

Bapun Kumar Sahoo *Senior Test Engineer*

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📍 Bangalore

Profile

Experienced Test Engineer with over 6+ years specializing in Manual, Automation (Selenium Web Driver), API, and Performance Testing. Skilled in Conversational AI, with a focus on chatbot, telephony bot, and SMS bot testing, along with hands-on expertise in cloud computing using GCP tools like Dialogflow ES and CX. Proficient in mobile application testing, committed to delivering robust, high-quality digital experiences.

Professional Experience

2020 – present

Bangalore, India

Senior Test Engineer

Quantiphi Analytics Solutions Pvt. Ltd

Currently contracted as a Test Engineer for Google CCAI, specializing in Conversational AI testing, including Dialogflow ES and Dialogflow CX on GCP. Experienced in QA for chatbot and telephony bot functionalities, focusing on validating virtual agent responses and ensuring seamless user-bot interactions. Proficient in Agile methodology with 2-week sprints and skilled in verifying virtual agents' ability to log conversation histories in BigQuery for live agent retrieval.

2020 – 2020

Bangalore, India

Software Test Engineer

DXC Technology, Bengaluru

Collaborated with business analysts to create effective test cases from complex requirements. Ensured regulatory compliance through security and accessibility testing. Managed defect tracking, documenting issues for quick resolution. Improved efficiency by developing reusable test scripts and templates. Created cohesive test plans using advanced testing tools. Coordinated regression test automation across applications. Worked within Agile/Scrum frameworks to support organized sprints and releases. Developed and maintained organized manual test cases for team use. Conducted pre-implementation testing to assess impacts of system modifications.

2018 – 2019

Bangalore, India

Associate Software Engineer

PricewaterhouseCoopers Service Delivery Center

Created successful test scripts to manage automated feature testing. Used open-source tools to develop automation scripts. Designed testing scenarios for usability testing. Identified and tracked software defects and supported developers in resolving problems by completing additional tests. Documented testing procedures for developers and future testing use. Evaluated function, performance and design compliance of every product against design standards and customer needs. Completed pre-implementation testing for new system modifications to assess potential impacts.

Skills

Technical Skills:

- Conversational AI: CCAI, Gen AI, Chatbot Testing, Telephony Bot Testing
- Cloud Computing Testing: GCP, Dialogflow CX, Dialogflow ES
- Automation Testing: Selenium WebDriver, TestNG, Page Object Model, BDD Framework
- Manual Testing: Smoke, Sanity, Re-Testing, Regression Testing, Black box Testing, System and Integration Testing
- API Testing: Postman
- Performance Testing: JMeter
- Version Control: Maven
- Programming knowledge: Core Java & Python
- Project Management Tool: JIRA, Buganizer, HP ALM
- Flow Diagramming Tool: Lucidchart, Draw.io ↗
- Methodologies: Agile
- Documentations: Test Plan, Test Scenarios, Test Cases, Test Summary Report and User Guide

Projects

HCA Parallon

Wanted to develop a voice based virtual agent (VA) to automate SSC Customer Service Unit (CSO) and train it to handle conversations with Attorneys, Payers and Patient group, by integrating with Avaya and Parallon systems for fulfillment. Instead of traversing a hierarchy of menu, the customers will have a conversational experience.

Wholistic

Building a production grade solution & GCP architecture setup. Virtual Agent Development, Train a Virtual Agent on up to 45 basic flows related to Diet, Exercise, Sleep, and Mental Health with two levels of branching. Integrate with an SMS service (Bandwidth) to send out push notifications with links to the chatbot. Development of a custom UI to host the chat widget. Dialogflow Messenger chat widget integration .

WA ESD

Virtual Agent solution for WA ESD supported on both chat and telephony channels to automate the high priority self service use cases and enhance customer experiences. The Virtual Agent is supported in English and Spanish languages for both chat and telephony. The Virtual Agent is capable of providing responses to user FAQs, dynamic claim-specifics queries and scheduling callback requests.

City Of Dallas

Create a bot which will support English and Spanish Language bot and should deal with 311 use cases, 24*7 Customer Service FAQs, 70 COVID FAQs, 130 Agency FAQs & Interactive Calendar.

Agero Roadside Assistance

Client wanted to build a Google Contact Center AI powered, conversational virtual agents to replace the traditional DTMF based IVR application and automate the roadside assistance process for their customers. The virtual agents needed to be built for the drivers as well as service providers across a range of platforms (chat, voice & users calling from their connected vehicles). All solutioning should be driven by custom analytics and reporting to continuously monitor the performance of the virtual agents while also suggesting potential use case for continuous improvements

Education

2015

Biju Patnaik University of Technology

Bhubaneswar, India

Languages

- English and Hindi