

# Inderjeet Saluja

## Sr. Automation Engineer - Support (L3)

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Portfolio

### EDUCATION

#### Masters in Computer Science

Liverpool John Moores University - Liverpool, England

#### PGD in Software Development

IIIT - Bangalore

#### Bachelor of Engineering - Information Technology

VES Institute of Technology - Mumbai University

Jul '21 - Oct '23

Jul '21 - Aug '22

Aug '15 - May '19

### SUMMARY

An engineer with over 4 years of experience in building, debugging, testing, and implementing automation solutions. Skilled in developing applications with REST API, troubleshooting, and automating tasks through various tools and scripting. Strong ability to interact with end-users to effectively resolve issues and ensure 100% client satisfaction. Proficient in programming languages like Node JS, Java, Python, and React JS, as well as automation frameworks like Selenium, Appium, Playwright, and Cypress. Experienced in web design, database management, and utilizing tools such as BrowserStack, Jira, Jenkins, and Git.

### KEY SKILLS

- Debugging Scripts • Bug Finding
- Test Automation • Functional Testing •
- Web/App Development & Automation •
- Troubleshooting

### TECHNICAL SKILLS

**Programming Languages:** Node JS,

TypeScript, Java, Python, React JS

**Automation Framework:** Selenium,

Appium, Playwright, Cypress

**Web Design:** HTML5, CSS, JavaScript,

Handlebar, React JS

**Database:** PostgreSQL, MySQL, MS SQL

Server, Mongo DB, Firebase

**Web/Application Servers:** Apache

**Tools:** BrowserStack, Percy, Jira, Jenkins,

Azure DevOps, Kibana, Cron, Redis, Git,

Figma, ZenDesk, Freshdesk

### ADDITIONAL INFORMATION

- Fluent in Hindi and English
- Passionate about aviation and flight simulation games

### KEY DEVELOPMENT PROJECTS

- **Log Analyzer | Tech Stack: Express JS, React JS, PostgreSQL, Slack | July '23**
  - Developed a web application to analyze logs generated by BrowserStack using API
  - Implemented log extraction and analysis functionality for Selenium, Appium, XCUI, Espresso, and JS testing sessions
  - Identified and highlighted erroneous lines from the logs on the user interface
  - Track the usage of the tool by utilizing a Slack application.
- **Automated Roster | Tech Stack: Express JS, PostgreSQL, G-Sheet, Cron | Dec '22**
  - Developed a web application to create monthly rosters for the entire team and automated the process of writing the data onto Google Sheets.
  - Developed a user interface for administrators to modify various configurations such as allowances, time-off, and the number of engineers required per shift.
  - Implemented the ability for administrators to make changes before generating rosters.
  - Ensured flexibility by allowing modifications to any type of configuration, including allowance, time-off, and the number of engineers required per shift.

### PROFESSIONAL EXPERIENCE

#### (Sr.) Automation Engineer - Support (L3)

Nov '21 - Present

##### Engineering team @ BrowserStack

Mumbai, IN

- **Expedited active debugging** on 50+ user test cases/scripts, ensuring seamless cross-platform functionality and resolving complex integration scenarios in custom environments/CI
- **Performed automated testing** on a wide range of physical mobile/desktop devices using the affected framework that helps resolving infrastructure issues reducing 30% resolution time
- Conducted rigorous testing on 10+ devices, **identifying root causes** of product issues and reducing end-user tickets by 25% in 4 months
- Investigated and resolved **complex technical problems** on GitHub/Stack Overflow, contributing to a 20% decrease in average issue resolution time and enhancing user satisfaction
- Spearheaded the **development and implementation of 5 innovative applications**, resulting in a 25% increase in team efficiency and a significant reduction in manual tasks
- Collaborated cross-functionally with Engineering, Product Management, and Sales teams to swiftly **resolve 50+ product issues**, resulting in a 15% increase in user satisfaction
- **Deduce the cause** and the impact of the issue by querying and analyzing the data from the production database
- Examining the events logged in the production database to **identify the root cause and impact** of reported issue with 98% accuracy, determining threshold breach
- Maintained **weekly audits** of 4 engineer's and mentored them improve their performance. Engaged in **interviews** for various L2/L3 positions
- Recognized as a **Subject Matter Expert**, trained engineers in my POD, and decreased the resolution time of specific product tickets by 20%

#### (Sr.) Product Engineer - Support (L2)

Sep '19 - Oct '21

##### Product team @ Directi - Flock & Titan (BU)

Mumbai, IN

- **Administered help center front-end development** initiatives, swiftly implementing changes according to requirements. Resulting in a 20% increase overall user experience
- **Developed and maintained updated sitemaps** for 3 help centers monthly, ensuring streamlined user navigation and increased search engine indexing by 32%
- Monitored and acted on daily influx of spam and abuse reports received from the postmaster, **mitigating threats and ensuring a clean infrastructure** for 10,000+ users
- Regulated detailed reviews of resolved tickets, **delivering actionable feedback** that enhanced problem-solving skills, resulting in a 25% reduction in escalation and resolution time
- Streamlined **domain provisioning and configuration** process, reducing setup time by 35% and enhancing user onboarding experience for 50+ users
- Pioneered the creation of **comprehensive and user-friendly feature documentation**, increasing team efficiency by 20% and reducing onboarding time for new developers by 40%