

# Sharon Ora

QA Lead | Senior SDET | Quality Engineering Manager

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## PROFESSIONAL SUMMARY

Quality Assurance Lead and Senior SDET with 17+ years improving release reliability for enterprise SaaS platforms used by Fortune 500 clients. Experienced in building QA organizations, defining test strategies, and leading automation initiatives that reduce regression cycles and accelerate delivery. Skilled across functional, non-functional, performance, and load testing, with deep expertise in CI/CD integration, defect management, and cross-functional collaboration. Known for strengthening quality gates, mentoring QA teams, and aligning testing practices with engineering and business goals to deliver consistent, high-quality releases.

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## SKILLS

### Quality Engineering & Testing

Manual & Automation Testing, Regression, Functional, Non-Functional, Performance & Load Testing, Accessibility, Compliance, End-User Monitoring, Test Strategy, Framework Design, QA Process Development, Documentation Standards, CI/CD Quality Gates

### Tools & Technologies

Jira, Zephyr, Postman, SQL, Oracle, Jenkins, Git, Ranorex, Browser Extensions, Enterprise Monitoring Tools, Task-Mining Analytics

### Languages & Frameworks

Python, Java, C#, PowerShell, JavaScript, React, HTML/CSS

### Leadership & Practices

Agile, Sprint Planning, Cross-Functional Collaboration, Release Management, Risk Assessment, Mentoring & Team Development, Troubleshooting, Customer Support

### Currently Exploring

Cypress, Playwright, JMeter, Burp Suite, Axe, Xray

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## PROFESSIONAL EXPERIENCE

### QA Manager (Dual Role)

03/2019 – 11/2025

Knoa Software, New York, NY

- Led QA strategy across 5+ enterprise SaaS product lines, improving release reliability and reducing production defects.
- Built and mentored a QA team, introducing automation frameworks, Python-based tooling, and structured workflows that reduced manual testing effort and accelerated regression cycles.
- Defined QA processes end-to-end, including lifecycle planning, test strategy, quality gates, and continuous improvement initiatives that shortened delivery timelines.

- Strengthened CI/CD pipelines by integrating automated tests, improving defect-tracking workflows, and increasing deployment confidence.
- Collaborated in Agile sprints to validate acceptance criteria, review user stories, and ensure development readiness.
- Improved cross-functional communication between product, engineering, and support teams, accelerating defect resolution and enhancing release quality.
- Supported development cycles by validating UI workflows and diagnosing issues across the stack to ensure usability, performance, and customer satisfaction.

## **Software Engineer**

**10/2012 – 11/2025**

Knoa Software, New York, NY

- Designed enterprise SaaS monitoring solutions adopted by Fortune 500 clients, providing real-time visibility into user activity and application performance.
- Developed the frontend for a React-based reporting and analytics platform, gaining deep insight into UI architecture and enabling more effective UI-level testing and debugging.
- Engineered browser extensions and integration tools to inject monitoring capabilities into enterprise web applications, enabling seamless data capture and accelerating customer onboarding.
- Created backend plugins in Java using finite state machines and data-analysis logic to meet client-specific monitoring and compliance requirements.
- Collaborated with product and engineering teams to ensure compatibility with platforms such as SAP Signavio and Tableau Pulse, supporting AI-driven analytics.
- Partnered directly with customers during troubleshooting sessions, diagnosing issues across the stack and improving adoption of enterprise SaaS solutions.
- Authored customer-facing documentation and troubleshooting guides to support self-service and reduce support load.

## **Software Test Design Engineer**

**09/2008 – 09/2012**

Knoa Software, New York, NY

- Conducted functional, non-functional, performance, and load testing across multiple product lines to ensure reliability and scalability.
- Built automated test scripts using in-house tools, reducing manual workload and improving regression efficiency.
- Collaborated with developers to diagnose defects and validate fixes, improving product stability and customer satisfaction.
- Performed exploratory and regression testing to identify critical issues prior to release.

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## **EDUCATION**

### **Bachelor of Technology in Computer Systems**

New York City College of Technology - Brooklyn, NY