

ALLAN SAM PHILIP

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Professional Summary

Experienced QA Engineer with over 6 years of expertise in ensuring software quality and reliability. Proven track record in developing and executing comprehensive test plans, identifying, and resolving defects, and improving product performance. Specialized in testing CRM systems, particularly Dynamics 365, within the BFSI domain, and adept at both manual and automated testing. Committed to delivering high-quality solutions that meet business and regulatory requirements.

Skills

Selenium, TestNG, JIRA, BDD Framework, Platform Validation, Java, WebDriver, Postman, API Testing, Maven, D365CRM System, Lead Generation, Graphics Validation, Jenkins, Functional Testing, Test Planning, Agile Methodology

Work Experience

ASCENDION

Senior Engineer

Bangalore

Nov 2022 – Aug 2024

- Prepared test plans aligned with business requirements and project goals.
- Developed and maintained test data for accurate testing outcomes.
- Proficient in Selenium-Java, TestNG, and Cucumber BDD framework.
- Created Gherkin-based test cases and automated scenarios using Cucumber.
- Designed and implemented automated test scripts with Selenium WebDriver and Java.
- Integrated Jenkins with Selenium for nightly test execution and detailed reporting.
- Monitored and reported test progress, improving application performance and reliability by 10%.
- Executed test scripts and documented defects using JIRA.
- Gained experience in various SQL Server environments for validation.
- Analyzed business requirements, specifications, and developed tests, test scripts, and test cases.
- Implemented API testing and platform validation, reducing defects by 20% and improving feature delivery time by 15%.

TESTHOUSE

Senior Analyst

Bangalore

Jan 2022 - Sep 2022

- Experience in manual and automated testing of applications developed in various environments.
- Utilized Selenium WebDriver to test websites for functionality, usability, regression, performance, browser, and operating system compatibility.
- Wrote test cases using element locators, WebDriver methods, and assertions with Mocha.
- Designed and implemented a robust JavaScript cypress automation framework using BDD framework.
- Conducted API testing using Postman and optimized API endpoints with Postman script.

UST

Associate validation Engineer

Bangalore

May 2018 - Dec 2021

- Owned post-silicon system validation for both hardware (HW) and software (SW).
- Implemented test cases for Quality Acceptance Criteria (QAC).
- Conducted graphics and imaging automation testing for high-quality visual performance.
- Validated and characterized PCIe Gen 1, 2, 3, and tested on post-silicon platforms
- Identified and tracked defects using a defect management tool at all testing stages
- Experienced in system performance measurements using various benchmarks and PC mark tools.
- Performed performance and graphics testing of DirectX game versions; validated stress, stability, and SX flows.
- Reviewed TWS logs and created test execution reports.

Professional Experience

CRM System Automation for Financial Services:

- Monitored customer acquisition quality, enhancing satisfaction.
- Improved Dynamic 365 salesforce CRM efficiency by working with Cases, Contacts, Leads, Opportunities, Campaign Accounts, and Solutions.
- Verified end-to-end call flow between customer and officer, and inbound/outbound SMS and email.
- Validated the lead-to-opportunity conversion process.
- Strong understanding of STLC and QA defect cycles.
- Performed functional, regression, and integration testing of Salesforce applications, reducing post-release defects by 25%.
- Conducted API testing using Postman, validating the integration of CRM modules with external financial services.
- Validated SQL queries data according to business requirements.
- Collaborated with product owners and developers on acceptance criteria for user stories.
- Provided knowledge transfer to offshore testers, enhancing their testing support abilities

E-commerce Website Automation and functional API testing:

- Prepared and ran test scripts for web applications and APIs.
- Performed test cases, documented results, documented defects and tracked status
- Verified integration of various application components and performed end-to-end testing.
- Monitored front-end functionalities and back-end validations in an agile teamwork environment, ensuring seamless user experience and system reliability.
- Conducted functional, smoke, sanity, and UAT testing, improving software quality and reducing post-release defects.

Post Silicon Validation and Graphics:

- Set up the test environment, responsible for booting, silicon bring-up, debugging, and device characterization.
- Managed end-to-end (E2E) flow from updating IFWI to test case (TC) execution through automated processes, eliminating manual testing.
- Manually checked platform behaviour before executing automated test cases for initial stability.
- Tested negative scenarios to enhance script reliability and robustness.
- Validated, verified, and tested DDR memory
- Identified and tracked defects using a defect management tool at all testing stages.
- Programmed and debugged flash memory for reliable data storage and retrieval.
- Debugged and modified scripts and tools for USB3.0, DisplayPort, HDMI, and MIPI, enhancing system performance and compatibility
- Improved test script quality and ensured timely execution of automated scripts.
- Worked on automating client-based projects to validate functionality using Selenium with Java.

Education

NOORUL ISLAM UNIVERSITY

Bachelor in Computer Science

7.33 CGPA

Kanniyakumari, India

Jun 2013 - May 2017