

Akash Kumar

Senior QA Engineer | GenAI Chatbot Testing | Test Strategy | API & Mobile Testing

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PROFESSIONAL SUMMARY

Results-driven Senior QA Engineer with 4+ years of experience in end-to-end software testing, including GenAI chatbot validation, API performance testing, and mobile QA. Skilled in designing test strategies, writing dynamic test scripts, and leading quality assurance from planning to release. Adept at collaborating with cross-functional teams and delivering high quality, user-ready software.

CORE SKILLS

GenAI Chatbot Testing, Prompt Engineering, Functional & Regression Testing, API Testing, Mobile Testing (iOS & Android), Performance Testing (JMeter, Blazemeter), OpenAI APIs, Postman, Jira, Confluence, Agile Methodology, Test Strategy & Planning, Client Communication, Automation with GenAI, Test Documentation, Salesforce Integration & Data Validation

PROFESSIONAL EXPERIENCE

LeewayHertz The Hackett Group

Nov 2024 - Present

Senior Quality Assurance Engineer

Leading QA for GenAI-powered chatbot platforms, focusing on hallucination detection, retrieval accuracy, and memory guardrails. Developed golden questions and dynamic API test scripts for performance testing. Acted as the primary client liaison for test strategy and release reporting.

LeewayHertz The Hackett Group

Nov 2023 - Nov 2024

Senior Quality Engineer

As a Senior Quality Engineer, I was responsible for end-to-end, functional, and regression testing cycles across diverse web and mobile projects. I maintained structured test documentation in Jira and Confluence while collaborating closely with development teams to ensure seamless Agile execution. During this period, I worked on the project app.fanblock.com, which involved Salesforce integration as the backend database. I was directly involved in testing and validating data within Salesforce, ensuring consistent synchronization between the application interface and CRM records. This exposure enhanced my understanding of CRM-driven architectures and cross-platform data integrity testing.

LeewayHertz

May 2021 - Nov 2023

Quality Assurance Engineer

In this role, I contributed to quality assurance across a range of mobile and web applications, conducting sanity, regression, and exploratory testing aligned with sprint cycles. My responsibilities included creating traceability matrices and reporting testing progress to stakeholders. I also worked on several projects where Salesforce was integrated for backend data management. My responsibilities included testing workflows that involved record generation, updates, and verification directly in Salesforce, helping ensure the correctness and performance of CRM-based logic within application ecosystems.

LeewayHertz

May 2021 - Nov 2021

Quality Assurance Engineer

Developed and executed test cases for mobile and web apps. Performed smoke, thermal, and regression tests and regularly reported testing status to clients.

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Computer Science

Shri Ram Murti Smarak (SRMS) Institutions