

Mandeep Singh Chawla**Phone:** 9891501047**E-mail:** mandeepsingh1986@gmail.com**DOB:-**19th March 1986[GitHub Profile](#)[Linkedin Profile](#)**Software Skills Profile**

AI tools	ChatGPT, GitHub Copilot, Gemini, MCP Server, AI Agents, Agentic AI, Claude, AutoGen Framework, Agent Factory
CI/CD Tech	Gitlab CI pipelines and Jenkins pipelines
Database	MySQL, Mongo, Redis, Aerospike, Cassandra, Elasticsearch
Tools	Jenkins, JIRA, Bitbucket, Postman, New Relic, JMETER, Zephyr, Swagger, TestRail, TestLink, Charles, Confluence, IntelliJ
Automation Tech Stack	TestNG, BDD(Cucumber), Appium, Selenium, RestAssured, Wiremock, BrowserStack, LambdaTest, Unix shell script, Java, Jacoco, SelectorsHub, maven, git, JavaScript
Applications Tech Stack	Native, hybrid and web mobile apps for Android and IOS, Microservices, Kubernetes, Kafka, RabbitMQ, AWS (EC2 and S3), Grafana, Kibana, Firebase, Docker

Technical Skills:-

- Good Experience in QA Automation framework setup and Improvements in Automation Framework
- Mobile app Automation-Native/hybrid/mweb of Android and iOS application using Appium
- Proficient in REST API automation of various flows using RestAssured
- Web UI automation using Selenium, Playwright
- Improvement in Automation Code Coverage using Jacoco
- Performance Testing of Rest API's and Reviewing Performance Test Results
- Good Experience in Microservice Architecture, Kubernetes, Docker, AWS Cloud, Kafka, RabbitMQ, Debezium
- Production deployment and Post release monitoring using various tools like Grafana and Kibana for BE server analysis and Google Firebase for mobile apps
- Expertise in Functional, Integration, E2E, UAT and Regression Testing
- Improve QA processes to deliver best quality releases with efficient QA utilization by adopting Test Pyramid and Shift Left approaches
- Test Environment Setup, Managing Test Env's and Analyzing Production issues

Project Management Skills:-

- Test planning, Requirement analysis of all tasks and sharing Test estimates, Program Management, Project Management, Preparation of Test status reports
- Create and execute Test plan with appropriate Test strategy for sprint features
- Leading E2E Releases, Risk Analysis and Mitigation, Helping Team members
- Working on Agile Methodology for completion of complex deliverables/Release
- Creating Reports and Dashboards in JIRA for Bugs and Sprint tasks
- Strong Analytical, Problem solving, Team Management and Leadership skills

Experience

Sutherland Global

Sutherland is one of Leading company in World providing BPO solutions, IT services and product

Duration	Jan 2024 till Date
Designation	Sr. Director of Engineering (QA)
Team Size	170 (India -140, US-30)

Heading both Functional and non-Functional QA teams for Tracfone/Verizon customer. Below are major Roles and Responsibilities -

- 1) Define and drive the project's software testing and quality assurance strategy, aligning with overall business and technology goals.
- 2) Lead the transformation from manual to intelligent, automation-first, and AI-driven testing practices to accelerate delivery
- 3) Oversee all aspects of test planning, execution, and reporting for cross-functional programs across multiple geographies.
- 4) Build, mentor, and inspire high-performing testing teams, define competency frameworks, training plans, and leadership development pathways.
- 5) Partner with product heads, and delivery leaders to ensure testing is embedded in the software lifecycle and adds measurable business value
- 6) Ensure testing processes mitigate delivery and production risks; establish quality gates and sign-off mechanisms for safe, compliant releases.
- 7) Define and monitor enterprise testing KPIs (defect leakage, automation coverage, test cycle efficiency), using insights to drive continuous improvement initiatives.

Paytm

Paytm is one of Leading FinTech company of India

Duration	Dec 2021 - Dec 2023
Designation	Director of Engineering (QA)
Team Size	50

Worked in Payments Vertical. Flows include Merchant and Device Configurations, MDR and PCF fees charged from Merchant and Customer on Payment. Below are major Roles and Responsibilities: -

- 1) Implemented QA and project management best practices, resulting in a 30% increase in project delivery efficiency
- 2) Worked as a technical lead for engineering projects, providing expertise in QA Automation and managing multiple projects simultaneously
- 3) Devised best testing procedures and strategies and getting those adopted through right documentation, guidance and mentorship in Functional and non-Functional Testing
- 4) Lead and manage the full lifecycle of complex technical projects, ensuring delivery on time and within budget
- 5) Collaborated with cross-functional teams, including engineering, product and business to define project scope and requirements
- 6) Developed and maintained project plans, timelines, and budgets to track progress and identify potential risks, providing clear communication to stakeholders and leadership
- 7) Reviewing Automation reports and making sure to have good Automation coverage

Lenskart

Lenskart is Leading Ecommerce company of India in online optical store

Duration	April 2017 - Dec 2021
Designation	Engineering Manager (SDET)
Team Size	15

Lead QA of one of the critical components of Lenskart, SCM (Supply Chain Management) which includes all processes after order is placed like Change in Order Status, Returns/Exchange, Refunds, Cancellation etc. Below are Major Roles and Responsibilities: -

- 1) Automation framework set up for Rest API, Web and Mobile App Automation
- 2) Collaborated with Product to gather requirements, define project scope, and manage expectations, studying product and consumer requirements thoroughly
- 3) Implemented automated testing processes, reducing testing cycle times by 30%
- 4) Conducted risk assessments and implemented mitigation strategies to ensure project success
- 5) Team Mentoring, Continuous learning, Innovation, learn and implement latest tools and technologies
- 6) Tc review, code review, enhancing Automation Framework

Snapdeal

Snapdeal is one of Leading Ecommerce company of India providing great experience of online shopping to users

Duration	April 2015 to March 2017
Designation	QA Lead (SDET)
Team Size	10

- Lead QA team of one of the critical components of Snapdeal, CaMS (Catalog Management System) and worked on API, Web, Mobile App Automation and Performance Testing

Amdocs

One of the biggest Telecom solution providers in the World

Duration	March 2010 to April 2015
Designation	Senior Subject Matter Expert (Senior QA)

- Worked on OSS/BSS and CRM products, manual and Automation Testing

Accenture

One of the biggest consultant and service providers in the World

Duration	June 2007 to March 2010
Designation	Software Engineer (QA)

- Worked on Salesforce and CRM project, manual and Automation Testing

Accolades and Awards:

OCA – Java8 certified programmer in 2018

Employee of the month award in June 2018 for implementing Jacoco at Lenskart

Best Performer Silver Awards in Q1 and Q2, 2016 for various automation scripts at Snapdeal

Rising Star Certificate for raising many critical bugs in testing and 0 prod issues while working on multiple critical charters in 2014 at Amdocs

Got multiple onsite opportunities at Amdocs being high performer

Academic Qualifications

10th standard - CBSE (March 2001)

12th standard - CBSE (March 2003)

B Tech from Thapar University, Patiala (2003- 2007)

