

Long Pham

QA Automation Manager at Paramount

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Hands-on QA Automation Manager leading seven contractors across three regions. I build cross-platform validation systems and AI-assisted test workflows used daily by the team, combining engineering and distributed-team coaching with practical AI enablement through reusable instructions, workshops and guides.

Experience

Paramount

June 2021 — present

QA Automation Manager · January 2024 — present

Acting Manager · January 2022 — December 2023

Analytics QA Engineer · June 2021 — January 2022

Leadership

- Lead seven automation contractors across three regions through roadmaps, code reviews, coaching, sprint planning and workload coordination.
- Managed two full-time engineers through June 2025, including formal performance feedback and career development.
- Led delivery through the transition from US-based full-time staff to offshore contractors; adapted coaching and detailed written communication around at most two hours of daily overlap for coordination meetings.

Selected contributions across Paramount tenure

- Independently built the core Java data-validation framework with Selenium and Appium, now used by 1,700+ automated validation tests. The framework supports Roku, Android and web. Personally authored 400+ web data tests included in that total.
- Established a required Jenkins build gate used by multiple teams several times daily.
- Created and maintain a dedicated AI data-automation subagent used daily by every engineer on the automation team. Authored skill and agent instructions to turn test-library cases into automated tests, run them, apply fixes and report results.
- Added failure-diagnosis, repair and retest workflows, with human review to confirm real issues before escalation.
- Created a customizable workflow template connecting ticketing, test-case management and chat, with reusable skills for Cursor, Claude and GitHub Copilot.
- Supported AI adoption through workshops, guides and templates; centralized the test repository and enabled asynchronous collaboration.

Experience continued

Activision Blizzard · Senior Test Analyst

February 2020 — June 2021

- As the team's sole QA engineer, owned Battle.net Identity QA across account creation, login, settings, recovery, OAuth and authentication APIs; coordinated testing across identity products.
- Expanded and optimized an existing developer-built sign-up framework into QA-owned automation, tripling test-case and scenario coverage and reducing overall runtime by 75% through parallel execution.
- Created telemetry-driven email notifications.

TEKsystems / Amazon Game Studios · Software Test Engineer

November 2018 — February 2020 · TEKsystems assignment

- Supported New World automation through test planning, execution, reporting, and reviews.
- Worked with C# frameworks, Python, MySQL, DynamoDB, and black-box / white-box testing.

CyberCoders · Software QA Engineer

June 2015 — November 2018

- Tested recruiting software using Java/Selenium automation and JBehave.
- Built C# support tools.

Skills in practice

Leadership

Technical roadmaps, test planning, coaching, code review, sprint and workload planning

Engineering

Java, Python, C#, Selenium, Appium, JUnit, JBehave, Gradle

Delivery

Jenkins, GitHub, CI/CD, TestRail, Jira, Confluence

Investigation

API testing, Postman, Charles Proxy, Kibana, Splunk, MySQL, DynamoDB

Practical AI

AI-assisted test creation, diagnosis and repair, skill and agent instructions, MCP (Model Context Protocol), Cursor, Claude, GitHub Copilot, OpenAI Codex, adoption workshops