

ABHIJEET CHAVAN

QA Tech Lead at J.P. Morgan Chase & Co

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INTRODUCTION

Experienced QA Leader with over 11 years in software testing, specializing in Banking and Travel Loyalty and Healthcare domains. Proven expertise in User Acceptance Testing (UAT), automation, process improvement and leading QA teams to deliver high-quality software products. Adept at collaborating with business and technology teams, driving end-to-end testing strategies, and ensuring seamless user experiences. Recognized for strong analytical abilities, leadership, and excellent communication.

EXPERIENCE

Quality Assurance Lead- J.P. Morgan Chase & Co

10/2018 Pune

- QA Strategies and Leadership:** Led end-to-end testing and User Acceptance Testing (UAT) efforts across multiple projects within the CCB Rewards. Worked closely with business teams to develop UAT strategies, ensuring that software met both technical and user requirements.
- Team Leadership and Development:** Recruited, trained, and mentored a high-performing QA team. Implemented a rotating Buddy Process to enhance knowledge transfer and team cohesion, reducing dependency by 50%.
- Automation and Scripting:** Developed and executed automation scripts using Selenium, Rest Assured, Cucumber, and Appium for Web, API and Mobile platforms, achieving over 60% automation in sprint cycles. Spearheaded Web and API test automation initiatives for multiple projects, enhancing test coverage and reducing manual testing efforts by 40%.
- End-to-End Testing and Validation:** Piloted end-to-end testing of feature functionality and user experience, leading to zero post-production defects. Coordinated with automation teams to maintain and update test data and test artifacts, ensuring the automation suite remained in working state and aligned with evolving project needs.
- Test Planning and Execution:** Created detailed test plans and executed comprehensive test automation scripts for both manual and automated testing. Documented defects, participated in defect triages, and ensured test environment readiness for upcoming testing phases.
- QA Documentation and Reporting:** Developed detailed QA documentation, reducing new hire onboarding time from 60 days to 15 days. Provided comprehensive test reports and test artifacts, ensuring transparency and traceability in QA processes.
- Supported Agile Projects:** Contributed to Agile teams by providing continuous feedback during sprints. Helped the team adjust to changes quickly and kept the focus on delivering high-quality software.

Test Engineer - Loylogic

04/2017 - 09/2018 Pune

- Tested loyalty applications in Travel Loyalty and E-commerce domains, including backend configuration and Loyalty Management System.
- Conducted comprehensive testing (UI, API, database, extracts, accounting reports, catalog configuration, fraud rules) with more than 95% test coverage.
- Delivered 15+ client demos, wrote and executed thousands of test cases, and generated detailed test reports using Excel and PowerPoint. Mentored junior engineers, created documentation on Confluence, and trained on tools like JIRA, SQL, Postman, Linux, and Windows.
- Mentored junior engineers, created documentation on Confluence, and trained on tools like JIRA, SQL, Postman, Linux, and Windows environments increasing on time delivery rate by 60% overall in 3 months.

Associate Quality Engineer - Allscripts

06/2013 - 09/2014 Pune

- 11/2015 - 03/2017
- Tested US Healthcare products, involved in requirement gathering, test case writing, execution, UI testing, reports and extracts, database, and rules testing with 0 defect leak to production
- Contributed to functional, regression, and integration testing, reducing production delivery time by 30%

Junior Engineer- Bharat Sanchar Nigam Limited

09/2014 - 11/2015 Pune

- Worked on Pune City CCTV Surveillance Project, installing, configuring, and testing over 200 network equipment across 500 locations, ensuring 90% minimum bandwidth
- Monitored and maintained 150+ networks within Pune exchanges, achieving a 95% fault resolution SLA
- Managed a team of 10 members, resolving up to 10 faults daily

EDUCATION

Bachelor of Engineering (BE)

University of Pune

01/2009 - 01/2012 Pune

- Bachelor of Engineering (BE)
- Electronics and Telecommunications Engineering

Master of Business Administration (MBA)

Savitribai Phule Pune University

01/2015 - 01/2017 Pune

- Human Resources Management

CERTIFICATION

Certified ScrumMaster®

Scrum Alliance, Inc.

AWS Certified Cloud Practitioner

Amazon Web Services Training and Certification

Software Tester Accredited Certification™

International Software Test Institute™

AIGPE Lean Six Sigma White Belt Certification

Advanced Innovation Group Pro Excellence (AIGPE™)

SKILLS

Technical Skills:

Automation Testing (UI, API, DB, Batch)

Cucumber

Confluence

Java

AWS Cloud

Jenkins

JIRA

Postman

REST Assured

Appium

QA Skills

Functional and Non-Functional testing

User Acceptance Testing (UAT)

API Testing

QA Strategy Development

Continuous Improvement and Automation

Mobile Testing

QA Documentation and Reporting

Defect Management

Product Skills

Requirement Analysis

Agile Methodologies

Soft Skills

Communication

Time Management

Prioritization

Leadership Abilities

Team Leadership and Performance Improvement

Process Improvements

Mentoring

Training

Cross-Functional Collaboration