

MAYANK MAHAJAN

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SKILLS

- Enterprise Test Strategy & Estimation
- Test Governance & Process Standardization
- Leadership & Stakeholder Management
- Healthcare Domain Testing
- Test Lifecycle Management
- API & Integration Testing
- Agile & Hybrid Methodologies
- Test Data & Environment Optimization

TECHNOLOGIES & TOOLS

- Languages & Scripting: SQL, Python
- API Testing Tools: SOAP UI, Playwright
- Test Management: JIRA, JIRA Align, ALM
- Data Validation: ICEDQ, Beyond Compare
- IDE & Dev Tools: MS Visual Studio Code
- Collaboration Tools: SharePoint, MS Teams
- Test Reporting: Power BI, Excel-based dashboards
- AI/ML: RAG Evaluation Pipeline, AI Agents – Test Plan, Test Scenarios, Test Cases

CERTIFICATIONS

- Certified SAE Practitioner (SP)
- ISTQB - Foundation Level
- Microsoft Azure Fundamentals (AZ 900)
- Microsoft Azure AI Fundamentals (AI 900)

PROFESSIONAL SUMMARY

Strategic and results-oriented **Quality Engineering Leader** with 15+ years of experience driving **enterprise QA strategy, automation, and continuous improvement**. Proven ability to lead distributed QE teams, define **KPI-driven quality frameworks**, and collaborate with cross-functional stakeholders to deliver **high-quality, scalable digital solutions**. Adept at mentoring testers, managing vendors, and ensuring regulatory compliance while balancing **speed, quality, and business value**. Strong track record of **transforming QE maturity** in complex environments including healthcare and enterprise platforms, with direct applicability to pod/tile-based delivery models.

LEADERSHIP COMPETENCIES

- QE Strategy & Governance across Pods
- Functional & Non-Functional Testing Leadership
- QE Metrics & KPIs (Defect Density, Coverage, Escaped Defects)
- Test Automation (UI, API, Performance, Security)
- Cross-Functional Collaboration (Product, Engineering, DevOps)
- Vendor & Resource Management
- QE Data & Environment Management
- UAT Planning, Triage & Escalation Leadership
- Continuous Improvement & Best Practice Implementation
- Mentorship, Coaching & Talent Development
- Production Validation & Hotfix Testing

KEY ACHIEVEMENTS:

- Designed and implemented **enterprise-wide test automation strategy**, achieving **25% increase in coverage** and reducing manual regression effort.
- Established **KPI-driven dashboards** (defect density, test coverage, resolution time) that improved quality transparency and reduced escaped defects by 30%.
- Led **critical defect triage during UAT and production hotfix phases**, ensuring rapid prioritization and zero critical production issues post-release.
- Introduced **lean QE practices** and reusable test components, delivering 35% faster test execution velocity across pods.
- Mentored and coached QA engineers, improving team skill maturity and reducing onboarding ramp-up by 20%.
- Partnered with vendors and cross-functional teams to validate **multi-pod system transitions**, ensuring compliance with regulatory and business requirements.
- Built QE maturity through **automation, performance, and API testing**, advancing product delivery quality and speed.

WORK EXPERIENCE

Test Lead | NTT Data Services | Point32Health (09/2012 – Present)

- Owned **end-to-end QE strategy** across modernization programs, ensuring consistency across pods/tiles and alignment with business goals.
- Served as **single point of contact** for product quality, collaborating with Product Managers, Engineering, DevOps, and business leads.
- Defined QE plans and automation strategies, scaling frameworks for API, performance, and regression testing.
- Led **QE data management and environment usage planning** in collaboration with Release and Delivery Managers.
- Established **QE KPIs and reporting cadence** (coverage, defect density, MTTD, resolution time) to proactively identify risks and drive accountability.
- Chaired **defect triage calls during UAT**, ensuring the right resources were engaged and critical issues resolved within SLA.
- Developed **continuous improvement processes** that streamlined QE workflows, reducing redundant test cases by 35% while maintaining coverage.
- Acted as escalation point for SDETs and product quality concerns, ensuring rapid resolution and stakeholder alignment.
- Oversaw **production validation and hotfix testing**, bridging QA, engineering, and business teams for timely defect resolution.

Test Engineer | Capgemini India Pvt. Ltd. | Royal Bank of Scotland (06/2010 – 09/2012)

- Designed and executed test strategies/plans for large-scale financial applications, including automation and regression coverage.
- Provided **QE estimates, effort planning, and defect management**, ensuring delivery milestones were achieved.
- Coordinated with business analysts and developers to validate **functional and non-functional requirements**.
- Supported **release management and production readiness activities**, validating fixes to prevent quality degradation.

Test Engineer | Infosys Technologies Ltd. | Capital One Auto Finance (10/2007 – 06/2010)

- Managed **end-to-end test execution**, from requirements analysis to system, integration, and regression testing.
- Developed **traceability matrices** to align test coverage with business/functional requirements.
- Coordinated defect triage and collaborated with developers to ensure timely resolution.
- Mentored junior testers, fostering a **culture of continuous learning and ownership**.