

SARUCHI CHALANA

San Ramon, CA, 94582 | 650-814-9594 | chalanasaru@gmail.com | <http://www.linkedin.com/in/saruchi-chalana>

Senior QA Engineer/Analyst

QA Engineer with 10+ years of experience in web, mobile, backend, and cloud-based systems. Skilled in designing scalable test strategies and automation frameworks across iOS/Android apps, REST APIs, and SaaS platforms. Known for cross-functional collaboration, mentoring junior engineers, and driving continuous improvement in Agile environments. Adaptable to fast-paced product teams, evolving technologies, and changing business priorities.

Technical Skills

Automation: Selenium, Playwright, REST Assured, Postman, Appium (familiar)

Languages: Python, Java, JavaScript, SQL/PLSQL

Frameworks & Tools: TestNG, JUnit, Jenkins, GitHub Actions, Jira

AI & LLM QA: Prompt engineering, Output validation, Hallucination detection, Fairness review

Mobile & Backend Testing: iOS & Android app debugging (Xcode, Android Studio)

Data & APIs: RESTful API testing, JSON, SQL/PLSQL

CI/CD & DevOps Exposure: Jenkins, GitHub, Docker, AWS (basic)

Soft Skills: Clear communication, Agile team collaboration, Test plan creation, Bug triaging, Shift-left QA testing

Experience

Sr. Engineer

WORKDAY

11/2015 to 05/2025

Pleasanton, CA

- Led functional and AI-focused QA for Workday's HCM Benefits platform, including GenAI-powered enrollment suggestions, LLM chatbot responses, and ML-driven trend visualizations.
- Designed and executed test cases to assess accuracy, coherence, and fairness of AI-generated outputs, improving user confidence by 25% during open enrollment.
- Partnered with AI/ML teams and senior stakeholders to evaluate model behavior against business APIs, reducing hallucinations by 20% and increasing trust in AI adoption.
- Drove the redesign and testing of the ACA module and Open Enrollment workflows, improving compliance and user experience by 40%.
- Developed robust EIB automation scripts to streamline data generation, reducing manual QA effort by 40% and increasing testing efficiency within Workday sandbox.
- Created and executed comprehensive test scenarios for IRS compliance modules, achieving 100% test coverage and supporting successful audits.
- Led shift-left QA adoption in collaboration with product and engineering teams, reducing post-release defects by 30% and accelerating development timelines.
- Reviewed peer test cases and coordinated UAT efforts, ensuring zero critical defects post-release.
- Mentored junior team members and led internal workshops to enhance team proficiency in AI QA best practices and automation strategies.

QA Engineer

Channelez

03/2015 to 11/2015

San Jose, CA

- Led testing for ChannelEZ's Salesforce-based Partner Locator application, optimizing geo-location search, partner self-service, and lead generation features.
- Designed and implemented automation test scripts with Selenium, reducing manual testing time by 40%, and improving test accuracy.

- Conducted functional, front-end, and back-end testing, ensuring content accuracy, link integrity, and UI performance.
- Partnered with management and end-users to gather requirements, then implemented customized user profiles, role based access controls and simplified page layouts, reducing navigation time by 25%.
- Environment: Salesforce, Quality Center, Selenium, Java, TestNG, SQL, MS Excel, Oracle, Windows 8, and Agile Methodology

System Quality Analyst

02/2013 to 12/2014

Wells Fargo Bank

San Francisco, CA

- Developed and maintained automation test scripts for ECPR for over 60% of regression test cases, improving efficiency and minimizing human error
- Led the execution of automated and manual tests, ensuring comprehensive coverage and identifying critical issues, cutting defect leakage into production by 35%
- Performed root cause analysis on automated test failures, and implemented improvements to enhance script reliability.
- Enhanced test coverage across SOAP/RESTful APIs, leading to a 25% reduction in release delays.
- Collaborated closely with offshore QA engineers, coordinating test case execution, and streamlining efforts for faster issue resolution.
- Utilized automation tools (Selenium, GreenHat) to optimize testing processes, and improve productivity.

Environment: GreenHat, Integra, XMLSpy, SoapScope, SoapUI, Selenium, Quality Center, ClearCase, ClearQuest, Java, MQ, SQL, Oracle

iCloud QA Engineer

01/2012 to 01/2013

APPLE Computers

Cupertino, CA

- Led functional testing for the iCloud Calendar Web app, ensuring a high-quality user experience across multiple iOS versions and platforms.
- Spearheaded smoke testing for iCloud apps, improving test coverage, and reducing testing time by modularizing test cases in TestNG for reuse across different iCloud apps.
- Developed detailed test cases based on user interaction analysis, contributing to enhanced product functionality and reliability.
- Identified and resolved an average of 150-175 radars per release cycle, improving resolution timelines by 20% and reduced regression bottlenecks.
- Improved release stability by 30% through consistent regression testing and early defect detection, ensuring smoother multi-environment sign-offs.
- Automated 70% of Calendar app testcases using Selenium, reducing manual testing efforts by 45% and cutting test execution time nearly in half.
- Collaborated with project managers and developers to clarify requirements and address potential issues early in the development cycle, boosting team productivity.
- Utilized Agile SCRUM methodology to align with release timelines and deliverables, ensuring fast-paced iteration, and continuous improvement.

Technologies: OS X, iOS, Windows 8, Radar, Selenium, Java, TestNG, Oracle, UNIX, GIT.

Sr. Web Services Technical Engineer

09/2010 to 12/2011

Wells Fargo Bank

San Francisco, CA

- Developed and executed test cases for SOAP and RESTful web services, focusing on mobile banking, money transfer, and fraud applications for Wells Fargo.
- Led hands-on functional and end-to-end testing for various modules (Mobile, Vault, Alerts, P2P), ensuring seamless integration and performance.
- Designed and automated test scripts using LISA, driving efficiency and reducing manual testing efforts.
- Monitored web service logs, identified issues, and worked directly with teams to resolve them quickly.
- Managed defect resolution through ClearQuest and Quality Center, ensuring rapid fixes and minimal delays.

Technologies: iTKO/LISA, SoapUI, Quality Center, Bugzilla, ClearQuest, Java, SQL, Oracle, UNIX, Windows 7/XP.

Certifications/Learnings

- **Generative AI Fundamentals** – Purdue University
- **Machine Learning & Deep Learning** - Proximsoft
- **Oracle Certified Associate** – SQL & PL/SQL
- **Sun Certified Java Programmer** – Java 2 (J2SE)

Education

Master of Interior Architecture

Academy of Art University

San Francisco, CA

Bachelor of Arts: Architecture

RTR College

New Delhi, India