

Isaiah W. Hayes

Los Angeles, CA | 310-733-8884 | isaiahwhayes@gmail.com | [GitHub](#) | [LinkedIn](#)

Highlights

- 14 years of software quality experience in private and public companies ranging from 13 to 7,000 employees, generating between \$5M to \$4B+ in annual revenue.
- Four years leading software quality across AI-driven and interactive experiences for defense and medical enterprises including Boeing, Pratt & Whitney, L3Harris Technologies, Bell, GE Health, and more.
- Expanded automation test coverage for a B2B PaaS startup, reduced production defects by 40%, and improved the percentage of passing test cases by 33%.
- Bridge business and technical disciplines at Harbor Freight Tools through software requirement validation, troubleshooting enterprise IT applications, and supporting production systems using APIs, dev tools, and backend technologies.

AI, Technical, and Core Skills

Python, JavaScript, HTML, CSS, Cypress, Git, GitHub, Jira, Confluence, TestRail, REST API, TeamCity, Scikit-learn, Pandas, RAG Pipeline Design, LLM Prompt Engineering

Certifications

TestMu AI (formerly LambdaTest): Software Testing Professional, and Test Automation Professional

Experience

Harbor Freight Tools Business Analyst - IT Applications	California/Remote Jan 2026 - Present
<i>A private retail and distribution company with 1,500+ physical stores, 25,000+ employees, and enterprise-scale operations supporting millions of customers in the United States.</i>	
• Analyze and validate business requirements, lead system projects for business units, provide application support, and bridge business and technical teams. • Perform functional, regression, and requirements-based testing while partnering with developers and stakeholders to identify root causes and improve software reliability. • Validate system integration designs and networking payloads for enterprise IT applications.	
Independent Contractor	California/Remote Jan 2024 - Jan 2026
<i>QA Lead for supporting startups and digital product teams such as Friendly Vengeance, Inc., Novy Unlimited, Inc., Earn Out Loud, LLC, and GymTracker.</i>	
• Friendly Vengeance: Architected and scaled a software QA strategy for nine award-winning interactive museum experiences developed for Evergreen Exhibitions. I hired contractors and established quality standards and delivery frameworks. • Earn Out Loud: Developed and deployed custom GPTs to quicken business operations, improving how the company approached product research and development strategies. It reduced development time by 50%.	

Cavnus, Inc.

Associate Director of QA | Engineer

California/Remote

Feb 2022 - Oct 2023

A metaverse startup offering B2B and B2C solutions for 3D modeling and collaboration. Raised \$12M+ and achieved a \$35M valuation in under 3 years.

- Reduced production defects by 40% through strategic implementation of usability validation, API testing, automated regression testing, and CI/CD integration.
- Led QA strategy across mobile, web, desktop, and VR platforms, mentoring three engineers with 100% retention while driving accountability, technical excellence, and quality culture.
- Oversee the automation strategy and roadmap, identifying high-value automation opportunities while ensuring manual testing complements effectively.
- Helped facilitate overall valuation growth from \$2M to \$35M in 28 months.

Cavnus, Inc.

Quality Assurance Manager

California/Remote

Mar 2021 - Feb 2022

- Reduced SDLC cycles up to 75% by automating 125+ test cases integrated into CI/CD workflows.
- Developed documentation, test data, and standardized QA procedures for cadenced product releases.
- Aligned with development teams to translate product requirements into strategic test strategies.

PlanetArt

Senior Quality Assurance Engineer

California/On-Site

Jul 2019 - Feb 2021

Mobile development company with 800+ employees, 10M+ active users, and 600,000+ monthly downloads across 9 countries.

- Senior QA engineer on a team of 5, overseeing QA for 8 mobile apps, achieving a 4.8/5 average App Store rating.
- Cross-functionally collaborated with domestic and international teams ensuring payment validation, content localization, application functionality, compliances, and cross-platform compatibility.

Inhance Digital Corp.

Lead Software Quality Assurance Engineer

California/On-Site

Apr 2016 - Jul 2019

A boutique development agency delivering 150+ interactive and enterprise-grade experiences annually. 50+ employees with annual revenue up to \$25M. Served brands including Intel, Boeing, Bell, GE Health, Raytheon, Harris, and more.

- Planned QA execution for 150+ projects annually (each ranging from \$50k to \$500k in revenue), aligning with deadlines and stakeholder requirements.

DIGITAL Hearts USA, Inc

Quality Assurance Tester

California/On-Site

Feb 2014 - Aug 2016

- Tested AAA mobile titles, contributing to releases reaching 180M+ players.

Education

UC Berkeley Exec Ed | Certificate - Machine Learning & AI Engineering**Full Sail University** | M.S. - Business, Entertainment**Full Sail University** | B.S. - Audio Engineering**Coding Dojo** | Certificate - Full-stack Engineering