PradipBagchi

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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.
- Lead the team in designing test cases based on requirements and functional design discussions with cross-functional teams.
- Estimate testing efforts and **costs by analyzing requirements**, **identifying scope of testing**, **defining test strategy**, and considering resource availability, tools, and timelines to support project planning and **budget allocation**.
- Created onboarding and training programs for new QA hires to accelerate readiness.
- Resolved client issues by identifying root causes and refining test strategies. Supervised test execution and communicated issues back to the development team. Reported risks and dependencies to the leadership team.
- 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.
- Lead regression testing for NetBank and mobile apps **(Android/iOS)** ensuring 100% platform stability across release.
- Focused on automating as much of the QA lifecycle as possible, including test case execution, reporting, and environment setup using tools like Selenium, TestNG, Jenkins, and GitHub Actions.
- Estimate testing efforts and costs by analyzing requirements, identifying scope of testing, defining test strategy, and considering resource availability, tools, and timelines to support project planning and budget allocation.
- 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.**
- Implemented Robot Framework, cutting manual regression by 40% and boosting consistency.
- Demonstrated **strong problem-solving skills** by proactively identifying QA challenges and **scalable solutions**.
- Oversee end-to-end testing operations, including planning, execution, defect tracking, and reporting.
- Defined team responsibilities, managed capacity, and created detailed QA schedules aligned with project timelines, business priorities, and release goals
- Enabled faster issue resolution and reduced testing delays by actively collaborating with support teams across development, build, and environment management.
- Drove end-to-end QA delivery for complex, multi-stream programs, ensuring quality assurance activities directly contributed to business value through improved operational efficiency and reduced post-production defects.
- REST API Automation: Automated complex REST APIs using Python and the Request library, ensuring high test coverage and reliability.
- Lead enterprise quality initiatives, promoting continuous improvement and innovation.
- 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.
- Skilled in presenting dashboards, test reports, and risk summaries for business alignment.
- 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**.
- **Client facing, leadership** and **project/product test management** skills.
- Excellent **business communication** – Presentation with impact and presentation delivery skills.

Core Competencies

Competency	Competency	Competency
Project Management & Execution	Delivery Management	Agile Delivery 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

Domain: Banking, ERP, Oil & Gas, Finance, Healthcare, E-Commerce and Retail

Certifications

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)
- Start Award in CGI
- Silver Award in CGI
- Various Appreciations awards from Onshore and Offshore

Professional

👨‍💼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.
- 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.
- 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/Architect 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.
- ❖ Collaborated with cross-functional teams to define testing requirements, ensuring alignment with project goals and delivering high-quality software within scheduled timelines
- ❖ Implemented and optimized testing processes, resulting in a 5% reduction in test cycle time and increased overall testing efficiency
- ❖ Received commendations from clients for exceptional service and support. Skilled in negotiating contracts and resolving client issues promptly.
- ❖ 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.
- ❖ Automated sanity test suite with perfecto scriptless.
- ❖ Increased client retention by 20% through proactive communication and tailored solutions.
- ❖ Managed client accounts, ensuring satisfaction and fostering long-term partnerships.
- ❖ Proficiency in Python for writing test scripts and automating testing processes.
- ❖ Collaborated with cross functional Collaboration for defect resolution and lead the release.
- ❖ Spearheaded test planning efforts, reducing project timelines by 15% through efficient scheduling and coordination.
- ❖ Developed and implemented client engagement strategies.
- ❖ 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.
- ❖ Estimation, risk, scope, time, resource, quality and change management
- ❖ Value-adds, continuous process and productivity improvement
- ❖ 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**
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 SpaBiz-**
Nov'07 - Nov'08	**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