

Abhijit S Jadhav

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• Professional Summary

ISTQB Certified QA Engineer with 4+ years of experience with start-ups specializing in **Manual** and Automated testing of web and mobile applications. Skilled in performance testing with JMeter, API testing using Postman, and agile methodologies. Proven expertise in ensuring high product quality across **Digital Ai, Smart Ai, Telecom, e-commerce, ed-tech, and Ai-content domains**. Hands-on experience with Selenium, Firebase App Distribution, and defect tracking through Jira.

• Professional Experience

NCSI TECHNOLOGIES -SINGAPORE TELECOMMUNICATION (SINGTEL)Group - (Digital AI Squad - Care & Product Management) | QA Engineer

Dec 2024- Present |Pune,India.

- Successfully launched the **Smart AI Bill Explainer** project in production within the specified timeline.
- Conduct manual and automation testing for the **Project- Shirley AI Chatbot Voicebot IVR testing**, ensuring accuracy and efficiency in AI responses.
- Validate chatbot responses using **Dialogflow** to ensure correct intent recognition and seamless user interactions.
- Develop and execute test cases and performance testing using tools like **JMeter**.
- Support **LivePerson** integration with WhatsApp and MySingtel app, analyzing query responses and improving chatbot functionality.
- Collaborate with cross-functional teams to ensure seamless UI/UX validation, Sanity and system integration.
- Document test strategies, findings, and reports to improve quality assurance processes.
- Stay updated on the latest AI and automation testing trends to enhance project efficiency.

AVOCATION EDUCATIONAL SERVICES PVT. LTD. (Yocket) | QA Analyst

Sep 2022 - Present | Mumbai, India

- Built Ed-Tech projects from scratch, including the premium conversion project-**Virtual Office, Loan Finder** and **Premium Experience-SOP Builder, Premium Loans**.
- Collaborated with cross-functional teams to launch new projects
- Conducted performance testing using **JMeter** to simulate real-world traffic scenarios.

- Collaborated with cross-functional teams to implement features like **Yocket Kickstarter** and **Nuxt3migration**.
- Performed manual and regression testing across mobile and web platforms.
- Analysed user interactions using **WebEngage Tool** for product improvements.

TEXTMERCATO SOLUTIONS PVT. LTD. | QA Engineer

Jan 2021 - Sep 2022 | Bangalore, India

- Developed QA processes for **AI Based projects** from scratch **Kriya.Cataloging. Ai** and other cataloging tools used by clients like Amazon, Myntra, Nykaa, Meesho.
- Ensured timely execution of test plans and defect resolution.
- Performed load testing using **JMeter** for Image Recognition and Product Description modules.
- Performed API testing using Postman to validate accurate data retrieval from backend services.

INNOVATIVE RETAIL CONCEPTS PVT. LTD. | Tech Executive

Oct 2019 - Jun 2021 | Pune, India

Provided technical support, troubleshooting issues on a call and via chat.

• Technical Skills

- **Programming Languages:** Java, Selenium WebDriver
 - **Test Automation Tools:** TestNG Framework, Selenium, Eclipse.
 - **Performance Testing Tools:** JMeter, BlazeMeter
 - **API Testing Tools:** Postman
 - **Defect Tracking Tools:** Jira
 - **Mobile Testing Tools:** Firebase App Distribution, WebEngage Tool.
 - **Operating Systems:** Windows
 - **Platforms:** Chrome, Microsoft Edge, Firefox
 - **Utilities:** Excel, MS Office, Notepad
 - **Manual Testing:** End-to-end system testing, smoke testing, sanity testing, functional testing, integration testing and regression testing
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• **Educational Qualifications**

- Bachelor's Degree in Electronics Engineering - AISSMS Institute of Information Technology, Pune-(2019).
 - Diploma in E&TC - MSBTE Board (2014).
 - ISTQB Certified Tester Foundation Level (CTFL) 4.0 (2025)
 - Certification in Software Testing - Opulent Infotech, Pune (2019).

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Location: Pune