

Shane Pittman

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Professional Summary

Forward-thinking technology professional with extensive QA expertise and emerging AI implementation skills. Experienced across multiple platforms (Windows, Mac, Linux, Android) and environments (on-premise, cloud), with a proven record of improving processes through automation and AI-driven tools.

Currently leading AI-enhanced testing initiatives using machine learning, NLP, and Retrieval-Augmented Generation (RAG), driving efficiency and scalability in quality assurance. Known for quickly adapting to new technologies, bridging QA fundamentals with cutting-edge AI capabilities, and delivering data-driven, scalable solutions.

Technical Skills

- AI & Machine Learning: NLP, TF-IDF, K-Means Clustering, RAG AI, OpenAI API Integration
- Automation & Testing: Regression, Exploratory, Performance Testing; BDD Scripts; OEM & Automotive Hardware/Software Testing
- Programming & Scripting: Python (pandas, scikit-learn, OpenAI), PowerShell, SQL
- Tools & Platforms: Jira, Xray, Confluence, Charles Proxy, Appium, Android Studio, ADB
- Infrastructure & Cloud: Microsoft Azure (Data Factory, SQL Server), AWS, Google Cloud
- Collaboration: Agile/Scrum, Slack, Git/GitHub, Power BI, Microsoft Office Suite

Professional Experience

Software Quality Engineer | DXC Luxoft (Contracted to SiriusXM) – Farmington Hills, MI | June 2023 – Present

- Lead AI-driven automation and RAG AI system development to enhance testing workflows.
- Developed a Test Overlap Analyzer processing 750+ automated tests vs. 200+ manual tests, reducing redundancies.
- Created an AI-Powered Log Analysis Tool, streamlining root cause detection and reducing troubleshooting time.
- Supported and optimized test environments, including test bench setups for Ford and Toyota.
- Ran automations, reviewed BDD scripts, analyzed failures, and debugged defects.
- Performed regression testing and implemented clustering algorithms for error grouping.
- Maintained detailed documentation and provided regular reporting to QA leadership.

Senior QA Analyst | Lakeside Software – Ann Arbor, MI | June 2016 – April 2023

- Led production testing across Linux, Mac, Windows, and Android.
- Developed automation scripts in Python and PowerShell, improving coverage and efficiency.
- Managed Jira/Xray, Confluence documentation, and SQL queries for test data.
- Coordinated Agile QA processes and release schedules.
- Conducted GDPR compliance testing and security audits for international releases.

Service Desk Analyst | Volkswagen – Auburn Hills, MI | June 2013 – June 2016

- VIP support for executives, managing SAP, Oracle, IBM, and enterprise IT systems.
- Configured hardware/software, resolved network issues, and maintained IT documentation.

Customer Care Specialist | Realcomp II Ltd – Farmington Hills, MI | June 2010 – August 2013

- QA tested website launches, trained users, and maintained CRM systems.

Technical Projects

- Test Overlap Analyzer (2023-2024): Python-based tool using TF-IDF vectorization and cosine similarity to identify duplicate test cases.
- AI-Powered Log Analysis Assistant (2024-2025): Uses OpenAI APIs and clustering for automated root cause detection.
- Retrieval-Augmented Generation (RAG) AI System (2024-2025): Leading development of a vector database-powered AI retrieval system for automated test documentation.

Education

Associate's Degree – Liberal Arts (2005)

Schoolcraft Community College – Livonia, MI

Certifications & Training

- ISTQB Certified Tester – Foundation Level (Acceptance Testing)
- Microsoft Certified: Azure Fundamentals
- CompTIA A+ Certification
- Security Essentials (2023)
- Privacy Information Awareness (2024, SiriusXM)
- LLM Fine-Tuning on OpenAI (2025, Udemy)
- The Complete Machine Learning Course with Python (2025)
- AI Conversant Program (2024)
- Automotive Cybersecurity Awareness Training (2024)
- ASPICE/DQMS Mandatory Training (2023)