

Harsh Patel

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PROFESSIONAL SUMMARY

Senior Test Automation developer with 8+ years of experience leading global QA automation initiatives for enterprise retail and e-commerce. Proven ability to architect resilient Java/Spring frameworks, optimize CI/CD pipelines, and drive automation-first strategies. Recognized for mentoring distributed teams and collaborating cross-functionally to deliver seamless customer experiences and reliable, data-driven releases across AEM-driven platforms.

PROFESSIONAL EXPERIENCE

Canadian Tire | Toronto

Senior Test Automation Developer | April 2023 – October 2025

- Led a global automation team of 10+ members (India & Ukraine), conducting daily syncs and quarterly planning; managed workloads, reallocated resources, and mentored newcomers while enforcing coding standards and accelerating onboarding.
- Designed and evolved enterprise-grade automation frameworks in Java 17/Spring Boot using Selenium, Selenide, Cucumber (BDD), JUnit/TestNG, REST Assured, Lombok, Awaityility, AssertJ, JaVers, and AspectJ, enhancing stability and reuse across teams.
- Led E2E QA across six retail banners on AEM/SAP Commerce (CCv2), validating complex order-to-fulfillment flows (CCv2, SFSC, IA, VPOS, Frontier, Narvar, DoorDash, IVR) for BOPIS, Ship-to-Home, and Same-Day; ensured accurate, event-driven orchestration of order status, payments, and customer tracking across web, mobile, and in-store channels.
- Led the enterprise adoption of GenAI platform Alita, an in-house solution integrating Jira, Confluence, qTest, and automation repositories to auto-generate manual test cases, BDD scenarios, and step implementations; partnered with the AI team through weekly refinement sessions to enhance accuracy, scalability, and business adoption across QA operations.
- Implemented automated quality checks (smoke, end-to-end, regression) that safeguarded build integrity and accelerated promotion decisions across pre-production environments for multi-banner applications.

- Built and optimized multi-stage Azure Pipelines (YAML templates, variable groups, artifact orchestration) with Gradle; introduced targeted reruns to reduce flakiness and shorten cycle times; integrated Sauce Labs tunnels for secure, distributed execution.
- Strengthened UX confidence by ensuring cross-browser validation (Chrome, Safari, Edge) and multi-viewport testing (desktop, tablet, mobile/iPad) across all retail banners.
- Managed a 2,000+ test regression portfolio, updating test cases, dependencies, and data sets to improve suite stability and reliability across product lines.
- Created runbooks and access guides covering environment management, test-data resets, service-account provisioning (including 2FA bypass), and key platforms (SAP Commerce Cloud, SAP Customer Data Cloud (Gigya), Epsilon, DOM, fulfillment/merchandising apps) ensuring consistency and faster issue resolution.
- Raised code quality standards by enforcing static analysis gates and reviewing pull requests, ensuring consistent practices across the distributed team.
- Established program-level reporting via qTest, Report Portal, and Delivery Central; published sprint/quarterly dashboards on pass rates, coverage trends, defect ratios, and new test growth - enabling leadership to make data-driven release decisions.
- Partnered cross-functionally with PMs, BAs, developers, QA, and UX teams to refine requirements, define acceptance criteria, and maximize automation ROI.
- Enhanced data-driven testing by applying JSON Schema validation and leveraging Apache POI, SuperCSV, JSoup, and Gson/Guava to parse structured and unstructured data.
- Led interim mobile automation for Android (Espresso/Kotlin) and iOS (XCUITest/Swift); stabilized frameworks, restructured test suites, and validated executions via Sauce Labs to ensure seamless team transition.

Key Projects:

1. **Enterprise Platform Migration:** Led end-to-end validation and cutover readiness for a multi-banner migration to a unified digital platform; executed multi-environment regression and launch checks, delivering a pre-holiday release with zero critical incidents.
2. **Triangle Rewards Partnership Petro-Points:** Validated account linking and point conversion flows (Petro-Points to Canadian Tire Money). Overcame cross-organizational test setup challenges to enable a nationwide loyalty partnership.
3. **Single Sign-On:** Led testing of unified authentication across multiple retail banners, safeguarding a smooth dual-auth rollout and ensuring uninterrupted customer access.
4. **PDP Enhancement:** Designed and executed end-to-end test strategies for new product detail page (PDP) delivery options.
5. **Store Fulfillment System Modernization:** Directed parallel testing of legacy and modernized store fulfillment systems, enabling franchise owners to validate workflows and adopt the new cloud-based platform with minimal disruption.

6. **Cookie Consent Compliance:** Drove compliance testing for cookie preference controls, safeguarding customer trust by ensuring transparency and adherence to Canadian privacy requirements.
7. **Balloon Pre-Order Service:** Validated the launch of balloon bouquet pre-orders, ensuring accurate PDP details (helium, ribbon), correct pickup slot logic, and reliable reminders to improve customer convenience.

Certifications:

- Microsoft AZ-900: Azure Fundamentals
- Scaled Agile Framework (SAFe) 6.0

LoyaltyOne | Toronto

Quality Engineer | May 2019 – April 2023

- Built and maintained robust automation frameworks in Java, Selenium, WebDriver, Cucumber (BDD), and JUnit/TestNG, improving reusability, stability, and CI reliability.
- Automated REST API testing with REST Assured, validating JSON payloads and ensuring alignment between UI and API layers.
- Integrated automation into Jenkins pipelines, standardized Maven builds, and enforced GitHub branching strategies to reduce merge conflicts and maintain a clean main branch.
- Expanded automated test coverage across smoke, functional, regression, integration, end-to-end, cross-browser, backend, and UAT suites, boosting overall product confidence.
- Authored and maintained RTM, test plans, and test cases; facilitated TDD/BDD walkthroughs with developers and stakeholders to align on acceptance criteria.
- Partnered with PMs, Agile managers, Product Owners, BAs, designers, copywriters, and integration teams to align testing with business/UX goals and support sprint planning, story-pointing, and release readiness.
- Supported UAT by preparing scenarios and test data, conducting stakeholder demos, coordinating execution via Slack/Teams, and triaging feedback for timely fixes.
- Performed SQL data setup and validation (SQL Server, Toad) with DBAs to provision stable, reusable test datasets.
- Ensured AODA/WCAG 2.1 accessibility compliance using Siteimprove and assistive technologies; logged accessibility issues and tracked remediation.
- Collaborated with design teams in Figma and Zeplin to validate component-level alignment between design specs and implementation.
- Contributed to AEM content workflows (authoring, publishing, content fragments) and validated environments/CDN performance with AWS and Akamai.

- Delivered transparent quality reporting in Jira, Confluence, and TestRail, covering execution metrics, defects, and release readiness for QA and project leadership.
- Onboarded and mentored offshore Quality Engineers, standardizing best practices and repository conventions to accelerate ramp-up and ensure consistency.

Key Projects:

1. **Digital Experience Modernization & Brand Refresh:** Validated full site redesign and brand relaunch (“It’s All Gravy”), validated accessibility (WCAG 2.1, NVDA, Siteimprove), expanding automation coverage, and ensuring bilingual (EN/FR) consistency.
2. **Login System Modernization:** Supported modernization of legacy login systems, overseeing migration to secure email & password and ensuring registration, recovery, and phased rollout worked seamlessly to improve usability and strengthen platform security.
3. **Self-Service Missing Miles Tool:** Validated online claim form workflows, ensuring accurate submissions and reducing call center dependency while improving customer trust through transparency.

Certifications:

- AWS Cloud Practitioner Essentials

TatvaSoft | India

QA Automation Engineer | Oct 2015 – March 2017

- Developed and executed UI automation using Selenium WebDriver and TestNG, increasing coverage and reducing manual testing effort.
- Implemented Page Object Model (POM) and data-driven frameworks, improving reusability and minimizing maintenance.
- Authored and maintained test plans, scenarios, cases, and data from BRDs; revised test cases as specifications evolved and managed RTM to ensure complete requirement coverage.
- Performed SQL Server validations by writing/tuning queries, verifying end-to-end data flows, and coordinating test-data setup for accuracy.
- Executed GUI, functional, system, integration, and regression tests; logged and triaged defects, set severity/priority, and tracked lifecycle in HP ALM/Quality Center through retest and closure.
- Participated in requirements reviews and test walkthroughs; delivered daily/weekly execution and status reports to QA leads for visibility.
- Integrated automated suites into Jenkins and maintained Maven project structure, enabling continuous integration and faster feedback loops.

- Contributed to QA process improvements, enhancing delivery consistency and overall effectiveness.

TECHNICAL SKILLS

- **Languages & Frameworks:** Java 17, Spring Boot, Selenium WebDriver, Selenide, Cucumber (BDD), JUnit, TestNG, REST Assured
- **Automation & Tools:** qTest, Report Portal, Delivery Central, TestRail, Jenkins, Azure Pipelines, Gradle, Docker, Maven, GitHub, IntelliJ, Sauce Labs
- **Cloud & Platforms:** AEM, Akamai, Azure, SAP Commerce Cloud (Hybris), SAP Customer Data Cloud (Gigya), Epsilon Loyalty, DOM, AWS
- **Testing Types:** Smoke, Sanity, Regression, Integration, System, UAT, End-to-End, Accessibility Testing (AODA/WCAG)
- **Collaboration & Reporting:** Jira, Confluence, Teams, Slack, Figma, Zeplin, Lucidchart, Webex, Box

EDUCATION

- Master of Engineering, University of Windsor – (2017–2019)
- Bachelor of Engineering, Gujarat Technological University (GTU) – (2011–2015)