

Contact

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Top Skills

Microsoft Azure

Cross-team Communication

Team Training

Jacob Putnam

AI Engineer | AI Agent Developer | QA Automation Leader |
Playwright & Selenium Expert | Automation Framework Design | CI/
CD Integration

Tampa, Florida, United States

Summary

I pride myself on being a highly effective software test engineer with over 15 years of industry experience, specializing in automation strategies that significantly reduce time to market without compromising quality standards. As an AI Agent Developer/Engineer, I am passionate about leveraging the power of artificial intelligence and automation to drive efficiency, innovation, and excellence in software development and beyond.

I thrive on challenges and take on more than just product improvement. I bring a proven track record in team management and leadership. Having worked with diverse project management styles, I offer a wealth of expertise in optimizing effort across the entire SDLC, including CI/CD pipeline integration and O365 certification, to enhance Agile processes holistically.

My experience spans various industries, including Health Management, Financial, Insurance, and Performance/Load Testing for a nationwide retailer. I am driven by a passion for all aspects of business enhancement and thrive on designing intelligent, automated solutions that empower teams to achieve more with less effort.

I strive to be an invaluable asset to any organization demanding innovation, quality, and excellence, contributing through advanced automation, AI-driven insights, and collaborative leadership.

Experience

IvoryCloud

Sr QA Automation Manager | AI-Driven Test Engineering

February 2024 - Present (2 years)

Washington DC

- Re-architected and fully migrated the company's automation framework from Telerik Test Studio to Playwright, delivering a modern, scalable, and maintainable solution integrated with CI/CD pipelines.
- Incorporated AI-driven enhancements into the automation process, including intelligent test case generation, results analysis, and workflow optimization reducing execution time and manual intervention.

Designed and implemented AI-first solutions, including:

- A candidate screening and interview management platform leveraging AI for resume parsing, candidate ranking, and scheduling.
- A fraud detection prototype for grants management announcements, using AI to detect anomalies and flag high-risk submissions.
- Trained and up-skilled two separate manual QA teams covering automation strategies, scripting techniques, and source control best practices enabling full contribution to automated test development.
- Collaborated with cross-functional teams to align quality processes with business objectives, improving release speed, test coverage, and product reliability.

TechBeat Daily

Founder/Owner - AI Agent Developer/Sr. SDET

January 2019 - Present (7 years 1 month)

Tampa, Florida, United States

- Founded TechBeat to empower QA engineers, automation testers, and AI developers through hands-on training, tools, and resources.
- Architected and delivered AI-powered automation solutions, developing frameworks that streamline test execution, improve scalability, and reduce time-to-release.
- Developed and deployed AI agents for business and technical applications, integrating capabilities such as intelligent data processing, process automation, and adaptive decision-making.
- Produced and managed multi-channel educational content (courses, YouTube, social media) focused on automation strategies, AI integration, and emerging technologies.
- Provided consulting and mentorship to teams and individuals, guiding adoption of AI-driven workflows, automation best practices, and efficient source control strategies.

Cognizant

Sr. Software Development Engineer In Test (SDET)

April 2021 - February 2024 (2 years 11 months)

Valrico, Florida, United States

- Designed, developed, and maintained automated test suites for enterprise healthcare applications using Selenium WebDriver, ensuring reliable and repeatable quality checks.
- Worked closely with cross-functional teams to identify defects early, improve software quality, and reduce manual testing efforts.
- Improved test execution and reporting processes, enabling faster feedback cycles and more informed release decisions.
- Supported the implementation of automation best practices while ensuring compliance with healthcare industry regulations and maintaining strict data integrity standards.

AgileThought

Senior Software Test Engineer

August 2019 - April 2021 (1 year 9 months)

Tampa/St. Petersburg, Florida Area

- Co-developed an automated UI and API testing framework using Tosca Tricentis, improving test efficiency, coverage, and maintainability.
- Implemented and trained teams on Agile methodologies, creating documentation and best practices to standardize workflows and improve delivery consistency.
- Built and maintained DevOps Kanban and Retrospective boards, streamlining project tracking, collaboration, and continuous improvement efforts.

Publix Super Markets

Performance Engineer

January 2019 - August 2019 (8 months)

Lakeland, Florida Area

- Utilized Fiddler to capture and analyze web traffic for internal enterprise applications, identifying performance bottlenecks and optimizing response times.
- Developed and executed performance and load tests using Visual Studio and C#/.NET, ensuring system stability and scalability under high-demand conditions.

Confluence

Automation Engineer

July 2015 - September 2018 (3 years 3 months)

Tampa, Florida

- Repaired and updated legacy Selenium and TestComplete regression scripts inherited from 15+ previous automation engineers, restoring stability and maintainability.
- Developed a complete data-driven regression framework for two of Confluence's largest platforms, improving test scalability and reusability.
- Engineered a functional "self-check" framework to validate new build deployments, enabling faster defect detection and reducing production risks.
- Created a specialized test suite to mock unique data entry scenarios, supporting manual testers in validating new product features.
- Managed execution of functional and regression tests across multiple environments, ensuring consistency and reliability in releases.
- Executed SQL queries for data validation and manipulation to support test scenarios and troubleshoot issues.

AAA Auto Club South

QA Automation Engineer

February 2015 - July 2015 (6 months)

Tampa, Florida Area

- Repaired and enhanced existing QTP regression scripts inherited from previous automation engineers, improving reliability and maintainability.
- Led the upgrade from QTP 11.0 to UFT 12.01, ensuring a smooth transition with minimal disruption to ongoing projects.
- Developed a complete data-driven regression framework for AAA's internal agent portal, increasing automation efficiency and scalability.
- Engineered a functional "self-check" framework to validate new build deployments, enabling rapid defect detection.
- Created a specialized test suite to mock unique data entry scenarios, supporting manual testing of new product features.
- Managed execution of functional and regression tests across multiple environments, ensuring consistent quality standards.
- Utilized SQL queries for data manipulation and validation in support of automated and manual test efforts.

Vitalz

QA Automation Engineer

July 2014 - February 2015 (8 months)

Tampa/St. Petersburg, Florida Area

- Designed and implemented an automated testing strategy for existing core products, improving coverage and reducing regression testing time.

- Developed automation solutions for ongoing new product initiatives, ensuring scalability and maintainability from early development stages.
- Implemented Selenium Automation Suite for test case automation, using C# and the .NET WebDriver library to create robust automated scripts.
- Executed SQL queries for data manipulation and validation in support of test scenarios.
- Authored documentation for all automation strategies, covering both core and new products, to support team adoption and long-term maintainability.
- Collaborated with project management and development teams to design thorough unit and functional test scripts for product releases.
- Managed execution of functional and regression tests in multiple environments, ensuring consistent release quality.
- Worked closely with product managers to document newly implemented components and changes.
- Assisted account managers with initial requirements gathering directly from clients to ensure test coverage aligned with business needs.

SOE Software

2 years 5 months

Business Analyst

June 2013 - July 2014 (1 year 2 months)

- Developed use cases, workflows, screen mock-ups, and conversion requirements to support product enhancements and client projects.
- Prepared business process models and created use case diagrams in Visio to document functional flows and system interactions.
- Coordinated project activities between the project manager, development teams, and clients to ensure alignment on deliverables.
- Partnered with QA teams to design test plans and test cases for User Acceptance Testing (UAT).
- Executed SQL queries for data manipulation and validation in support of business and testing needs.
- Created training and Help Desk documentation, enabling smooth onboarding and issue resolution.
- Translated business requirements into technical specifications, ensuring clear communication between clients and developers.
- Gathered requirements through interviews, artifact review, and business modeling, producing Business Requirements Documents (BRDs) to guide SDLC phases.
- Collaborated with SMEs, technical teams, and leadership to clarify requirements and resolve open issues.

QA Automation Engineer

March 2012 - June 2014 (2 years 4 months)

- Implemented Selenium Automation Suite for test case automation, reducing manual regression testing and increasing release efficiency.
- Created automated test scripts for full regression coverage of all core products.
- Collaborated with project management and development teams to design detailed unit and functional test scripts for product releases.
- Managed execution of functional and regression test suites across multiple environments.
- Worked with product managers to document newly implemented components and changes for both technical and business audiences.
- Led product demonstrations and delivered presentations to multiple clients during new product rollouts.
- Assisted account managers with initial requirements gathering directly from clients to ensure alignment with business needs.

Education

Microsoft

Microsoft Certified: Azure AI Engineer Associate, Computer Software Engineering · (November 2025 - November 2025)

Eckerd College

Bachelor of Business Administration (B.B.A.), Business, Management, Marketing, and Related Support Services · (2012 - 2016)

Smartbear Test Complete/ReadyAPI

Certification, Advanced UI and API automated testing

Telerik Test Complete

Certification, Advanced UI and API automated testing

Tricentus Tosca

Certification, Advanced UI and API Automated Testing