

About the Role:

Involved in every phase of SDLC, Senior SETs at Freshworks, are in complete ownership of the testing component of the organization's cutting-edge projects. Interfacing very closely with developers, they provide expertise in the planning, constructing, execution, and successful deployment of programs and products. In the landscape of challenging and competitive product markets that demand high reliability, a SET is responsible for developing and integrating test algorithms, test cases, automation scripts and uncover potential bugs, before anyone else can. They also ensure the product is secure and scalable by checking security and performance testing and contribute to product continuous Integration and deployment. All of our Senior SETs are highly responsive, flexible, adapt to succeed, all within an open collaborative peer environment, solving problems in insightful ways.

This position offers the candidate several opportunities to learn and test world-class B2B SaaS products that are built using cutting edge technologies.

About the Team:

The Team enforces manufacturability and testability, ensuring a successful and robust end-product. Freshworks relies on this team to drive better software architecture and design, promote proper development practices, bug prevention strategies, eliminate weak spots, among others. This is a team that knows what is right, learns from each other and is passionate about upholding Freshwork's reputation in a world-class product market.

Responsibilities:

- Participate in Planning meetings and provide Testing estimations for Manual and Automation
- Work closely with Product Stakeholders, Analyze requirements, design and review detailed test plan and Test cases and execute them
- Understands the flow of code and how it interacts with different components and provide better Test coverage
- Develop and execute automation scripts for newly developed features
- Modify existing framework to augment feature testing needs
- Continuously monitor automation test results and ensure no random test failures in automation
- Identify the cross-browser / platform impacts during the planning phase and ensure high test coverage
- Identify quality assurance process gaps and suggest actions for improvement
- Ensures Zero defect leakages
- Contribute Non-functional Testing aspects - Performance, Security, and Translation
- Work closely with the Development team and ensures code is delivered with high code coverage
- Add Test hooks to improve Test and Automation Coverage
- Contribute to continuous Integration and Continuous Deployment

Qualifications:

- 4-7 yrs of experience in automation testing
- Passionate about QA and breaking software systems

- Knowledge of Software Testing concepts and methodology
- Understanding of Web fundamentals (HTML, JavaScript, CSS, Server Side Programming and Database)
- Good programming skills (Java / Ruby / Python / Node. js / JavaScript)
- Object-Oriented Programming concepts
- Knowledge of Test Automation approaches and frameworks
- Hands-on experience in UI and API Automation
- Understanding of Performance and Security Testing
- Knowledge of any of performance Testing Tools (Jmeter / Loadrunner / Gatling)
- Understanding of Continuous Integration and Continuous Deploym