**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**

**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**

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| **Masters of Digital Business**  The University of Waikato | **02/2024 – 02/2025** |
| **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.