

William Claytor

📍 Bel Air, MD | Tucson, AZ

✉️ claytor1@gmail.com

🔗 wclaytor.github.io

👤 billclaytor

🗣️ wclaytor

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.

Suitland, MD

Sept 1998 – Jan 2001

2 years 5 months

- 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

Education

Towson University, English Studies

Towson, MD

- Coursework completed

1992 – 1994

Harford Community College, Business Management

Churchville, MD

- Coursework completed

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