Bintu Dhillon

QA Manager / Quality Engineering Lead
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Professional Summary

Quality Engineering Lead / Manager with **14+ years** of experience leading global QA transformation through AI and automation-first strategies**.** Expert in AI/ML-augmented validation, enterprise test governance and Shift-Left QA integration within CI/CD. Proven record of improving release velocity by 35%, cutting manual QA by 70%. Proven record of **driving $4.7M+ business impact** through scalable frameworks, data-driven QA reporting/KPIs, and **directing executive-level quality strategy**.

Selected Achievements & Business Impact

- **AI/ML Transformation:** Reduced manual QA workload by **70%** via Generative-AI/LLM validation pipelines, anomaly detection, and automated Redash & PagerDuty dashboards
- **Business Impact:** Delivered $1.56M+ revenue through Broadcast Tracking (adopted by 115+ global organizations and FIFA-validated) and led the "Tag Once" initiative, eliminating duplicate tagging costs worth $2M.
- **Automation Scale:** Expanded CI/CD automation (Cypress, Selenium) across global teams, reduce regression effort by 60% and defects by 30%.
- **Quality Governance:** Rolled out Xray for unified test lifecycle and 50% better release-risk visibility.

Leadership Highlights

- **Global Management:** Led multi-region QA teams (Europe, Asia, Americas, MENA) and defined enterprise QA vision and strategy.
- **Talent Strategy:** Built QA hiring, performance review and career progression frameworks, mentored 40+ QA/engineers into senior roles.
- **Executive Reporting:** Led executive QA reporting and risk assessment, influencing C-level release and product decisions.

Skills

Strategic Competencies: QA Strategy & Transformation, Test Automation Architecture, Quality Governance, Data Integrity & Observability, Shift-Left & Continuous Testing, Agile/DevOps Integration, Executive QA Reporting & Risk Insights, Talent Development, Hiring & Budget Oversight
Tools & Frameworks: Cypress, Selenium, Playwright, Cucumber, TestNG, JMeter, Postman, SOAP UI, Gatling, Jenkins, GitHub Actions, Docker, AWS, Xray, Jira, PagerDuty, BrowserStack
Programming & Scripting: JavaScript, Python, Java, SQL
AI & Data-Driven QA: LLM-assisted Documentation, Anomaly Detection, Automated Data Validation Pipelines, Redash Analytics, Google Analytics & Tag Manager

Employment History

Hudl — QA Manager / Quality Engineering Lead   *London, UK | Apr 2023 – Present*

- Led multi-squad QA delivery across Broadcast Tracking, Tag Once, Transfer Portal, and Core Data.
- Defined the automation strategy and led the implementation of **AI-driven validation pipelines** and Redash dashboards, enabling proactive quality insights, faster defect discovery, and **more predictable delivery across squads.**
- Owned the **Transfer Portal** program from planning to production through proactive QA and data validation. Delivered 20 early client purchases and **$180K in revenue in the first 60 days of launch**.
- Developed a Python + SQL **data mapping validation framework** integrating StatsBomb, Wyscout, and C&I systems— achieving above **99% consistency** and **95% ingestion accuracy**, and eliminating cross-system mismatches.
- Optimized **Broadcast Tracking QA workflows**, improving FIFA submission success rates and reducing failed submissions by **25%**, ensuring seamless certification with zero critical data defects.
- Partnered with Product & Quality Directors to implement Xray, unified test lifecycle, improved traceability and release risk to leadership and planning visibility by 50%+.
- Expanded **API automation coverage** from **15 to 450 endpoints**, streamlining test execution and accelerating product integration validation.
- Managed and coached **8 QA engineers** across **4 teams**, improving delivery ownership, test design quality, and cross-squad collaboration.

Cognizant UK — QA Manager   *London | Jul 2021 – Apr 2023*

- Directed 7 QA specialists across multiple teams serving UK & EU clients, increased productivity by 34%
- Built a central automation repository (Cypress, Selenium) used across projects, optimising development effort by 60%.
- Integrated automation into CI/CD (GitHub Actions, Jenkins), reducing execution time by 38% and improved release stability.
- Defined automation governance, test pipelines and KPI dashboards for executive reporting.
- Implemented mobile-first testing strategy, increasing client engagement by 85%

Wipro — Senior QA Engineer / Lead (Clients: Capital One UK, Acxiom, State Street USA)   *Oct 2011 – Jul 2021*

- Distributed QA and automation for finance, data, campaign and enterprise platforms across onshore/offshore model.
- Provided E2E automation using Protractor, Selenium, Cucumber.
- Migrated legacy Ruby/Java suites to JavaScript (Protractor), execution speed increased by 60%.
- Mentored 40+ engineers, standardized WCAG 2.1 AA accessibility testing.
- Applied orthogonal array & data-driven test strategies, increasing coverage 18 to 48% & reducing effort.

Certifications & Education

- **Certifications**: **ISTQB** BCS Certified Tester – Advanced Level (Test Manager), ISTQB Certified Tester – Foundation Level, **AWS** Certified Cloud Practitioner
- **Education**: **Master of Technology**, BITS Pilani; **BCA** , GGSIPU