

William Claytor

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Summary

Senior Quality Engineer and Automation Leader with 25+ years of experience transforming manual QA into scalable automated systems, currently pioneering AI-assisted QA workflows. Proven track record of building test frameworks, leading globally distributed teams, and embedding quality into CI/CD pipelines across SaaS, enterprise, and regulated environments.

Experience

insightsoftware, Senior Automation QA Engineer

insightsoftware is a global provider of reporting, analytics, and performance management solutions.

Remote

May 2023 – Dec 2025

2 years 8 months

- Pioneered AI-assisted QA workflow (GitHub Copilot + PowerShell) automating end-to-end Jira/Xray operations from requirements analysis through test execution and reporting
- Automated sprint release verification via Azure Pipelines using in-house C# / Selenium framework across multiple product lines
- Developed a test reporting dashboard tool for the automation triage process to quickly generate an HTML / email report with the daily Azure test results across multiple environments and releases, replacing the manual process and reducing report generation time from over 10 minutes to under 30 seconds
- Streamlined documentation by building an AI pipeline that converted legacy training videos into a searchable library using transcript analysis, automated screenshot extraction, and context-aware wiki generation
- Created an automated pipeline to extract 5000+ automated test cases from the legacy Team Foundation Server and generate corresponding test cases and test steps in Jira / Xray
- Coordinated test reporting across 7 globally distributed teams, establishing customer-facing delivery process for sanitized release reports
- Led distributed QA organization: coordinated with India-based co-lead, established processes across onshore/offshore teams, transitioned manual testers to automation
- Led disaster recovery testing for multiple products across global teams, coordinating with Production Support and Engineering through multiple DR iterations
- Founded Automation Guild community of practice; delivered monthly sessions on UI testing, performance testing, and automation best practices
- Established performance testing capability: led the initial development of the JMeter / Grafana framework and core test suite, helped to hire and onboard Principal Performance Engineer and Senior Performance Engineer

Career Development, Professional Development Sabbatical

Remote

Aug 2022 – Mar 2023

8 months

- Built and deployed Songbook, a setlist organizer for live music performance (Rails, Dokku, DigitalOcean)
- Evaluated Playwright and Cypress by building Page Object Model implementations for each
- Adopted GitHub Actions and GitHub Projects as CI/CD and project management alternatives to Jenkins / Jira

Active911, Senior QA Engineer and QA Manager

Active911 helps heroes save lives with software designed to get first responders on scene faster with fast alerting, easy scheduling and more.

- Established end-to-end QA coverage for ActiveAlert and ActiveTeam across web, Android, and iOS platforms throughout the full SDLC
- Architected Nightwatch.js test framework using Page Object Model; reusable module library accelerated new test development across the team
- Built real-time test automation dashboard integrating Jenkins Job DSL with TestRail API for live execution status and reporting
- Grew and developed QA team: led hiring, identified and promoted internal candidates from Customer Support, mentored team members in automation practices
- Embedded quality in development process by collaborating with product and engineering during backlog review and design sessions
- Coordinated UAT with product managers, ensuring customer requirements validated before releases

Corvallis, OR

Mar 2020 – July 2022

2 years 5 months

Puppet, Senior Software Engineer

Puppet is the industry-leading automation solution for configuration management, compliance, CI/CD, patch management, IT automation, and more.

- Extended gatling-puppet-load-test (GPLT) framework with scale testing, automated HTML comparison reports, and system tuning integration with comprehensive RSpec unit test coverage
- Built Ruby provisioning utility for Puppet ABS API, enabling automated infrastructure node deployment with JSON request handling and YAML configuration export
- Contributed to Reference Architecture Setup (RAS) CLI tool using Ruby and Puppet Bolt; implemented Docker-based acceptance tests with comprehensive RSpec coverage
- Drove performance testing standards through Reference Architectures Working Group, collaborating with Customer Success, Installer, and PuppetDB teams on architecture definition and test roadmap
- Served as Scrum Master for Installer and SLV teams, establishing Puppet Operating Model implementation and facilitating continuous process improvement

Portland, OR

Jan 2018 – Mar 2020

2 years 3 months

National Public Radio, Senior Quality Engineer

NPR is an independent, nonprofit media organization that was founded on a mission to create a more informed public.

- Led JavaScript framework evaluation across multiple teams; selected and implemented Nightwatch.js with cross-browser support integrated into Seamus CMS CI pipeline
- Architected hybrid test framework (keyword-driven + data-driven) in Java / Selenium serving cross-platform testing needs
- Built mobile testing capability using Appium for Android and iOS, establishing Jenkins-based infrastructure with simulators and emulators
- Created test documentation web app using Node.js / Express backend with React / Redux frontend, improving test suite visibility across teams
- Established Jenkins automation dashboards using Job DSL across Publishing, TechOps, and NPR One teams
- Modernized API test suite with modular architecture, adding coverage for new endpoints and improving maintainability

Washington, DC

May 2014 – Jan 2018

3 years 9 months

American Public University System, QA Automation Manager

American Public University System (APUS) is an online university system with its headquarters in Charles Town, West Virginia.

- Designed full-stack test automation architecture in .NET / C#: keyword-driven UI framework (Coded UI + Selenium) plus data-driven back-end framework verifying student registration and payment transactions
- Built QA Automation team from ground up: led recruiting for engineer and specialist roles, trained team members in automation tools, development practices, and organizational processes
- Established Agile test management workflow using HP ALM / Quality Center for workload planning and execution tracking
- Drove automation adoption organization-wide through stakeholder engagement and active participation in design, requirements, and test plan reviews

Charles Town, WV
Mar 2012 – May 2014
2 years 3 months

FINRA, Lead QA Analyst

FINRA enables investors and firms to participate in the market with confidence by safeguarding its integrity.

- Ensured quality of critical securities industry infrastructure: Web CRD (central licensing system for U.S. securities industry) and IAPD, supporting regulatory compliance throughout 9-year tenure
- Evolved test automation platform from WinRunner to QTP, architecting improved dependency management for multi-application, multi-release, multi-environment testing
- Designed no-code test framework (QTP / VBScript + Excel parameterization) enabling manual testers to create and execute automated tests without programming knowledge
- Pioneered CI adoption: implemented automated test execution pipeline using CruiseControl → Hudson with Ant scripting
- Established requirements-based automation process with HP Quality Center for traceability, test organization, and defect management

Rockville, MD
Sept 2003 – Mar 2012
8 years 7 months

Fannie Mae, Test Automation Specialist

Fannie Mae was chartered by U.S. Congress in 1938 to provide a reliable source of affordable mortgage financing across the country.

- Tested critical mortgage processing applications for federal housing finance agency
- Built WinRunner test automation framework with reusable business action functions; developed LoadRunner scripts for internal and hosted virtual user (HVU) performance testing
- Administered TestDirector server and managed test infrastructure including requirements traceability and defect coordination

Washington, DC
Sept 2002 – Sept 2003
1 year 1 month

MedContrax, Test Automation Specialist

MedContrax was a software company based in Rockville, Maryland, providing data processing and integration services to the healthcare industry.

- Tested pharmaceutical contract management application (ColdFusion / SQL Server) for healthcare data processing company
- Developed WinRunner automation framework with reusable function library enabling rapid test development
- Owned full QC environment: Windows NT Server, SQL Server, IIS, ColdFusion, TestDirector administration, and defect coordination

Gaithersburg, MD
Jan 2001 – Feb 2002
1 year 2 months

US Census Bureau, Test Automation Specialist

The Census Bureau's mission is to serve as the nation's leading provider of quality data about its people and economy.

- Managed automated testing of federal data collection applications using Mercury Interactive TestSuite (WinRunner, LoadRunner, TestDirector)
- Conducted performance test engineering: identified key transactions, developed LoadRunner scripts, executed performance scenarios
- Built interactive test results intranet site (Windows 2000 Server/IIS)
 - early web development for test visibility
- Delivered Y2K compliance testing for critical government systems under federal deadline pressure

Suitland, MD

Sept 1998 – Jan 2001

2 years 5 months

Education

Towson University, English Studies

- Coursework completed

Towson, MD

1992 – 1994

Harford Community College, Business Management

- Coursework completed

Churchville, MD

1990 – 1991

Skills

Core Expertise: AI-Assisted QA Workflows | Test Automation Architecture | Software Development | QA Team Leadership | Performance Testing | CI/CD Integration | Test Strategy

Languages: JavaScript, Ruby, Python, C#/.NET, Java, PowerShell, SQL

Test Automation: Selenium, Playwright, Nightwatch.js, Appium, JMeter, Gatling, RSpec

DevOps & Cloud: Jenkins, Azure Pipelines, AWS, Git, GitHub, Docker, Grafana

AI Tools: GitHub Copilot, Cursor, Claude, ChatGPT, Codex, Cline, Ollama, LM Studio, Jan

Practices: Agile / Scrum, Test-Driven Development, API Testing, Cross-Platform Testing