# ASHOK KRISHNAN

## SENIOR SOFTWARE TEST ENGINEER

### CONTACT

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📍 **Kuala Lumpur, Malaysia**

### DOMAIN

- Banking
- E-Commerce
- Tele Communication
- Insurance
- Finance

### SKILLS

**Testing:**
- Manual Testing • Automation Testing
- Functional • Regression • Smoke • E2E
- Usability • Cross-Browser • Mobile App
- API Testing • Accessibility Testing

**Tools & Frameworks:**
Selenium WebDriver • TestNG
• Cucumber (BDD) • Maven • POM
• Postman • REST Assured (Basic)

**Platforms & CI/CD:**
Azure DevOps (Pipelines) • Jenkins • Git

**Languages:**
Java(Core) • Gherkin • Python(Basics)

**Test Management:**
JIRA • TestRail • Azure DevOps • Teams
• AWS • Lark

**Monitoring & Logs:**
Kafka (Basic) • Kibana (Basic)

**Environments:**
Windows • macOS • Android • iOS
• Chrome • Firefox • Edge • IE • Linux

## PROFILE

ISTQB-certified QA Engineer with 9.5+ years of experience in manual and automation testing using Selenium with Java. Skilled in test design, POM frameworks, API testing, and Agile delivery—specialized in banking domain projects.

## WORK EXPERIENCE

### Maybank, Kuala Lumpur
Senior Software Test Engineer
*Jul'24 - Present*

- Led and coordinated two cross-functional QA teams across core banking platforms, ensuring seamless automation coverage and timely releases.
- Acted as single point of contact (POC) for high-impact modules including Secure2U, RSA Authentication, and Global Access Mastercard Debit Card.
- Designed and implemented scalable automation frameworks using Selenium WebDriver with Java, Cucumber BDD, and TestNG, following POM design.
- Integrated automation suites with Azure DevOps CI/CD pipelines, enabling scheduled execution and real-time reporting.
- Developed end-to-end automated test scripts covering functional, regression, smoke, and cross-browser testing across Chrome, Edge, Firefox.
- Conducted API automation testing via Postman and REST Assured, validating complex workflows including Secure2U bypass mechanisms.
- Authored and maintained detailed test plans, traceability matrices, and scenario-based test cases based on BRDs and user stories.
- Managed test cycles using JIRA and actively participated in Agile ceremonies including sprint planning, retrospectives, and daily standups.
- Performed continuous validation across platforms (iOS, Android, Web) and environments (UAT, staging, production), ensuring high test coverage and reliability.
- Collaborated with DevOps for environment readiness, build deployment coordination, and pre-prod QA signoffs.
- Contributed to interview panels and internal QA process improvements, mentoring junior team members in automation best practices.
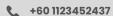
### Rishabh Software
Senior Software Test Engineer
*Mar'22 - Jul'24*

- Performed end-to-end functional and regression testing on a scalable web platform serving customers across 7+ countries, ensuring alignment with evolving business requirements.
- Automated high-priority regression and functional scenarios using Selenium WebDriver with Java under the Cucumber BDD framework, supporting multi-sprint delivery.
- Authored Gherkin-based test cases for all sprint stories, enabling seamless integration into the automation pipeline and increasing reusability.
- Participated in sprint-level regression automation, maintaining high stability across builds and ensuring consistent QA sign-offs.
- Acted as Scrum Master during Product Owner absence, facilitating Agile ceremonies and ensuring sprint goals were achieved.
- Identified impact areas, performed thorough test case design, and contributed to test coverage planning and story-point estimation.
- Monitored Kafka topics in real-time to proactively detect data issues and integration failures across microservices.
- Played a key role in minimizing defect leakage through rigorous validation and adherence to KPI benchmarks set by the France-based Beekeepers QA team.
- Participated in interviews for both fresher and lateral hires, providing technical evaluation and structured feedback to HR.
- Generated and presented sprint reports, defect metrics, and release sign-off documentation to key stakeholders and management.

## WORK EXPERIENCE

### MediaKind
Test Engineer

Aug'21 - Mar'22

- Designed comprehensive test cases for new feature development and impact scenarios, ensuring full test coverage and traceability across functional and non-functional requirements.
- Executed Build Verification Testing (BVT) monthly across all supported platforms to ensure baseline product stability and release readiness.
- Performed detailed functional and exploratory testing to uncover edge cases and usability issues across multiple platforms and device types.
- Executed automated regression suites using Azure DevOps pipelines, reducing manual testing efforts across multiple device types and operating systems.
- Conducted sprint audits and maintained an Impact Analysis tracker, effectively minimizing defect leakage and improving QA efficiency.
- Owned end-to-end testing of OTT platforms including Arcadyan Set-top Box and Amazon Fire TV, along with usability testing on Android and iOS devices.
- Performed Build Acceptance Testing (BAT) to assess build integrity, blocking unstable releases early in the development cycle.

### Amazon Development Centre
QA Associate

Feb'20 - Aug'21

- Analysing BRD (Business Requirement Document) to enhance efficiency in test plan creation.
- Hands-on experience on testing one of Amazon's most successful products in India Amazon
- Fire TV Stick.
- Designing test case based on the user stories and client's requirement in BRD.
- Performed Build Acceptance Testing (BAT) which approves builds on which regression
- testing can be performed.
- Worked on device qualification and identified indirect bugs through Ad hoc.
- Owner of Amazon's Data Collection and tools process in which the core of Amazon Astro is
- tested.
- Collaborated with developers and product owners to stay updated on product features and
- intended functionality.
- Executing automated test cases in KATS (Kindle Automation Test System).
- Performed webapp testing and API testing on Amazon owned applications on various
- devices such as Tablet, Amazon Kindle, Android and IOS smartphones.
- Responsible to send out Bug report for every sprint and creating new test cases based on
- Escape Defect Analysis provided by Beta Customer.

### Lattis
Test Analyst

Nov'16 - Dec'19

- Performing Smoke, Functional and Regression testing on QA & PROD environment.
- Reviewing all test cases and creating new cases to improve quality of the product.
- Developing test scenarios, preparing test data and executing test cases.
- Tested various platform of online banking, including account management, fund transfer
- and bill payments.
- Tested mobile banking application on different platforms (iOS and Android) to ensure
- seamless functionality and user experience on smartphones and tablets.
- Preparing weekly interim report on test cases and defects.
- Participating in defect triage calls with offshore and on-site team.
- Logging defects using JIRA and monitoring the status until defect is closed.
- Preparing weekly status report and bug defect report and worked closely with QAE and development teams on-site.