

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
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

Individual Summary

- 18.4 years of experience in IT industry in Manual, Automation, Performance and security testing in all stages of project lifecycle from initial Study, Analysing Requirements, sharing Test Estimates, Test Plan Preparation, Writing Test Cases and scenarios, Automation , Test Execution , Test case and Automation code Reviews , Production deployment , Prod Sanity and Prod Monitoring after feature goes live
- Successful delivery of Multiple complex projects in Fintech, Ecommerce and Telecom domains in various verticals like B2B, B2C and D2C
- Good Experience of working with Multiple International Clients like T Mobile UK and US, British Telecom, AMX Chile , Vodafone Germany etc

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 utilisation by adopting Test Pyramid and Shift Left approaches
- Test Environment Setup, Managing Test env's and Analysing Production issues

Project Management Skills:-

- Test planning, Requirement analysis of all tasks and sharing Test estimates, Program Management, Project Management, preparing 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. Leading API, Web, Mobile App Automation and Performance Testing. Implemented multiple QA improvement processes which increased speed, Quality, ROI of Release testing. Implemented JaCoCo to find Automation Coverage and improve coverage by identifying missed Automated tcs. Implemented multiple AI initiatives

Paytm

Paytm is one of Leading FinTech company of India

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

- Working in Payments Vertical . Leading QA of multiple teams in Offline and Online Merchant Onboarding . Major flows include QR , EDC and Soundbox deployment (new onboarding as well as service flows) , Merchant and Device Configurations. MDR and PCF fees charged from Merchant and Customer on Pay

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 component of Lenskart ,SCM (Supply Chain Management) which includes all processes after order is placed like Change in Order Status, Returns/Exchange, Refunds, Cancellation etc

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 component of Snapdeal, CaMS (Catalog Management System)

Amdocs

One of the biggest Telecom solution provider in the World

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

- Worked on OSS/BSS and CRM products

Accenture

One of the biggest consultant and service provider in the World

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

- Worked on Salesforce and CRM project

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)

