

INDRANIL KARGUPTA

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Software Development Engineer in Test

PROFILE SUMMARY

Dynamic and results-driven **QA Automation Engineer** with over 4 years of hands-on experience in manual and automation testing across diverse platforms including **SaaS, ERP, E-Commerce, Dispute Management, Governance & Risk, and ITSM**. Expertise in designing and implementing robust automation frameworks using **Selenium, Java, RestAssured, TestNG, and Jenkins**, consistently driving significant improvements in testing efficiency and product quality. Proven skills in **test planning, test case design, automation scripting, framework enhancement, and defect management**, with a strong ability to accelerate testing projects.

TECH STACK

Programming Languages: Java, Python, SQL

Test & Automation: Selenium, TestNG, JUnit, Cucumber, Rest Assured, Postman, Appium

Test Automation Framework: Page Object Model, Page Factory, Behaviour Driven Framework, Data Driven Framework

Test Management: JIRA, Rally

CI/CD: Jenkins, Azure DevOps

Source Code Management: Git, BitBucket, GitHub

Enterprise Solution Platforms: Oracle Fusion Financials, Oracle EPBCS, Oracle ARCS, ServiceNow, BMC Remedy

PROFESSIONAL EXPERIENCE

SOFTWARE DEVELOPMENT ENGINEER IN TEST (SDET)

July 2023 - Present

Tata Consultancy Services Limited (TCS)

Client: National Gas (**Industry:** Gas Transmission & Metering)

Project: ServiceNow Quality Engineering

As an SDET in a high-performing 3-member Quality Engineering team at National Gas, I play a key role in ensuring the end-to-end quality of ServiceNow releases during its strategic separation from National Grid in 2025. My responsibilities span cross-functional collaboration, test planning and strategy, test execution, and test automation, all aligned with Agile delivery practices.

TECHNOLOGIES USED: Selenium, Java, TestNG, Cucumber, Jenkins, Azure DevOps, ServiceNow, Appium, Mobile Testing

Responsibilities:

- Collaborated with Business Analysts and Project Managers to analyse business requirements and develop comprehensive test plans and strategies.
- Mastered ServiceNow and its modules including ITSM, GRC, IDAM, JML, and HRSD. Coordinated daily with stakeholders and developers to understand user stories for these modules during their respective releases.
- Leveraged Azure DevOps test plans to author test cases from user stories and acceptance criteria, created test data, and performed manual execution using test & feedback tool.
- Performed exploratory testing to identify user experience, functionality, and usability issues early in the testing lifecycle.
- Drove key QA activities including System Testing, System Integration Testing (SIT), User Acceptance Testing (UAT), Regression Testing, and Sanity Testing.

- Enhanced and maintained hybrid test automation framework using Java, Selenium, Cucumber, and TestNG to support complex system testing aligned with high-quality product validation focus.
- Automated over 205 test cases across ITSM, HRSD, IDAM encompassing integration between multiple platforms like SAP SuccessFactors and ServiceNow, ServiceNow and Azure Active Directory, ServiceNow and Microsoft Entra and ServiceNow and Happy Signals. Achieved a 82% automation coverage of manual scenarios and reduction in regression time from 5 days to 2 days.
- Identified, logged, and tracked defects in Azure DevOps defect board, ensuring timely resolution and effective communication among teams.
- Integrated the automation scripts in Azure repositories with the Azure pipelines and performed remote execution. Handled any and all merge conflicts and resolved them keeping repositories up to date with latest code commits.
- Awarded 'Xcelerate Warrior Award' by TCS for delivering value in QA Engagement within a limited time period.

QUALITY ASSURANCE ENGINEER

December 2020 - May 2023

Wipro Limited

Client: Tesco PLC (**Industry:** Retail)
Project: Oracle Fusion Financial Quality Engineering
As part of a 5-member Quality Engineering team, I was responsible for ensuring end-to-end quality of Oracle Fusion modules including EPBCS, ARCS, TRCS, and R2C. I contributed across the full testing lifecycle—starting from test planning to test automation and CI/CD integration. My role demanded hands-on expertise in Oracle Fusion Cloud Applications and involved a mix of manual, exploratory, and automated testing strategies.

TECHNOLOGIES USED: Selenium, Java, Cucumber, JUnit, Jenkins, Jira, SQL, GitHub, Confluence, Putty, Postman, RestAssured

- Responsibilities:**
- Acquired in-depth expertise in Oracle Fusion Cloud Applications Suite (Fusion Financials, EPBCS, ARCS, TRCS) and their user flows.
 - Collaborated with developers and product managers to align on UI and API specifications.
 - Designed comprehensive test plans and cases covering UI functionality, performance, security, and edge cases.
 - Conducted Functional and System Testing to validate the Oracle Fusion applications, ensuring compliance with requirements.
 - Developed a Maven Automation Framework for UI Automation using Java, Selenium, JUnit, and Cucumber, reducing test cycle time by 40% and increasing coverage by 25%.
 - Integrated automated tests with Jenkins CI/CD pipelines for seamless execution.
 - Engaged in backend testing using tools like Postman and RestAssured, identifying API bottlenecks and ensuring performance.
 - Executed automation scripts during SIT, UAT, Regression, and Smoke Testing.
 - Identified, logged, and tracked defects in JIRA, collaborating with development teams for root cause analysis. Integrated automation code with Jenkins pipelines for seamless regression testing and resolved merge conflicts.
 - Received 'IDEAS Extraordinaire Award' from Wipro for achieving process excellence and delivering exceptional value.

EDUCATION	
West Bengal University of Technology	August 2016 - July 2020
Bachelors (<i>Majors:</i> Electronics and Communication Engineering)	
The Central Modern School	April 2014 - March 2016
ISC (<i>Majors:</i> Physics, Mathematics, Computer Applications)	
International Public School	April 2013 - March 2014
ICSE	

LANGUAGES

English (**Fluent**) French (**Beginner**) Bengali (**Fluent**) Hindi (**Conversational**)