

Achraf BEN ABDESSALEM

AI Quality Engineering Architect | QA Automation Architect | Head of Quality Engineering

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PROFESSIONAL SUMMARY

AI Quality Engineering Architect and QA Automation leader with 11+ years of experience spanning software engineering, test automation, Quality Engineering strategy, and organizational transformation. Designed, built, or modernized 10+ automation and Quality Engineering foundations across frameworks, platforms, and delivery systems. Led, coached, or trained more than 50 engineers across enterprise and multi-client engagements and modernized quality practices across a portfolio of more than 20 software products. Combines hands-on architecture with AI model and LLM evaluation, quality governance, cloud-native platform engineering, CI/CD enablement, team leadership, and executive stakeholder alignment. Translates quality risk, automation evidence, observability, and release readiness into practical operating models for engineering and business leaders.

CORE COMPETENCIES

Quality Engineering and Test Strategy | Test Automation Architecture | Quality Governance | AI-Powered Quality Platforms | AI Model and LLM Evaluation | AI Safety and Model Governance | Agentic System Testing | Quality Engineering Operating Models | Engineering Leadership | Team Building and Coaching | Quality Engineering Transformation | CI/CD Quality Gates | SDLC Improvement | Risk-Based Testing | Release Readiness | Test Observability and Analytics | Automation ROI | Stakeholder Management | UI, API, Mobile, Data, and Performance Testing

PROFESSIONAL EXPERIENCE

AI Quality Engineering Architect | Independent | France

Mar 2025 - Present

- Architect and develop a confidential, pre-release AI-native Quality Engineering control plane unifying automation, execution evidence, quality signals, risk, test data, production validation, and executive quality intelligence.
- Implement a policy-aware LLM gateway using the OpenAI Responses API with model allowlists, data-classification controls, sensitive-data redaction, versioned prompts, structured-output validation, quotas, and token, cost, and latency telemetry.
- Design governed AI workflows for requirement analysis, test generation, coverage gaps, regression planning, automation drafts, evidence-backed root-cause analysis, and human-approved repository and CI/CD actions.
- Define AI model and LLM testing across groundedness, hallucination risk, relevance, tool use, safety, prompt-injection resistance, data leakage, latency, cost, and drift, supported by schema validation, safety events, reliability controls, and human feedback.
- Build a multi-engine web, mobile, and API automation ecosystem with Playwright, Selenium, Appium, REST Assured, Karate, and Cucumber, integrated with CI/CD, reporting, observability, and controlled resilience.
- Engineer secure agent and MCP execution with Kubernetes, gVisor, Vault-backed credentials, mTLS/SPIFFE identity, policy approvals, audit, provenance, and encrypted artifact handling while leading Quality Engineering transformation and operating-model design.

Senior QA Automation Engineer | JCDecaux | Paris, France

Oct 2023 - Feb 2025

- Reviewed Quality Engineering processes across teams supporting more than 20 software products and identified portfolio-level modernization priorities.
- Reworked and stabilized the core test automation framework while guiding the QA community on technical practices, standards, and engineering skills.
- Reviewed and redesigned inherited test projects and CI/CD pipelines, separating legacy maintenance needs from new automation foundations.
- Partnered with business teams and management to align automation strategy, delivery priorities, and test process improvements.

Senior QA Automation Engineer | Carrefour | Paris, France

Jun 2023 - Oct 2023

- Supported application refactoring and legacy data migration across critical information-system applications.
- Validated APIs, Kafka message flows, end-to-end business workflows, and data movement across interconnected systems.
- Reported directly to stakeholders and directors, providing quality evidence to support decisions and improve QA processes.

Senior QA Automation Lead | SQLI | Paris, France

Oct 2021 - Jun 2023

- Led and guided QA engineers across multiple client engagements, reviewing automation code across engineers, teams, and projects.
- Resolved complex automation challenges and advised delivery teams on QA tooling, processes, and CI/CD configuration across platforms.
- Coordinated automation activities, technical decisions, and stakeholder alignment throughout client missions.
- Partnered with sales and delivery leaders on Quality Engineering scope, automation ROI studies, and technical input for commercial proposals.

SELECTED CLIENT ENGAGEMENTS

Selected work delivered through SQLI across five client environments.

- **Airbus Helicopters | France | Legacy application transformation:** Introduced automation for complex helicopter reservation and maintenance workflows, including Selenium and Cucumber framework setup, CI/CD pipelines, documentation, merge request reviews, Xray integration, and reporting.
- **Marjane Mall | Morocco | Mobile commerce:** Led mobile automation for an ecommerce application rework, including Appium framework development, BrowserStack integration, automation task coordination, Xray reporting, and stakeholder alignment.
- **My Jewellery | Netherlands | Performance engineering:** Designed performance coverage for high-demand retail events using Lighthouse audits, Gatling load models, Datadog monitoring, and GitLab CI.
- **Kamera Express | Netherlands | Greenfield test automation:** Established web automation from scratch for a redesigned ecommerce platform and supported API, visual, functional, and deployment validation across environments, including production.
- **Cdiscount | France | Mobile web automation:** Expanded Selenium C# coverage for a mobile-specific web application and improved React application testability by contributing locator instrumentation.

PROFESSIONAL EXPERIENCE (CONTINUED)

Senior QA Automation Engineer | Proxym Group | Sousse, Tunisia

May 2018 - Aug 2021

- Founded and led the Quality Automation Engineering capability across a regional digital factory, building a team of up to 10 engineers at peak.
- Served as the central automation partner to engineering, project, QA, and delivery leaders across multi-client engagements.
- Designed reusable Dockerized web, mobile, API, and performance automation foundations, CI/CD pipelines, and shared QA reporting.
- Applied risk-based automation to business-critical digital banking journeys and service integrations for Barwa Bank, now Dukhan Bank, strengthening regression and release evidence.
- Structured reusable mobile automation coverage for essential public-service journeys and release validation for the Roads and Transport Authority (RTA).
- Scaled Quality Engineering foundations across banking, government, and telecom products in the Middle East.

Software Engineer | Diva Software | Sousse, Tunisia

Oct 2016 - Apr 2018

- Maintained web dashboards and developed mobile applications supporting industrial production, commercial management, and stock-management products.
- Combined product consulting with test planning, execution, reporting, release monitoring, and production deployment.

Software Engineer | Think++ | Sousse, Tunisia

Dec 2015 - Oct 2016

- Developed a prototype for real-time synchronization between a Spring Boot backend and a mobile application receiving background-process notifications.
- Planned, executed, and reported platform tests while supporting application development, data queries, styling, and defect resolution.

TECHNICAL SKILLS

AI Quality Engineering: OpenAI Responses API, AI model and LLM testing, LLM evaluation strategy, prompt and response testing, Model Context Protocol (MCP), agent orchestration, human-in-the-loop, groundedness and hallucination risk, prompt-injection resistance, AI safety, model governance, AI observability

Test Automation: Playwright, Cypress, Selenium, Appium, Robot Framework, Cucumber, Salesforce, Provar, BrowserStack, LambdaTest

API, Data, and Messaging: REST Assured, Karate, Postman, Newman, API and contract testing, JSON Schema, Kafka, PostgreSQL, Redis, MongoDB, SQL Server, SQLite

Performance and Observability: Gatling, JMeter, Lighthouse, Datadog, performance auditing, load modelling, test analytics

Cloud, DevOps, and CI/CD: Docker, Kubernetes, Helm, AWS, Microsoft Azure, GitLab CI, GitHub Actions, Jenkins, Prometheus, Grafana, Vault, gVisor, mTLS/SPIFFE, cloud-native architectures

Programming and Frameworks: Java, TypeScript, JavaScript, Go, Python, C#, Node.js, Spring Boot, Angular, React, NestJS

Quality Management: Xray, Jira, TestLink, Confluence, BDD, TDD, shift-left testing, risk-based testing, functional testing, regression testing, release readiness

EDUCATION

Software Engineering | International Multidisciplinary School | Sousse, Tunisia | Sep 2018 - May 2021

Bachelor of Science in Computer Science | Higher School of Science and Technology of Hammam Sousse | Tunisia | Sep 2011 - May 2016

LANGUAGES

English: Fluent, IELTS certified | French: Fluent