DARSHIL SHAH

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PROFESSIONAL SUMMARY:

Accomplished QA Lead with 09+ years of experience in healthcare technology, AI systems validation, enterprise QA, and regulatory-compliant testing (HIPAA, FDA). Proven expertise delivering quality frameworks, AI/LLM validation methodologies, and healthcare compliance. Pioneered advanced AI/LLM QA methodologies by developing comprehensive evaluation frameworks including structured prompt engineering, automated scoring mechanisms, LLM quality metrics, and integrated defect management. Specialized in LLM evaluation, AI QA framework development, and intelligent automation. Translates organizational objectives into executable QA roadmaps that strengthen product reliability, accelerate delivery timelines, and increase user satisfaction. Certified in Artificial Intelligence, Prompt Engineering, Responsible AI, and Project Management by industry leaders including AWS, Google, PMI, Microsoft, IBM, Salesforce, Anthropic, and Databricks. Recognized for championing digital transformation, continuous improvement, and cross-functional collaboration.

CAREER HIGHLIGHTS:

- Accenture 3-Year Service Award for exceptional technical leadership and product delivery (October 2023)
- Improved defect detection efficiency by 30% by implementing advanced testing approaches
- Achieved 100% release quality across healthcare projects while maintaining full regulatory compliance
- Spearheaded ChatGPT AI integration for test automation, reducing bug reporting time by 2+ hours weekly and test strategy development by 6+ hours per initiative
- Leveraged 5+ years of healthcare domain expertise to establish and maintain industry-leading quality standards

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AREAS OF EXPERTISE:

- QA Leadership & Strategy: QA Team Leadership, QA Metrics Reporting, Test Strategy Optimization, Stakeholder Management, Team Mentorship, Cross-Functional Collaboration, Project Delivery Management
- Testing Disciplines: Early Integration Testing (Shift Left), End-to-End Functional Testing, Regression Testing, API, DB & Services Testing, Defect Lifecycle Management, Compliance Validation, Mobile & Web Application Testing
- Methodologies: Agile & Scrum Frameworks

PROFESSIONAL CERTIFICATIONS:

- AI/LLM: Introduction to Model Context Protocol (Anthropic), AI Fluency Framework and Foundations (Anthropic), MLOps for Generative AI (Google Cloud), AWS AI/ML Essentials, Essentials of Prompt Engineering (AWS), Responsible AI Practices (AWS/Google Cloud)
- Project Management: Practical Application of Generative AI for Project Managers (PMI)
- Cloud/DevOps: AWS Cloud Practitioner Essentials, Databricks Foundation Products Training, Microsoft AI Skill Fest Participation

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CORE COMPETENCIES:

- Software Testing: Agile/Scrum methodologies, Functional, Regression, API, Web, Mobile, End-to-End (E2E), System Integration Testing, (SIT), User Acceptance Testing (UAT), Exploratory, Smoke, Sanity, Accessibility (ADA/WCAG) Testing, AI Testing
- LLMs and AI Platforms: OpenAI ChatGPT, Anthropic Claude, Google Gemini, Microsoft Copilot, Perplexity AI
- AI Browsers and Web Navigators: Perplexity Comet, OpenAI Atlas
- AI Research Assistants: Perplexity.ai
- AI Image Generation Models: DALL E-3, Midjourney, Imagen 4 Ultra, Ideogram 3.0, Google Nano Banana Pro, Google AI Studio • AI Video Generation Models: Sora 2.0, Veo 3.1, Veo 3.1 Fast
- AI Thinking/Deep Thinking Models: OpenAI ChatGPT 5.1 thinking, Google Gemini 2.5 Flash, Gemini 2.5 Pro
- AI Coding Assistant Models and Code Optimization: Claude Sonnet 4.5, Google Cloud Labs Jules, Google Antigravity, Google Gemini 3 pro
- Test Automation: Selenium WebDriver, TestNG
- Programming Languages: Python, Java, JavaScript
- Prompt Engineering Techniques: Zero-shot, Few-shot, One-shot, Chain-of-thought, Tree-of-thoughts, Meta prompting, role-playing, self-system prompts, super prompts, JSON Prompts
- Web Technologies: React, Node.js, Express, Vite, HTML5, CSS3, Tailwind CSS
- Enterprise IT & Virtualization: Citrix Virtual Apps and Desktops
- Databases: MySQL, Oracle, Microsoft SQL Server

- DevOps Tools: GitHub
- Web and Mobile Testing: Cross-browser Validation, Chrome DevTools
- Web Services & API Testing: REST API, SOAP UI, Rest Assured, Postman
- Defect Tracking & Collaboration: HP ALM, Jira, qTest, Confluence, MS Teams, MS Office Suite, Microsoft SharePoint
- Process Documentation: Confluence, Microsoft SharePoint, Test case management systems
- Regulatory Compliance: HIPAA, FDA 21 CFR Part 11, Healthcare IT Standards
- Operating Systems: Windows, Linux, MacOS

PROFESSIONAL EXPERIENCE:

AI QA Consultant | Freelancing, Irving, TX | January 2025 – Current

- Integrated advanced AI and LLM testing frameworks, multi-dimensional evaluation rubrics, and automated regression monitoring to strengthen model reliability and responsible AI practices
- Delivered a standardized enterprise AI QA framework with structured test prompts and automated scoring mechanisms, resulting in a 40% improvement in validation efficiency
- Designed a weighted evaluation rubric to ensure consistent, objective, and repeatable quality assessments across releases
- Built automated regression detection workflows with a 20% performance degradation threshold, enabling early risk identification
- Developed interactive AI QA dashboards (executive summaries, correlation views, heatmaps) to improve stakeholder visibility and shorten decision cycles

QA Lead | Kaiser Permanente, Pleasanton, CA | January 2023 – January 2025

- Led quality assurance operations for 15+ major product releases, improving mobile app quality from 40% to 100% and increasing overall test coverage by 25% while managing a 15-member QA team
- Designed and executed automated test suites for large-scale microservices architectures (Kubernetes, Java upgrade testing for Azure microservices), validating communication, API contracts, and distributed system reliability
- Pioneered AI-driven test automation by integrating ChatGPT for automated bug documentation, reducing manual reporting by 2+ hours weekly and saving 6 hours per initiative
- Improved defect lifecycle management by 20% and validated critical workflows that reduced "Get Care Now" application wait times by 30%
- Executed comprehensive mobile testing for iOS/Android using Perfecto, Appium, and Charles Proxy
- Acted as SME and cross-functional collaborator, leading weekly sync-ups and preparing monthly client status reports

Sr. QA Automation Engineer | Kaiser Permanente, Pleasanton, CA | October 2020 – December 2022

- Spearheaded comprehensive validation efforts across healthcare web and mobile platforms, maintaining defect leakage rates consistently below 5% and achieving product quality improvement from 50% to 90%
- Developed and managed over 300 test cases encompassing functional, regression, and automated testing
- Led end-to-end testing across complex multi-platform environments and conducted comprehensive API validation through Postman and Rest Assured
- Enhanced Agile development processes through strategic QA guidance during Scrum ceremonies and accurate estimation of user stories
- Implemented advanced testing methodologies including accessibility compliance validation for ADA standards and cross-platform validation using physical devices, simulators, and the Perfecto cloud platform

SDET | Prime Therapeutics, Eagan, MN | October 2019 – April 2020

- Ensured pharmacy claims data accuracy by validating JSON files against diverse sources, including IBMi RX6 via AQT, and performed SQL-driven data extraction and analysis to streamline complex workflows.
- Conducted comprehensive testing activities (functional, regression, system integration, UAT, and end-to-end testing), integrating efforts seamlessly within Agile software development life cycles.
- Leveraged tools like Jira, Bitbucket, and Log4J for efficient test case management, debugging and logging while ensuring stakeholder alignment through daily status reports and collaboration across teams.

Platform Automation Engineer | Sony Pictures and Entertainment, Culver City, CA | May 2019 – July 2019

- Translated business requirements into comprehensive test cases for the Sony Entertainment Web Platform, ensuring thorough test coverage.
- Actively engaged in all stages of the software testing lifecycle, including meticulous planning, strategic design, efficient development, and rigorous execution of testing activities.
- Leveraged Robot Framework's capabilities to effectively retrieve test actions and test data, streamlining the automation process.
- Proactively managed defects and provided clear progress updates through the effective use of Atlassian Jira.
- Successfully automated key ServiceNow modules (Demand and Incident) utilizing the Robot Framework (Python-based), contributing to process efficiency.
- Collaborated effectively within the project team by actively participating in daily stand-up meetings, defect triage sessions, and project status updates.

QA Tester | Freelancing, Irving, TX | May 2017 – March 2019

- Spearheaded the creation of comprehensive and detailed test cases for system testing by thoroughly analyzing the business process workflows and translating complex user requirements into actionable test steps, leveraging Jira for effective test management, tracking, and collaboration
- Actively participated in the initial phases of the Software Development Life Cycle (SDLC) by engaging in detailed discussions to gather, document, and refine business requirements
- Executed a full spectrum of testing activities, including rigorous functional testing, extensive regression testing, UI testing, and integration testing
- Developed and executed complex SQL queries to perform robust backend process verification and data validation during End-to-End (E2E) testing
- Maintained a close, collaborative relationship with the software development team, serving as a key advocate for quality
- Enhanced testing efficiency by developing and utilizing automated test scripts using the TestNG framework

QA Engineer | Eternal Web Pvt. Ltd., India | December 2011 – March 2017

- Expertly developed, documented, and executed comprehensive test cases within Jira, meticulously ensuring full requirements traceability against product specifications
- Consistently executed rigorous and multi-faceted testing methodologies; including functional testing, exploratory testing, smoke testing, and regression testing
- Performed demanding System Integration Testing (SIT) to validate the seamless interaction between diverse and interconnected application components
- Maintained the highest standards of data reliability by executing complex SQL (MySQL) queries for data validation
- Adopted a proactive stance on quality by thoroughly analyzing Software Requirements Specification (SRS) documents and actively participating in peer reviews
- Functioned as a collaborative member within the Agile/Scrum development environment, actively participating in all sprints and ceremonies

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EDUCATION:

- MBA in Information Technology | Sikkim Manipal University | March 2013 – March 2015
- Bachelors in Information Technology | Sardar Patel University | August 2007 – August 2011