Pradip Bagchi

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Seeking senior level roles in **IT Consultancy (Test Manager/Architect)** with an organization of high repute

👤 Professional Preface

- Industry experience above **15 years** presently associated with **Commonwealth Bank, Bangalore**.
- I have a proven track record of ensuring the quality and reliability of **AI-driven** applications.
- **Leadership in GenAI QA**: Successfully led end-to-end testing for multiple AI-driven products, significantly enhancing model accuracy, reliability, and customer satisfaction.
- Led end to end regression testing for NetBank web and native mobile apps **(Android/iOS)** ensuring 100% platform stability across release
- Identified and resolved critical issues in **AI models**, preventing potential failures and ensuring high-quality deliverables.
- **Manage full project/product** life cycle including product Test development and propose technical solutions.
- Experiences in **transitioning the product/project** from onshore to offshore.
- **Automation Expert**: Designed and implemented automation frameworks from scratch using **Selenium WebDriver, Behave with Python and Squish.** Integrated with **Jenkins, GitHub, and Azure DevOps for CI/CD pipelines.**
- **REST API Automation**: Automated complex REST APIs using Python and the Request library, ensuring high test coverage and reliability.
- Expertise in Performance testing using JMeter. Improved and maintained new and existing performance test frameworks.
- Collaborated with cross-functional teams to develop and deploy **AI solutions** that met stringent quality standards and exceeded client expectations.
- Assist in **tuning**, **prototyping**, and **performance improvement** of Java-based products. Evaluated system performance establishing baselines.
- **Microservices & Cloud Testing**: Hands-on experience testing **microservices, Docker containers, and Kubernetes orchestration.** Skilled in **multi-tenant** cloud testing strategies—availability, scalability, and fault tolerance.
- Manage (allocate, assign, and provision) **cloud machines** and corresponding networks for the purpose of quality and performance testing of the software products.
- Provide **technical consultation** and **technical solutions** for testing tools and test automation projects.
- Identifying all possible entry points into the environment **Web Applications and Azure Automation APIs**, **AWS APIs**, **Remote Desktops** testing through Manual and Automation approach.
- Good knowledge about **troubleshooting** for **High Complex Data**.
- CI/CD Champion: Integrated automated tests into continuous delivery pipelines, ensuring quick feedback and faster releases.
- Experience in development using the methodologies **TDD** & **BDD.**
- **Client facing, leadership** and **project/product test management** skills.
- Excellent **business communication** – Presentation with impact and presentation delivery skills.
- **Driving the team** towards the business/release goal.
- **Cooperate / Coordinate with internal and external firm**, to ensure the high-quality software environment.

🧑‍💼 Leadership Highlights

- Led a cross-functional QA team of **17+ members** across UK and offshore.
- Acted as **Build Engineer** and **Production Support Manager** coordinating between Dev, QA, and Prod teams.
- Focused on continuous improvement, aligning testing deliverables with business objectives.

Core Competencies

Project Management & Execution	Delivery Management	Agile Methodologies
Logical Thinking	Technical Leadership/ Support	Analytical Skills
Collaboration and communication	Stakeholder Management	Team Building & Leadership

Soft Skill

- Collaborator
- Communicator
- Planner
- Innovater
- Intuitive

Technical Expertise

Technologies:	• Java, Python, Playwright, Typescript, Microservices, JavaScript, HTML5, XML, SoapUI and RESTful API, .Net
Database:	• Oracle and SQL
Methodologies/Modelling:	• Waterfall, Agile
Automation Tool:	• Selenium, Appium, Perfecto, Squish, JMeter
Config Management:	• GitHub and TFS
Tracking Tools:	• Jira, Azure DevOps (VSTS)
Platform:	• Windows, Cloud (Azure) and Linux

Certifications

ASE
SAFe 5

AWS Certified Artificial Intelligence
Certified Scrum Master (CSM)

Attended various software testing trainings, GenAI, ML Testing process

Career Timeline

Oct' 24 — Present	May' 12 — Oct' 24	July' 10 - May' 12	Nov' 07 - Nov' 08
Commonwealth Bank	CGI	Logica (acquired by CGI Group in 2012)	Nous Infosystems

Awards

➢ **STAR** Award in CGI– **S**pecial **T**hanks for **A**chieving **R**esults (Automated Code Coverage consistently more than 80% throughout the year)
➢ Golden Award in CGI
➢ Silver Award in CGI
➢ Various Appreciations awards from Onshore and Offshore

Professional

- Analyze and break down complex issues using first principles thinking and Exposure to prompt engineering and evaluation frameworks for LLM outputs.
- Skilled at identifying inter-dependencies, conflicts, and risks, and taking proactive measures to resolve them.
- Proficient in test planning and management, with experience in directly managing clients to ensure accuracy and quality of projects/products.
- Staying updated with the latest advancements in AI and machine learning to enhance testing strategies.

Oct' 24 -Present	**Centre of Excellence as Senior Test Engineer in Chief Operations Office**

Responsibilities:
- ❖ Create/Assist/Troubleshoot the development of Test Automation Framework, Standards, Procedures, Processes, and best practices as related to Test Automation.
- ❖ Developing and executing test plans for Generative AI models, ensuring they meet quality standards. Experience working with AI/ML Ops pipelines
- ❖ Led automation testing efforts using Playwright with TypeScript and Selenium C# for core banking modules. Guided the team in developing test scripts and creating comprehensive UI and API test scenarios.
- ❖ Regulating the Left Shift Automation for ensuring the fast track of functionality in reaching the costumer and validating the outputs of AI models to ensure they are accurate and meet business requirements.
- ❖ Conducted comprehensive mobile regression testing on NetBank web, Commbank App to ensure stability and functionality across updates in both Android and iOS platform.
- ❖ Designed, developed, and enhanced BDD automation frameworks (Cucumber with SpecFlow)
- ❖ Experienced in API testing using Postman, Bruno, and Swagger. Familiar with HTTP methods such as GET, POST, PUT, PATCH, and DELETE.
- ❖ Automated sanity test suite with perfecto scriptless
- ❖ Proficiency in Python for writing test scripts and automating testing processes.
- ❖ Collaborated with cross functional Collaboration for defect resolution and lead the release.
- ❖ Accomplished automation framework and testcase development for 30 plus test cases using
- ❖ Appium Framework and BDD approach.
- ❖ Using Selenium WebDriver for automating frontend test cases.
- ❖ Expertise in validating automated API JSON responses and schema validation.
- ❖ Automated regression test cases, significantly reducing the time required for regression cycles.
- ❖ Integrated test automation suites with TeamCity and GitHub Actions, leveraging CI/CD pipelines and generating execution reports using Allure.
- ❖ Well versed with Microservices/Webservices architecture and have performed Functional and Integration Testing with API
- ❖ Facilitating end-to-end delivery of the program, meeting internal and external objectives:
  - o Estimation, risk, scope, time, resource, quality and change management
  - o Value-adds, continuous process and productivity improvement
- ❖ Conduct conversational flow and response accuracy testing for LLM-based chat interfaces (code generation, model hallucination).
- ❖ Worked closely with data scientists Global Delivery Test team members in critical defects and cross-functional team members on defect resolution and testing needs
- ❖ Coordinated with teams to Define and migration schedules to ensure the impacted with functionalities are available to test.

Dec'17 – Oct'24	**PetroSigns Xstream/Promise & 4DS - Oil & Gas as Technical Associate Consultant**

- ❖ Create/Assist/Troubleshoot the development of Test Automation Framework, Standards, Procedures,
- ❖ Processes, and best practices as related to Test Automation.
- ❖ Regulating the Left Shift Automation for ensuring the fast track of functionality in reaching the
- ❖ costumer.
- ❖ Led automation testing efforts using Squish with Python maintain 80% code coverage.
- ❖ Automation, Usability Determine the test methodologies that include the types of tests required,
- ❖ methods, and collection.
- ❖ Automation and manual migration of data from multiple sources to one single Target in the client
- ❖ organization.
- ❖ Managed and performed Risk-Based requirements validation tests, data analysis, and work for
- ❖ Independent Validation.
- ❖ Keeping KPI commitments, managing escalations and monitoring Quality Standards of team by
- ❖ constant monitoring and by providing feedback
- ❖ Wrote Test Plans, Test Analysis Reports, risk assessment, and testing scope reports, lessons learned,
- ❖ Participated in the Daily Scrum Meeting project meeting and providing QA status by highlighting risks and delays.
- ❖ Automated regression test cases, significantly reducing the time required for regression cycles.

May'15 - Oct'17	**Data Communication Company (DCC) - UK, Smart Metering as Sr. Test Engineer**
Jan'11 - May'15	**Asset & Resource Management (ARM) - CGI Product as Test Engineer**
July'10 - Dec'10	**PARMS - Elexon Limited, UK as Test Engineer**
Nov'07 - Nov'08	**SpaBiz- Neill Corp., Hammond, LA as Test Engineer**

Major Innovations

Maintenance of CI/CD builds

❖ To reduce maintenance of CI/CD builds, suggested to combine different repositories into one repository with the application, domain and UI layer changes. As a result, lead to brainstorm, lead to development which reduced the maintenance of four repositories.

Performance Improvement for major payment reports

❖ Divided the master table into different transaction tables. Used views and stored procedures to pull data from them. Suggested and implemented UI code where they are more than 1 lakh records then instead of displaying in UI write them to the excel file in the shared location. As a result of this mechanism, users got reports in less than 4 seconds, as opposed to 20 minutes before

🎓 Education

Master of Science Information Technology from Manipal Academy of Higher Education