

Thomas Minnick

Director of Quality Engineering | Sr. Quality Engineering Manager | Test Automation & CI/CD Leader | B2B SaaS | Playwright, TypeScript, Node.js, AWS, Kubernetes | 17+ Years Building & Scaling QA Organizations

Round Rock, TX · thomasminnick@gmail.com · linkedin.com/in/thomasminnick

SUMMARY

Quality Engineering leader with 17+ years scaling high-performance QA organizations and modernizing testing architectures across B2B SaaS, identity, and enterprise platforms. Hands-on leader of code-first automation strategy using Playwright, TypeScript, Node.js, and WebdriverIO across AWS and Kubernetes environments. Proven track record managing distributed teams of 15-20+ engineers, embedding quality culture across R&D, and driving measurable outcomes including 30% production defect reduction and reliability for systems serving 573M+ peak-day page views. Experience spans B2B SaaS, cloud identity, enterprise platforms, and regulated healthcare IT, including leadership of development and QA for international coding, grouping, and analytics products at 3M Health Information Systems. Currently building AI-assisted testing tooling and SaaS products as founder of CM2 Digital.

PROFESSIONAL EXPERIENCE

Founder & Principal — AI Quality Engineering Tooling & SaaS

Jul 2025 - Present

CM2 Digital LLC, Round Rock, TX (Remote)

- Founded CM2 Digital to build AI-assisted QE tooling; shipped GameDay Studio MVP using TypeScript, Node.js, Stripe, and LLM-based test generation — demonstrating end-to-end product ownership and hands-on technical fluency with modern AI workflows.
- Developing AI-powered test generation and quality intelligence proofs-of-concept integrating LLM-based test authoring, RAG-based defect triage, and Model Context Protocol (MCP) tooling into traditional QE pipelines.
- Producing technical content and playbooks on Playwright, modern QA leadership, and AI-assisted test automation to advance the practice of code-first quality engineering.

Senior Software Quality Engineering Manager

Feb 2021 - Jul 2025

Ping Identity, Austin, TX

- Architected and shipped a Playwright/TypeScript/Node.js automation framework from scratch across AWS-hosted microservices, replacing a fragile legacy Selenium suite and establishing a scalable code-first test automation strategy for UI and API testing.
- Led technical strategy and release management for Quality Engineering teams adopting Kubernetes-native testing tooling and CI/CD best practices, reducing deployment friction and improving release velocity.
- Established QE-owned quality metrics and release readiness scorecards integrated with observability tooling to proactively identify performance bottlenecks, regression risk, and go/no-go release signal.
- Managed, mentored, and grew a distributed team of 20+ SDETs across 4 scrum teams — driving 3 internal promotions in 18 months and reducing average onboarding time from 6 weeks to 3 through structured career ladders and pairing programs.
- Partnered cross-functionally with Engineering, Product, and Platform stakeholders on continuous testing, shift-left adoption, and quality KPIs across cloud identity (IAM) products.

Sr. Manager, Quality Assurance

Jul 2020 - Mar 2021

SunPower Corporation, Austin, TX

- Led QA operations, test planning, and defect management for enterprise software platform; managed distributed QA team and owned root cause analysis, quality metrics reporting, and stakeholder management in an Agile delivery environment.

Director of Quality Assurance

Jun 2018 - Apr 2020

Bazaarvoice, Austin, TX

- Spearheaded disaster recovery and scalability testing for distributed systems supporting 573M+ Black Friday page views and 160M+ shoppers in a single day, using DataDog for real-time observability and performance monitoring; the platform came through peak with zero Sev-1 incidents.
- Modernized QA organization by transitioning from legacy manual processes to a code-first automation strategy using WebdriverIO, significantly improving test coverage and consistency across global R&D teams.
- Scaled automated testing initiatives resulting in a 30% reduction in production defects and improved CSAT scores; established quality KPIs and continuous testing practices across product teams.
- Launched QA Advocacy program embedding 8 Quality Advocates across the R&D org — upskilling engineers on Golang-based test scripting and reducing QA-as-gatekeeper bottleneck, cutting average bug-to-fix cycle time by ~25%.
- Owned 15 SDETs distributed across multiple product teams in an Agile environment; led risk-based testing strategy and participated in executive strategy and planning sessions.

Senior Manager, Quality Assurance

Sep 2014 – Jun 2018

Bazaarvoice, Austin, TX

- Directed QA strategy and test planning across multiple Agile teams, driving CI/CD integration, risk-based testing, and automated regression suites to stabilize distributed engineering outcomes.
- Provided technical guidance on Java-based automation and Node.js scripting; managed vendor relationships and departmental budget while establishing quality KPIs for continuous testing improvement.
- Owned recruitment, hiring, and professional development for a team of SDETs, aligning skills with modern test automation and DevOps requirements.

EARLIER CAREER

DMV QA Manager

Sep 2013 – Sep 2014

3M Motor Vehicle Systems Solutions (3M MVSS), Austin, TX

- Resource allocation, automated test routines, test plans, and QA roadmaps for large-scale DMV system modernization.

QA Manager

Nov 2012 – Aug 2013

Spredfast, Austin, TX

- Built full CI environment with hourly build/deploy jobs; designed QA standards and defect triage process for distributed social media SaaS.

QA Engineer / Developer IV

Jul 2011 – May 2012

Hewlett-Packard, Austin, TX

- Managed QA efforts for HP.com Asia Pacific delivery; owned test planning and reporting.

International Analytics Manager / QA Manager

Aug 2009 – Jul 2011

3M Health Information Systems, Austin, TX

- Managed development and QA resources delivering international healthcare coding, grouping, and analytics products; led cross-functional Agile delivery, test planning, validation, defect resolution, and release readiness in a regulated healthcare environment.

Software Testing Analyst III

Jul 2005 – Jun 2008

Dell Computer Corporation, Round Rock, TX

- Supervised integration testing projects using Agile/Scrum with globally distributed teams.

CORE SKILLS

Test Automation Playwright, Selenium, WebdriverIO, Cypress, Appium, BrowserStack, Postman, REST Assured, JMeter, TestRail, BDD, TDD, Cucumber, Shift-Left Testing, Continuous Testing, API Testing, UI Testing, Mobile Testing, Performance Testing, Accessibility Testing, Risk-Based Testing, Regression Testing, Test Strategy, Test Planning, Test Architecture, SDET

Languages & Tooling TypeScript, JavaScript, Node.js, Python, Java, Golang, Bash, SQL, Git, GitHub, GitHub Actions

CI/CD, Cloud & Platform GitHub Actions, Jenkins, CircleCI, AWS, Kubernetes, Docker, Terraform, Microservices, Distributed Systems, Observability, DataDog, Splunk, New Relic, Linux

Leadership & Methodology Quality Engineering Manager, SDET Team Leadership, Manager of Managers, Defect Management, Root Cause Analysis (RCA), Quality Metrics & Reporting, Release Management, Stakeholder Management, Vendor Management, Agile, Scrum, SAFe, Kanban, SDLC, Program Governance, PMO Best Practices, Budget Management, Six Sigma, OKRs, Quality KPIs, Cross-Functional Collaboration, Talent Acquisition, Career Development

AI & Modern Engineering AI-Assisted Test Generation, LLM Integration, RAG, MCP (Model Context Protocol), GitHub Copilot, Prompt Engineering, AI Workflow Automation

Domains B2B SaaS, Cloud Identity & Access Management (IAM), E-Commerce, Ratings & Reviews, Social Media Management, Healthcare IT, Consumer Electronics, Enterprise Platforms

EDUCATION

Bachelor of Science, Computer Science — University of Mary Hardin-Baylor, Belton, TX

CERTIFICATIONS & AFFILIATIONS

- Certified Quality Improvement Associate (CQIA) — American Society for Quality (ASQ)
- Certified Software Testing Professional (CSTP) — QAI Global Institute
- Six Sigma Certified Green Belt — Six Sigma Institute
- Member — Agile Austin
- Member — American Society for Quality (ASQ)