# RAHUL SHARMA (QA TEAM LEAD INDIA)

Mohali, Punjab 160055 ♦ +91-8283864150 ♦ [rahulsharmachd11@gmail.com](mailto:rahulsharmachd11@gmail.com) ♦ [LinkedIn](#)

## PROFESSIONAL SUMMARY

Agile Certified Senior QA Team Lead with nearly 10 years of experience in the tech industry. Proven track record in leading and managing QA teams across various domains including Healthcare, Maritime, and Ecommerce. Expertise in both manual and automated testing techniques, with a focus on enhancing the quality and efficiency of software solutions. Adept at utilizing tools like Playwright, Cypress, Selenium, and Azure DevOps to streamline testing processes and reduce defects.

## PROFESSIONAL EXPERIENCE

### QA Team Lead (India) | PatientBond India Pvt Ltd (Upfront Healthcare) | Mohali, Punjab, India

**Oct 2020 – Aug 2024**

- Led and mentored multiple QA teams, improving team performance and efficiency.
- Implemented Playwright testing frameworks using JavaScript, reducing testing effort by 60% and configuration effort by 90%.
- Architected and maintained Azure DevOps CI/CD pipelines, cutting testing cycle duration by 25%.
- Introduced Cypress frameworks for campaign configurations, achieving a 90% reduction in effort.
- Evaluated and recommended tools and technologies to enhance productivity and testing accuracy.
- Developed an efficient defect management process, leading to quicker issue resolution.

### QA Team Lead | PatientBond India Pvt Ltd (Upfront Healthcare) | Mohali, Punjab, India

**Feb 2018 – Oct 2020**

- Directed scalable test architectures for diverse clientele, optimizing resources for peak performance.
- Implemented Java, Selenium, and Cucumber for automated testing, reducing testing effort by 60%.
- Managed Jenkins CI/CD pipelines, reducing testing cycle duration by 25%.
- Optimized SMS and email outreach systems, improving patient communication efficiency.
- Mentored junior team members, fostering growth and enhancing team cohesion.

### Senior QA Engineer | PatientBond India Pvt Ltd (Upfront Healthcare) | Mohali, Punjab, India

**Feb 2016 – Feb 2018**

- Executed API testing and refined methodologies based on response analysis.
- Conducted integration testing on patient web portals, ensuring data integrity.

- Reduced critical issues by 30% through effective bug reporting and tracking using JIRA.
- Ensured high-quality user experiences through rigorous testing across platforms.\

### QA Engineer | PatientBond | Mohali, Punjab, India

**Nov 2014 – Feb 2016**

- Performed manual testing and created test cases for UI and database components.
- Collaborated closely with developers to ensure timely fixes and enhancements.
- Enhanced software quality by developing comprehensive testing strategies.

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## AREAS OF EXPERTISE/SKILLS

- **Programming Languages:** JavaScript, Core Java
- **Automation Framework & Tools:** Playwright, Cypress, Selenium, TestNG, Cucumber
- **Build Tools:** Maven
- **Tools Used:** BrowserStack, Postman, Rest Assured
- **Project Management & Bug Tracking Tools:** Atlassian Jira, GitLab, Azure DevOps
- **Databases:** MySQL
- **Testing:** Test automation expertise, Functional Testing, Cross-browser testing, Test case designing, Test data management, Test environment setup
- **Performance/Load Testing:** K6. Jmeter, Load runner

- **Version Control & CI/CD:** GitLab, Git, Jenkins, Azure
- **Development Environments (IDEs):** VS Code, IntelliJ IDEA, Eclipse
- **Methodologies:** Agile Scrum, Kanban, Waterfall
- **Soft & Leadership Skills:** Mentoring, Training, Client Communication, Interviews, Time Management, Conflict Resolution, Critical Thinking, Teamwork and Team Collaboration
- **Quality Assurance:** Continuous Quality Improvement, Key Performance Indicators, Performance Evaluations
- **Other Tools:** Microsoft 365 applications, Chrome Extensions,
- **API Testing-** Rest assured, Postman, JSON

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## KEY PROJECTS ROLES & ACHIEVEMENTS

### Marketing Automation tool:

- **Description:** Product that uses healthcare consumer insights and technology to help clients improve patient engagement, health outcomes, revenue, and costs.
- **Duration:** Feb 2024 - Aug 2024
- **Roles & Responsibilities:** Team Leader, Strategic Planner, Resource Manager, Technical Leader, Risk Manager, Automation & Manual Tester, R&D, Support, Lead teams to Execute API testing, refined testing methodologies, Automated complex configurations using Playwright, enhancing testing efficiency and accuracy, Designed complex patient journey workflows
- **Tools used:** Azure DevOps, Azure Pipelines, Playwright, Git

## PatientBond Ruby:

- **Description:** A digital patient engagement platform based on psychographic segmentation model, which powers digital health solutions to attract and retain patients, supporting their ongoing healthcare journeys. using (emails, text messages, automated phone calls, in-app/portal messaging, app-less widgets, personalized patient access and engagements to enhances interpersonal communications whether face-to-face, over the phone or through virtual/video interactions between patients and physicians
- **Duration:** May 2019 - Aug 2024
- **Role & Responsibilities:** QA Team Leader (India), Strategic Planner, Resource Manager, Technical Leader, Risk Manager, QA Process Improvement Manager, QA Mentor and Trainer, Cross-functional Team Leader, Healthcare Software Testing Expert, Patient Engagement Quality Analyst, R&D, Support, Configured many complex patient journey workflows, Conducted integration testing, QA of whole programs on Specialty Drug refill reminders, Pre/Post Spine surgery follow-ups and appointment reminders
- **Tools used:** Azure DevOps, Azure Pipelines, Playwright, Git

## PatientBond V1:

- **Description:** This product facilitates the different patient acquisition programs such as Payments, CHF, Medicare Advantage Enrollment, Patient-Provider Match, Program and Service Line Enrollment, Psychographic Segmentation etc.
- **Duration:** Nov 2014 – Aug 2024
- **Role & Responsibilities:** Automation & Manual Tester, Senior QA Specialist, Quality Assurance Strategist, Test Automation Lead, Performance Testing Expert, Security and Compliance Tester, Usability Testing Coordinator, QA Process Improvement Manager, QA Mentor and Trainer, Cross-functional Team Leader, Healthcare Software Testing Expert, Patient Engagement Quality Analyst, R&D, Support
- **Tools used:** Cypress, GitLab, Git, Jenkins, Atlassian Jira,

## Dashboards/Admin Portals:

- **Description:** These portals serve as critical interfaces for managing patient data, monitoring healthcare metrics, and streamlining administrative processes. Key features often include: Real-time data visualization, Customizable KPI tracking, Patient journey mapping, Resource allocation tools
- **Duration:** April 2017 - Feb 2024
- **Roles & Responsibilites:** Configuration manager, Senior QA Lead, Test Strategy Architect, Automation Framework Designer, API Testing Lead, Cross-browser and Cross-device Testing Expert, Regression Testing Manager, Continuous Integration/Continuous Deployment (CI/CD) QA Specialist, QA Documentation Specialist, Agile Testing Coach, QA Training and Mentorship Lead, Support
- **Tools used:** GitLab, Git, Postman, Selenium

### Upfront (Emerald):
- **Description:** Product that uses healthcare consumer insights and technology to help clients improve patient engagement, health outcomes, revenue, and costs.
- **Duration:** Aug 2022 - Aug 2024
- **Roles & Responsibilities:** Automation & Manual Tester, Team Leader, Strategic Planner, Resource Manager, Technical Leader, Risk Manager, Conducted thorough testing of new features to enhance product functionality and quality.
- **Tools used:** Azure DevOps, Azure Pipelines, Playwright, Git

### Pre & Post Surgery/Program Surveys:
- **Description:** This project mainly focused on survey management system for pre-treatment, post-treatment, and follow-up patient assessments using psychographic segmentation model. This project aimed to enhance patient engagement, improve treatment outcomes, and gather valuable data for healthcare providers.
- **Duration:** July 2016 - March 2022
- **Roles & Responsibilites:** Senior QA Lead, Performance Testing Expert, Mobile Responsiveness Testing Lead, Regression Testing Manager, Multi-language Survey Testing Coordinator, API Testing Lead, QA Metrics and KPI Analyst, Survey Logic and Branching Verification Expert, Tested various survey types such as Health Risk Assessment, C2B Profile, Five Star, and Bar Rating Surveys. Gathered requirements, designed test plans, and executed tests for both UI and database components.
- **Tools used:** GitLab, Postman, BrowserStack, LamdaTest

### Windows Services & Data Preprocessors:
- **Description:** A robust system of Windows Services and Data Preprocessors to manage and streamline healthcare data processing. This project focused on enhancing data integration, transformation, and analysis capabilities for healthcare providers and systems.
- **Duration:** June 2016 - Nov 2018
- **Roles & Responsibilities:** Data Preprocessing QA Expert, Test Strategy Architect, Database Testing Expert, API Testing Coordinator, Scalability Testing Engineer, Management Lead, QA Training and Mentorship Lead, Tested integrated services designed to shift data between databases. Conducted requirement gathering, analysis, and testing of optimum logic implementations. Managed data analysis of unprocessed, processed, and exception files.
- **Tools used:** GitLab, Postman, MySQL

### VFormity:
- **Description:** Product that uses healthcare consumer insights and technology to help clients improve patient engagement, health outcomes, revenue, and costs.
- **Duration:** May 2019 - Aug 2024

- **Roles & Responsibilities:** Manual Tester, Mobile Testing Specialist, Data Quality Analyst, QA Metrics and KPI Analyst, Created documentation (help files) for a software managing sports club activities. Conducted QA activities, including bug reporting and retesting.
- **Tools used:** GitLab, BrowserStack, Postman

## AcariaHealth Consolidated Dashboard:

- **Description:** This product serves as a centralized platform that securely stores and manages comprehensive patient data, including detailed medical histories, treatment plans, and medication records. It acts as a Patient Data Repository, Care Journey Tracker, Patient-Provider Communication Portal, and Analytics Dashboard.
- **Duration:** May 2019 - Aug 2024
- **Roles & Responsibilities:** Automation & Manual Tester, QA Team Lead, Automation Framework Designer, API Testing Lead, Patient Engagement Quality Analyst, CI/CD QA Specialist, Accessibility Testing Lead, QA Mentor and Trainer, Cross-functional Team Liaison, Oversaw, specialty medicine dose communications and responses in the form of short survey responses of patients to refill medicines over a period of 2 years.
- **Tools used:** Selenium, GitLab, Java, Postman, Jenkins, Git, SQL, BrowserStack

## Patient Day-wise Communication Responses Dashboards:

- **Description:** This project focuses on enhancing healthcare delivery through improved patient communication and information management. The system is designed to facilitate the dissemination of disease-related information to patients while providing valuable insights to hospital staff. Key features include: Patient Communication Platform, Staff Support Tools, Information Tracking.
- **Duration:** May 2019 - Aug 2024
- **Roles & Responsibilities:** User Experience (UX) Tester,Database Testing Lead, Localization Testing Coordinator, QA Process Improvement Specialist, Content Management System (CMS) Tester, Reporting Module Tester, Continuous Monitoring QA, Training Material Validator, Managed patient communication for disease-related information. Supported hospital staff with patient views.
- **Tools used:** GitLab, Postman, JMeter, Sauce Labs

## Campaign Management Tool (CMT):

- **Description:** The Campaign Management Tool (CMT) is a sophisticated, integrated platform designed to streamline and enhance healthcare communication campaigns. This comprehensive system enables healthcare providers, hospitals, and medical organizations to create, manage, and analyze targeted outreach initiatives to patients and the broader community. Key features include: Multi-Channel Campaign Creation, Patient Segmentation, Personalized Content Management.
- **Duration:** May 2019 - Aug 2024
- **Roles & Responsibilities:** Automation & Manual Tester, QA Strategy Architect, Test Plan Designer, Multi-Channel Communication Tester, Performance Testing Strategist, Automation Framework

Architect, Mobile Optimization Tester, Analytics and Reporting Validator, Database Testing Expert, Patient Feedback System Tester, Developed Cypress framework for integration and regression testing.
- **Tools used:** Azure DevOps, Azure Pipelines, Cypress, Git, Twilio Test Credentials, SendGrid

## Life Vest/HeartPath Mobile Application:
- **Description:** This app is for people who have just had a heart attack / surgery and it focuses on assisting patients on what's next in their path to recovery. Patients can schedule and prepare for appointments with their provider and keep track of their blood pressure and blood glucose levels which are represented through graphical trackers. The app also notifies the patients regularly about cardiac rehabilitation.
- **Duration:** May 2019 - Aug 2020
- **Role:** Manual Tester, Mobile Testing Strategy Architect, Cross-Platform Test Plan Designer, Mobile Usability Expert, Performance Testing Lead, Device Compatibility Coordinator, Beta Testing Program Manager, Knowledge Transfer Facilitator, Conducted comprehensive testing on both Android and iOS platforms. Documented test cases, defects, and testing progress. Regression testing
- **Tools used:** GitLab, BrowserStack, Postman,

## Patient Web Portal:
- **Description:** The Patient Web Portal is a secure, user-friendly online platform designed to empower patients with easy access to their health information and enhance their engagement with healthcare providers. This web-based solution aims to streamline patient-provider communication, improve health outcomes, and increase overall patient satisfaction. Key features include: Secure Login, Personal Health Records, Appointment Management, Secure Messaging, Bill Payment and Insurance Information, Document Upload, Multilingual Support
- **Duration:** May 2019 - Aug 2024
- **Roles & Responsibilities:** Manual Tester, QA Strategy Architect, Performance Testing Strategist, Mobile Responsiveness Tester, Scalability Testing Manager,
- **Tools used:** Azure DevOps, Sauce Labs, K6

## Referral Point/Lightbeam Health solution:
- **Description:** This project involved developing and implementing a sophisticated, multi-client patient engagement workflow system for Lightbeam Healthcare. The system was designed to handle complex, customized workflows for a large number of healthcare providers and lightbeam organizations
- **Duration:** May 2019 - Aug 2024
- **Roles & Responsibilities:** Manual Tester, Configuration Expert, Logic Builder, Test Plan Design Lead, Workflow Testing Specialist, Client-specific Test Case Developer, Client Acceptance Testing Coordinator, Lead a QA team to configure a stable custom environment for file preprocessing, workflows, content configurations, and testing.
- **Tools used:** GitLab, Postman, Twilio, Cloud PC, Azure DevOps, SendGrid

## ACCOMPLISHMENTS

- Awarded "Star Performer" for outstanding leadership and innovative testing methodologies that significantly improved product quality and for amazing ability to understand the requirements and for building complex workflows in very easy way to reuse them for future clients.
- Successfully lead a QA team of more than 20 members, consistently delivering high-quality software products ahead of schedule by guiding and mentoring other team leads.
- Achieved a 90% reduction in configuration effort by introducing Playwright to automate configuration tasks.

## EDUCATIONAL HISTORY

**MBA**: Information Technology, Aug-2024
**Lovely Professional University** - Jalandhar

**Bachelor of Technology (B.Tech)**: Information Technology, July-2014
**Punjab Technical University** - Kapurthala

## CERTIFICATIONS

Agile & HIPPA Certified

## HOBBIES

- Playing team sports like, Table tennis, Badminton, Pool and other outdoor games
- Reading, Photography, Meditation, Travelling

## PERSONAL DETAILS

- Date of Birth          11th March 1993
- Location               Mohali, Punjab

I hereby declare that the information furnished above are true to best of my knowledge.

Place: Mohali

Rahul Sharma