**Christopher J. Hawes Sr.**

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**Summary**

Quality assurance manager with over 15 years of experience leading testing initiatives for Fortune 500 companies such as AXA and Ultranauts. Extensive expertise in automated QA testing with Selenium, SAFe/Scaled Agile methodologies, and AI-driven platforms like Agentforce. Comfortable working with offshore teams and driving strategic QA enhancements that reduce defect rates, optimize workflows, and accelerate product delivery.

**Professional Experience**

**Ultranauts - New York, NY 2021-2024**

**Quality Assurance Test Manager / Engagement Manager**

* Led QA automation initiatives across multiple industries, integrating Selenium-based frameworks that \*\*enhanced product efficiency by 40% and cut deliverable time by 50%.
* Mentored onshore and offshore QA teams, increasing defect detection rates by 25% and ensuring seamless collaboration across time zones.
* Spearheaded functional, automation, and performance testing strategies utilizing tools such as SpecFlow, Cypress, and TestNG.
* Implemented AI-powered automation frameworks, streamlining API validation and cloud-based application testing
* Worked closely with Insurance, Healthcare, Banking and e-Commerence businesses ensuring process accuracy and compliance across different line of Business pipelines
* Executed Salesforce-driven solutions, aligning QA strategies with enterprise customer service enhancements
* Acquired three new major accounts (worth over $1M) by effective networking with C-Level stakeholders to align project deliverables with strategic business goals.
* Directed 7+ manual and automation QA teams across industries (Banking, Insurance, Health & Stock Exchange) projects, managing QA tasks in different SDLC/STLC (Agile, Iterative, Waterfall).
* Developed and drove a strategic roadmap to enhance scalability, reliability, and efficiency in end-to-end release delivery and validation, while implementing forward-looking automation API, and performance testing strategies to support future product roadmaps.
* Facilitated continuous interaction between users, development, and QA teams throughout the SDLC, achieving a 95% testing success rate.

***Note: Both AXA and Ultranauts managers were aware roles overlapped.***

**AXA-XL - Hartford, CT 2022 - 2023**

**Lead Quality Assurance Consultant**

* Partnered with global teams in London and India to deploy QA automation frameworks integrated into Salesforce and AI-driven platforms.
* Standardized test automation strategies within SAFe/Scaled Agile environments, accelerating release cycles by 30%.
* Optimized API testing to improve backend service efficiency by 25%.
* Reduced onboarding time by 25% by enhancing identity lifecycle management processes
* Ensured security compliance system, proactively addressing vulnerabilities ahead of regulatory deadlines
* Superlative Identity and Access Management Specialist:

§ Triumphed in a 25% decrease of onboarding time by establishing comprehensive procedures for identity lifecycle management, by streamlining procedures, and enhancing user experience and operational efficiencies.

§ Identified and remediated three major system vulnerabilities posing potential threats to sensitive user data by periodic audits, efficacious collaborations with IT teams, and to implementing corrective actions well ahead of regulatory compliance deadlines.

**Sogeti - Hartford, CT 2018 - 2021**

**Software Quality Assurance Automation & Performance Test Manager**

* Led automation and performance testing teams, reducing costs by $500K through optimized test beds and virtualization
* Enhanced automation frameworks using Selenium, Cypress, and Playwright, cutting regression test cycle time by 60%.
* Embedded QA metrics into CI/CD pipelines, reducing defect leakage by 30% and improving cloud-based system reliability by 25%.
* Facilitated a 30% reduction in testing time through the implementation of a shift left approach, integrating early testing within the development process.
* Proven proficiencies in diverse automation frameworks including Linear Automation, Modular Based Testing, Library Architecture Testing, Data-Driven, Keyword-Driven, and Hybrid Testing methodologies.
* Succeeded in creating a 20% increase in departmental output alongside a 10% decrease in task completion times by design and implementation of clear goal-setting procedures that aligned team objectives with organizational targets.

**AXA-XL - Hartford, CT 2006 - 2017**

**Software Quality Assurance Manager (2009 – 2017)**

* Streamlined QA processes, yielding a 25% increase in work efficiency by establishing clear protocols and aligning with product development cycles; directly contributed to faster release timelines and improved team performance.
* Designed and implemented a comprehensive TCoE/CoE that tracked 150+ incidents for system bugs, ensuring stringent adherence to traceability standards while verifying issue resolutions which led to a significant reduction in future occurrences.
* Secured a $1.5M cost reduction through effective price negotiations and procurement for testing tools.
* Led top-tier talent acquisition, enhancing vendor screening and hiring procedures for AXA-XL segments, resulting in a 25% improvement in candidate quality.
* Grew productivity by 20% by streamlining operations of management services and Staff Augmentation within critical segments.

**Software Quality Assurance Engineer**(2006 - 2009)

* Engineered Team leader in collaborations testing critical security updates, redressing memory leaks and achieving a 20% improvement in overall system performance.
* Optimized program speed by conducting load testing by 92% with critical corrections in memory leaks in proprietary company applications.
* Influenced critical analytics to improve systems efficiency by more than 75% within the company's proprietary software applications.
* Leader for investigations, analyses, and corrective system measures for over 152 customer-related product failure issues.
* Developed and executed test plans and cases, boosting efficiency by 30% across 100+ instances in the automation framework using QTP, LoadRunner, and TestDirector.

**military experience**

**united states marine corps** Camp Lejeune, NC.

*Lance Corporal, AutoMech/Special Forces*

**Education**

**LINCOLN school of business** Hartford, CT.

*Associate of Accounting*

**coastal Carolina community college** Jacksonville, NC.

*Associate of Computer Science*

**Technical Skills**

***Languages***: Python, Java, C#, JavaScript, .NET

***Automation: Selenium***, Cypress, Playwright, SpecFlow, Robot, TestNG

***AI & Analytics***: Agentforce, Watson, Postman, REST APIs

***Frameworks***: SAFe, Scaled Agile, BDD, TDD

***Salesforce***: Salesforce Automation & Test Integration

***Cloud & Security:*** AWS, Azure, Jenkins, Docker, DevSecOps

***Performance Tools:*** Performance Center, JMeter

***Data Analysis*:** Excel, Power BI, R and SAS

***Project Management:*** Agile and Scrum Methodologies, JIRA, ALM, TestRails, Rational Quality Manager

***Software Development***: Visual Studio Code, SDLC, Git, GitHub, Bitbucket, Angular JS, HTML5, Nodejs, Azure, Docker, Jenkins

***Technical Writing***: Technical Documentation.

***Database Management***: MySQL, SQL, GraphQL, Oracle