Andrew Pankov

Quality Engineering Manager | Hands-on Technical Leader

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SUMMARY

Hands-on quality engineering leader with 17+ years building teams, test platforms, and release systems for high-scale products. Built functions from zero to 15 engineers, led distributed teams across the United States and Europe, automated roughly 80% of critical billing workflows, and replaced more than two weeks of manual validation with a 30-minute automated run. Experienced across financial systems, SaaS, e-commerce, EdTech, IoT, and conversational AI.

SKILLS

- **Leadership:** people management, hiring, coaching, performance management, distributed teams, stakeholder alignment, vendor management, quality strategy, release governance
- **Quality engineering:** test strategy, automation architecture, risk-based testing, end-to-end, API, integration, contract, mobile, accessibility, release readiness, AI-assisted test generation, agentic workflows, Claude Code, context engineering
- **Technology and delivery:** TypeScript, Go, Python, Playwright, Cypress, pytest, Selenium, Appium, Vitest, AWS, Docker, Kubernetes, Cloudflare Workers, Bazel, GitHub Actions, GitLab CI, TeamCity, PostgreSQL, Stripe, microservices, CI/CD

PROFESSIONAL EXPERIENCE

Senior Engineer, SDET (Software Development Engineer in Test) | T-Mobile — Apr 2026 – Present

- Build quality engineering capabilities for high-throughput advertising systems in T-Ads, focusing on API and end-to-end automation and dependable release gates.
- Designed change-aware CI: modeled the Cypress codebase's dependency graph in Bazel so pull requests run only the tests their changes affect, with a full-run fallback if selection fails.
- Reduced flaky and stalled runs across Bazel, GitHub Actions, and Cypress Cloud with ticketed, expiring test exclusions, a documented timeout model, and a typed tag taxonomy, restoring reliable CI release gating.
- Built the context layer for agentic coding tools: scoped `AGENTS.md` conventions and task-specific skills, plus an AI agent that authors API and end-to-end tests against the shared framework. Evaluated AI test-generation and failure-diagnosis tooling against the suite.
- Migrated the test codebase to strict TypeScript and a modular architecture, with dependency and type rules enforced in the build.
- Mentor junior engineers and interns through code review, test architecture guidance, and hands-on technical support.

Career Sabbatical — 2025

Engineering Manager, Quality Engineering | Cloudflare, Inc. — Nov 2023 – Jan 2025

- Built and led a distributed team of four engineers across the United States and Portugal, owning hiring, coaching, quality strategy, and release readiness for revenue-critical billing systems.
- Architected an API-driven Playwright and TypeScript platform automating 80%+ of billing workflows across Go microservices, including subscriptions, payments, invoicing, entitlements, and Stripe webhooks.
- Designed contract-style integration tests and test-data factories for isolated, parallel execution, helping stabilize a weekly release cadence.

Lead Quality Engineer | APFusion — Sep 2022 – Nov 2023

- Came in as the first and only quality engineer and built Playwright and TypeScript automation covering APIs, web applications, and an Electron desktop application.
- Cut manual release validation from more than two weeks to 30 minutes through parallel automation, GitHub Actions pipelines, AWS ECS environment provisioning, and repeatable deployment workflows.

Quality Assurance Manager (Consulting Engagement) | Symbridge — Jun 2022 – Aug 2022

- Managed one QA engineer and built Playwright and TypeScript release automation in GitLab CI for a cryptocurrency trading platform.

Lead QA Engineer | Clyde Sep 2020 – Apr 2022

- Founded the quality function from zero; hired and managed three SDETs and mentored a Technical Support Coordinator through rapid product growth.
- Built Cypress and TypeScript automation for customer and internal systems, APIs, and Shopify, plus a reusable API-testing library and deterministic test-data seeding.
- Embedded automated release gates in GitHub Actions, enabling continuous delivery.

QA Consultant | Google Mar 2020 – Sep 2020

- Designed test strategy for a major telecommunications client's Dialogflow-based conversational AI program, covering intent recognition, entity extraction, and multi-turn conversation flows; the chatbot launched with measurably improved reliability and a significant reduction in misrouted conversations.

Quality Assurance Lead | Xio Research (Merlyn Mind) Jun 2019 – Feb 2020

- Led quality for an AI voice assistant across hardware and software integration, speech recognition, and natural language processing while managing offshore Android and QA engineers.

Lead QA Engineer | Newsela Nov 2015 – Jun 2019

- First quality hire; built a six-person function covering web, mobile, and accessibility for a K–12 platform used by over 10 million students.
- Hired and managed five QA engineers, established quality metrics and KPIs, and ranked second among managers company-wide in an internal review.
- Built web and mobile automation with Python, pytest, Selenium, and Appium; introduced WCAG-aligned testing and automated accessibility scans in CI.

Lead QA Engineer | Ray Enterprises Oct 2014 – Oct 2015

- Managed an in-house QA engineer and a 14-person offshore team for an IoT hardware and software product, covering device communication, firmware validation, and system integration.

QA Team Lead | 2U Inc. Oct 2011 – Oct 2014

- Joined as the first QA hire and grew the function from zero to 15 in-house and outsourced engineers, owning hiring, mentoring, vendor management, onboarding, and release delivery.

Earlier Experience: QA Consultant, Clear Channel Radio (iHeartMedia), supporting the initial iHeartRadio website and mobile launch (Jan 2011 – Oct 2011); Software Testing Engineer, EPAM Systems (Mar 2008 – Sep 2010)

EDUCATION

M.S. in Economics, Belarusian State University of Economics | **B.S. in Electronics**, Minsk State Higher Radio Engineering College