

# Prakash Jayagopal

Auckland | [jprakash94@outlook.com](mailto:jprakash94@outlook.com) | +64 22 043 2939 | Work Visa Valid till 25 March 2028

Senior Automation Engineer with 5+ years of experience delivering test automation and QA for enterprise web and Conversational AI systems. Built scalable Playwright + TypeScript frameworks, Cyara automation suites and Postman API checks, and integrated tests into Jenkins CI/CD to enable gated deployments. Led testing for a MERN-based configuration portal for Conversational AI application (Voice & SMS), ran performance/load tests for high-volume services (~10M IVR calls/week & 4M SMS/week), and tuned NLU to ensure >80% confidence post-training. Strong collaborator with architects, product owners and business owners, reduced manual regression and vendor testing costs through automation (~10 FTE automated).

## SKILLS

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- **Testing Automation Tools:** Playwright, Cyara, Postman, JMeter, Microsoft Power Automate,
- **RPA:** WinAutomation, UiPath, Blue Prism, Microsoft Power Apps
- **Programming Languages:** JavaScript, Typescript, Python
- **Frameworks & APIs:** Express.js, RESTful APIs and SOAP API
- **Cloud Platforms:** Google Cloud (App Engine, Functions, Build, Logging API)
- **Databases:** MongoDB, PostgreSQL
- **VCS:** Github, Bitbucket
- **CI/CD:** Jenkins
- **Agile Tools:** Jira, Confluence, Bugzilla, Odoo Projects

## CERTIFICATIONS

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- ISTQB Certified Tester – Foundation Level
- Certified Playwright Automation Tester - Udemy
- Blue Prism Accredited Developer Exam
- Google Associate Cloud Engineer
- Crash Course on Python
- Building Conversational Experiences with Dialogflow

## RELEVANT EXPERIENCE

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### IT Consultant – Refugee Orientation Centre (NZ)

Nov 2024 – Till Date

- ✓ Led QA for an HR Operations portal with Wix-Salesforce registration system. Developed and maintained Playwright + TypeScript UI automation and regression suites to validate end-to-end flows.
- ✓ Implemented JavaScript (Wix Velo) test hooks and validated Salesforce integrations using Postman, created collections and automated smoke API checks.
- ✓ Established QA processes (test strategy, version control, CI-triggered runs, sprint-based testing) to raise release quality and shorten feedback loops.
- ✓ Managed defect triage in Odoo Projects, and coordinated test delivery with project managers and developers.

### Senior Software Engineer – Automation - Lowe's India

05/2023 – 02/2024

- ✓ Senior tester for a MERN-based configuration portal supporting a Conversational AI application (Voice & SMS) pilot (initial rollout to ~10 stores).
- ✓ Architected Playwright + TypeScript framework (POM, fixtures), implemented env-based configs and faker test data - reduced code duplication and test development time by ~40%.
- ✓ Integrated suites into CI (parallel runs, retries, HTML reports), cut full test cycle time by ~60% and enabled gating checks that caught ~30% of regressions pre-release.

- ✓ Authored ~300 automated tests and collaborated with architects, engineers, BAs and store managers to own test strategy and rollout readiness.

### **Software Engineer – Conversational AI - Lowe's India**

**07/2021 – 04/2023**

- ✓ Performed automation and manual testing for customer-facing chat/voice bots and IVR using Cyara and Postman, supported high-volume services (~10 million IVR/voice calls/week and ~4 million SMS per week).
- ✓ Developed 9 Cyara-based regression suites plus separate store open/closed-hours suites, automated execution tied to deployments.
- ✓ Designed, developed and maintained fortnightly production automation runs to validate end-user application health, reducing manual regression effort by ~50%.
- ✓ Implemented CI/CD pipelines for Cyara and deployment automation, reducing vendor dependency and external testing costs by ~45% and cutting test turnaround time by ~60%.
- ✓ Performed performance/load testing for high-volume scenarios (validated scalability for thousands of concurrent sessions) and used JMeter to validate throughput and stability.

### **Bot Systems Software Developer - TTEC Digital**

**04/2020 – 06/2021**

- ✓ Conducted API testing using Postman to validate backend integrations and API contracts, created Postman collections and automated smoke API checks.
- ✓ Led NLU performance testing for enterprise Conversational AI clients - refined intents and training data, and ensured NLU confidence exceeded 80% post-training by measuring before and after metrics.
- ✓ Performed manual chatbot and conversational-flow testing, logged defects in JIRA and authored test documentation in Confluence while coordinating with project managers and developers to deliver testing on schedule.

### **Technical Automation Lead / Associate Roles at DXC Technology India 02/2017 – 04/2020**

- ✓ Performed Conversational AI manual testing and NLU intent creation/testing to improve model accuracy and production readiness.
- ✓ Developed multiple RPA bots (WinAutomation, Power Automate, UiPath) to automate service-desk end-to-end workflows, automated ~10 FTE worth of work.
- ✓ Acted as subject-matter expert for service-desk account, led ITSM migration from Remedy to ServiceNow.
- ✓ Assisting with IT support for the onshore customers through calls, emails and chat.
- ✓ Implemented ITIL framework by using ServiceNow and Remedy ticketing tools.

## **QUALIFICATION**

**Masters of Digital Business**

**02/2024 – 02/2025**

The University of Waikato

**Bachelor of Electrical and Electronics Engineering**

Jeppiaar Institute of Technology.

**08/2012 – 03/2016**

## **AWARDS**

- ✓ **Team Excellence Award from SVP Technology & MD, Lowe's India**
- ✓ **Spot Award from Service Delivery Manager, DXC Technology**

## **EXTRA-CURRICULAR**

Played under-16 for Tiruvallur District Cricket Association as a batsman and wicketkeeper.