- **Supervised multiple QA teams**, assigning workloads, monitoring progress, and delivering final test reports to stakeholders.
- Collaborated closely with **game development teams** to identify, document, and resolve complex gameplay and performance issues.
- **Trained and mentored new employees**, improving onboarding efficiency and increasing overall team productivity.
- **Developed and optimized training materials, streamlining testing processes**, and eliminating redundancies.
Managed and executed test cycles under tight deadlines, helping teams meet aggressive release schedules.