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, Postman
- 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

CERTIFICATIONS

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

PROFESSIONAL SUMMARY

Strategic and results-oriented QA Leader with 15+ years of experience in enterprise-level Quality Assurance, specializing in healthcare payer platforms. Proven track record of leading testing teams and delivering scalable, cost-efficient testing strategies that drive quality, compliance, and business value.

LEADERSHIP COMPETENCIES

- **Enterprise Test Strategy & Governance:** Expert in designing and scaling enterprise-wide QA strategies that align with business and regulatory goals.
- **Team Leadership & Talent Development:** Proven ability to build, mentor, and retain high-performing QA teams focused on innovation and delivery excellence.
- **Cross-Functional Stakeholder Collaboration:** Adept at driving alignment between business, product, and technical teams to ensure unified testing outcomes.
- **Business-Driven Quality Planning:** Integrates quality assurance seamlessly into the business lifecycle, improving product readiness and stakeholder confidence.
- **Process Optimization & Continuous Improvement:** Leads initiatives that streamline QA workflows, reduce testing time, and deliver measurable efficiency gains.
- **Program Execution & Risk Mitigation:** Skilled in delivering complex QA programs on time and within budget, while proactively identifying and resolving quality risks.

KEY ACHIEVEMENTS:

- Designed test strategies covering unit, UAT, regression, performance, and financial neutrality testing, cutting defect leakage by 30% and boosting release speed by 20%.
- Established a defect triage and resolution model that improved **defect closure rates by 40%**, enhancing delivery confidence.
- Led seamless test support for multiple **system transitions and data migrations** with **zero critical production defects** post-release.
- Introduced KPI-driven dashboards for QA reporting, resulting in **50% improvement in stakeholder transparency** and faster decision-making cycles.
- Created reusable test components and frameworks that led to **25% effort savings** across similar projects.
- Mentored QA talent across global teams, boosting engagement and reducing onboarding ramp-up by 20%.
- Implemented lean testing practices, trimming **redundant test cases by 35%** without compromising coverage or compliance.

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

MEDICARE CLAIMS MODERNIZATION

- Led QA for Medicare claims platform upgrades.
- Developed E2E test strategies across benefits, claims adjudication, and retro logic; reduced payment errors by 35%.
- Collaborated with actuarial and config teams to ensure full testing coverage for Medicare Advantage.

COMMERCIAL MODERNIZATION – CLOUD TRANSITION

- Directed QA for legacy system migration to Benefits1 using SAFe Agile.
- Designed comprehensive test strategies and managed downstream integrations, achieving zero critical post-release defects.

COMMERCIAL POST-MERGER DATA MIGRATION

- Oversaw provider and behavioral benefit data integration across platforms.
- Validated complex data mappings using SQL, XML, and JSON; ensured accurate and audit-ready data transfer.

SYSTEM UPGRADES

- Managed QA for major system upgrades with vendor collaboration and regression testing.
- Leveraged automation frameworks to reduce manual effort and improve upgrade cycle stability.

STRATEGIC QA CONTRIBUTIONS

- Achieved 10% cost savings through lean test planning and resource optimization.
- Integrated GenAI and ML into QA processes, including building a RAG testing pipeline.

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

- Project Kick-off and coordination with onsite team.
- Test Strategy/Test Plan preparation and Implementation.
- Test effort estimation & Work assignment.
- Tools Management, Implementation and Support.
- Requirements Analysis and technical support for team members.
- Meetings: Team meetings, Status Meetings, meeting with Onsite, etc.
- Project Execution: identify deviations and incorporate control actions.
- Assist projects in resolving issues and/or identified risks.
- Change Management & Support.
- Defect Management/Defect Prevention.
- Test document reviews/walk through.
- Design/Implement/Utilize tools to increase Productivity and Quality

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

- Oversaw testing to streamline dealer financing/refinancing of auto loans.
- Managed verification tasks including Capstone, BRE, and Document validation.
- Grasped client requisites, formulated Traceability Matrix, identified pivotal test scenarios, and offered meticulous testing estimations.
- Executed diverse test cases, coordinated with the development team on defect resolution, and led a team.
- Overcame challenges in adapting to a new testing environment within a large team setup, leveraging support from leads and management to navigate learning curves and ensure project success.