

Svyatoslav Marutyak

Quality Engineering Manager

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SUMMARY

I'm an engineering leader with 15+ years of expertise in Software Quality, Project, and Program Management. Building on that background, I now focus on advancing Quality Engineering as a discipline and driving the adoption of AI in the software testing lifecycle across the company. Within the Quality Engineering Practice, I lead the Emerging Tech cluster.

CORE EXPERTISE

Quality Engineering Test strategy · quality management · multi-team QA leadership · process improvement · quality metrics · mentoring and coaching

AI in Quality Agentic solutions and multi-agent workflows · AI-assisted test design, execution and reporting · prompt and context engineering · tool and MCP integration · AI outputs evaluation · responsible AI policies and guardrails

Project & Program Management Stakeholder management · scope and schedule · risk management · distributed team leadership · forecasting and invoicing · presale support

Methodologies Agile, Scrum · Kanban · Waterfall · SAFe · unFIX

AI Tools Claude · Claude Code · ChatGPT · Codex · Cursor · MCP · Graphify

Test Management Zephyr · TestRail · Qase

Project & Knowledge Management Jira · Confluence · Asana · Notion · Obsidian · Miro · Figma · Power BI

EXPERIENCE

Quality Engineering Manager · SoftServe

2026 - Present

I lead the Emerging Tech cluster within the Quality Engineering Practice, and work on AI Enablement, a company-wide initiative driving systematic AI adoption across delivery.

- Contributing to the AI-adoption maturity assessment framework and its tooling, now rolling out across several hundred projects
- Designing and implementing agentic solutions for the software testing lifecycle together with delivery teams
- Building the tooling hands-on: skills, sub-agents and orchestrated multi-agent systems
- Evolution of the QC role, strategic support to delivery accounts, and practice staffing
- Subject matter expertise and consulting for project teams and customers
- Enabling teams through training, knowledge sharing and adoption support

QA Expert · SoftServe

2025 - 2026

As the QA Subject Matter Expert, I worked with the R&D department on QA Agent, an AI-driven QA solution that transforms manual test cases into executable automated tests using agentic AI workflows. The system analyses test cases, generates structured test actions, and autonomously executes them within a browser environment.

- Subject matter expertise in QA and test automation
- Designing AI-driven testing features and workflows with engineering and AI teams
- Defining product requirements and preparing functional specifications
- Driving product discovery, experimentation and feature prioritisation
- Demonstrating the product to enterprise clients and validating use cases

Project Manager → Program Manager · SoftServe

2023 - 2025

As the Program Manager for a US luxury real-estate enterprise, I worked with three Project Managers and close to twenty people across Mexico, Chile, the US and Canada, delivering a tenant experience application, a self-guided apartment touring application, and internal tooling.

- Stakeholders and expectations management
- Scope and schedule management
- Cross-team communication and dependency management
- Metrics definition, setup and analysis, and project reporting
- Forecasting, invoicing and presale activities

All program targets were met, with high ESAT and CSAT scores. Before that, as Project Manager, I managed several distributed teams building a community configuration repository, automated multi-product provisioning and API support services for a leading managed service provider.

Quality Assurance Manager · SoftServe

2019 - 2023

On one of the company's largest accounts, I oversaw test engineering processes and defined quality assurance strategies for a portfolio of 10+ market-leading educational assessment and instruction products.

- Definition and implementation of the program-wide Test Strategy
- Management of up to eight test engineering teams, 20+ QA engineers within a program totalling 70+ engineers
- Collaboration with technical and business stakeholders, and participation in scope definition and estimation
- Process monitoring and control: metrics definition, implementation, analysis and presentation
- Education and mentorship of QC engineers, and company-wide QC consulting

QC Engineer → QC Lead · SoftServe

2011 - 2019

I joined SoftServe as a QA intern and progressed to QC Lead, working on desktop, mobile and web applications across the media, property management and education domains.

- Leading QC teams
- Definition and implementation of test strategies and plans
- Test design, implementation and execution
- Web, mobile and desktop application testing
- Monitoring and control
- QMO Partner: assuring best-practice implementation across the delivery department, consulting and presale support

EDUCATION

M.Sc., Information Security · Lviv Polytechnic National University

CERTIFICATIONS

ISTQB Advanced Level Test Manager (CTAL-TM)	2019
ISTQB Certified Tester Foundation Level (CTFL)	2013

LANGUAGES

Ukrainian (native) · English (C1) · Polish (B1)