# Arvind T Raja

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## Professional Summary

Highly motivated and ambitious Quality Engineering professional with extensive experience in software testing, automation, and team leadership. Proven track record in establishing innovative testing frameworks, mentoring teams to success, and delivering high-quality software solutions. Adept at aligning technical objectives with organizational goals, ensuring continuous improvement and operational excellence.

## Core Strengths

● Automation Framework Development  
● Performance Testing  
● Agile Methodologies  
● Cloud Testing  
● Team Leadership and Mentoring  
● Test Strategy and Planning  
● Quality Advocacy  
● Stakeholder Communication  
● Technical Coaching

## Employment History

### Capital One

#### Senior Quality Engineer/Test Manager

Nov 2019 – Present

● Spearheaded the establishment of a robust automation framework for Salesforce workflows using Playwright, streamlining complex processes and significantly reducing manual efforts across deployment pipelines.  
● Owned the Performance Testing domain, leading a team of Quality Engineers to strategize and implement improvements across UK Tech.  
● Managed and mentored a team of nine Quality Engineers, focusing on performance management, coaching, and enabling career progression.  
● Ensured the quality of all releases by reviewing and signing off on test approaches and completion reports, maintaining high delivery standards.  
● Advocated for quality standards and best practices across UK Tech, contributing to Agile transformation and process improvements.  
● Defined and documented comprehensive test scopes using test plans and approaches, ensuring thorough coverage for all test phases under both Agile and Waterfall methodologies.  
● Conducted performance test scripting and execution using Gatling, achieving measurable improvements in system performance.  
● Configured build and test pipelines using Jenkins, ensuring seamless integration and delivery workflows.  
● Mentored junior Quality Engineers in both onshore and offshore settings, fostering a culture of collaboration and continuous learning.  
● Managed stakeholder relationships, ensuring effective communication, expectation management, and alignment of goals across projects.

### Access Group

#### Senior QA Analyst / Test Lead

Jan 2018 – Nov 2019

● Managed end-to-end testing projects for SaaS applications, ensuring comprehensive test coverage and timely delivery.  
● Led and mentored a team of testers, providing guidance and support to ensure high performance and adherence to best practices.  
● Developed and executed test strategies for cloud-based platforms, ensuring performance, reliability, and scalability of services.  
● Championed process improvement initiatives, introducing new testing methodologies and tools that improved defect detection rates by 25%.  
● Acted as Scrum Master, driving Agile adoption and fostering collaboration and efficiency within cross-functional teams.  
● Conducted stakeholder communication, managing expectations, and providing updates on project progress and risks.

### Dollar UK

#### Test Lead / Acting Test Manager

Nov 2016 – Dec 2017

● Managed testing activities for critical projects, including resource planning, scheduling, and delivery reporting.  
● Provided leadership for cloud testing strategies, validating cloud infrastructure and services against functional and non-functional requirements.  
● Introduced and managed testing tools like SOAP UI and JMeter, improving process efficiency and defect reduction.  
● Delivered performance reviews and mentoring to team members, enhancing skills and boosting team productivity.  
● Acted as Scrum Master, facilitating Agile ceremonies and driving adherence to Agile principles for improved collaboration.  
● Communicated regularly with stakeholders, ensuring project alignment with business goals and client expectations.

### Wipro Technologies

#### Tester / Test Lead / Team Lead

Jun 2007 – Nov 2016

● Managed multiple testing projects across various domains, ensuring timely delivery and high-quality outcomes.  
● Mentored and coached team members, fostering a collaborative environment that encouraged knowledge sharing and skill development.  
● Implemented test automation solutions, reducing testing time by 40% and enhancing overall efficiency.  
● Regularly stepped into the Scrum Master role, facilitating Agile events and driving continuous improvement within the teams.  
● Conducted stakeholder communication, managing expectations, and delivering projects that exceeded client satisfaction.  
● Designed and executed comprehensive test strategies, including those for cloud-based applications, ensuring seamless integration and deployment.

## Education & Qualifications

● B.E in Electrical & Electronics Engineering - New Horizon College of Engineering, Bangalore  
● MBA in Banking - Sikkim Manipal University  
● Doctorate in Business Management Studies - Indian Institute of Business Management

## Certifications

● ISTQB-ISEB: Foundation Tester Level, Agile Testing  
● AWS Certified: Cloud Practitioner, Associate Solution Architect  
● Workday HCM Training Certification  
● Salesforce Admin  
● Professional Scrum Master Certification