Tomislav Horvat QA Manager

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PROFILE SUMMARY

- **QA Manager** with **9 years** in software quality and **5 in management**, leading **7 QA engineers and SDETs** across 4 eSignature product teams at DocuSign, with a release every 2 weeks.
- Stack the team works in: automation (**Playwright**, **Selenium**, REST Assured), test management (**Xray**, Jira), CI (Jenkins, GitHub Actions), load testing (**k6**) and Datadog for production checks.
- Deep expertise in **test strategy across teams**, **automation migrations**, **release go/no-go** and **quality reporting**, using risk-based testing and a monthly escape review to decide where the team spends its time.
- Works with 4 engineering managers, product, SRE and the security team on release reviews, incident reviews and the quality goals in each quarter's OKRs.
- Hired 4 of the 7 people on the team, promoted 2 to senior SDET, and runs the QA interview training for the eSignature engineering group.

TECHNICAL SKILLS

Test Management & Tracking:	Xray, Jira, TestRail, Confluence
Test Automation:	Playwright, Selenium, REST Assured, Postman, JUnit
CI/CD & Test Infrastructure:	Jenkins, GitHub Actions, Docker, Kubernetes, Sauce Labs
Performance & Monitoring:	k6, JMeter, Datadog, Splunk
QA Methods & Process:	Risk-Based Testing, Test Pyramid, Exploratory Testing, BDD, Agile/Scrum
People & Vendor Management:	Hiring Loops, 1:1s, Performance Reviews, Career Ladders, OKRs
Languages & Reporting:	Java, TypeScript, SQL, Tableau

EDUCATION

University of Washington — **B.S. in Computer Science** — Seattle, WA · Sep 2013 to Jun 2017

WORK EXPERIENCE

DocuSign — **QA Manager, eSignature** — Seattle, WA · Jul 2021 to Present

- Rewrote the test strategy for 4 eSignature teams around risk, moving 60% of UI checks to API tests, which cut the full regression run from 9 hours to **2.5 hours**.
- Led the Selenium to Playwright migration for 2,300 end-to-end tests over 3 quarters, and brought the flaky failure rate on the main branch from 8% to **1.5%**.
- Run the go/no-go for every 2-week release with engineering and product against written exit criteria per team, and cut hotfixes after release from 11 a quarter to **4**.
- Built a quality dashboard in Tableau from Jira and Datadog data, reviewed monthly with the director of engineering, and brought the defect escape rate from 6% to **2.4%**.
- Manage 7 QA engineers and SDETs plus a 6-person contract team for localization testing, and grew the contractors' language coverage from 12 to **24** signing languages.

Smartsheet — **Senior QA Engineer to QA Lead** — Bellevue, WA · Jul 2017 to Jun 2021

- Started QA reviews of every story before sprint planning on the grid team, and bugs found after code complete dropped by **35%** over 2 quarters.
- Built a test data service that loads 40 ready-made sheets into any test environment, cutting setup before a regression run from 2 hours to **15 minutes**.
- Ran WCAG 2.1 AA testing with axe DevTools and screen readers on the grid view, closing **85** accessibility issues before the 2020 accessibility report.