

# DILIP VISHWAKARMA | QUALITY ENGINEERING ANALYST

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## PROFESSIONAL SUMMARY

Quality Engineering Analyst with 3+ years of experience in Manual and Automation Testing across ServiceNow EAM Core and OPS projects. Proficient in Selenium WebDriver, Java, TestNG, API validation, requirement analysis, defect management, and CI/CD integration to ensure stable, high-quality releases. Strong team player with hands-on experience in Agile execution, UAT support, and smooth production deployments with minimal issues.

## PROFESSIONAL EXPERIENCE

**Quality Engineering Analyst, December 2022 – Present**  
**Accenture Pvt Ltd | Noida, Uttar Pradesh**

### EAM OPS SERVICENOW PROJECT (CURRENT), *Quality Engineering Analyst*

- Performed production-level testing, verified fixes, and ensured smooth system operations by conducting daily sanity checks and validating critical workflows.
- Managed weekly OPS pipeline runs in Azure Release, including pipeline creation, execution, monitoring, and fixing issues whenever required.
- Executed manual and automation testing for every RT cycle and release to ensure stability before deployment.
- Resolved production issues, performed root cause analysis, maintained OPS regression, and supported deployments with proper validations.

### EAM CORE SERVICENOW PROJECT, *Quality Engineering Associate*

- Worked in Agile sprints by understanding user stories, writing test cases, maintaining RTM, estimating tasks, and closing stories on time with proper documentation.
- Automated key regression scenarios using Selenium WebDriver and Java and supported upgrade testing by executing full regression cycles, including forms and workflow validation.
- Managed defects in Azure TFS dashboard, provided clear replication steps, tracked user story progress, and worked closely with developers and business teams to ensure smooth releases.

### AMAZON – NEO PROJECT, *Prompt Engineer*

- Designed and tested prompts to improve AI model responses and ensure consistent output quality.
- Collaborated with cross-functional teams, maintained quality standards, and documented improvement findings.
- Worked on data validation and tagging for better model performance.

## PROFESSIONAL SKILLS & ACTIVITES

- Testing:** Manual Testing, Automation Testing, API Testing, Test Case Design, Defect Management
- Automation:** Selenium WebDriver, Java, TestNG, Maven
- Tools:** Azure DevOps, ServiceNow, JIRA, TFS, Postman, Git, GitHub Copilot, Jenkins, ALM
- Methodologies:** Agile & Scrum, STLC, SDLC
- Other:** Prompt Engineering, Root Cause Analysis, Test Documentation

## PERSONAL ATTRIBUTES

- Quick learner
- Strong analytical and problem-solving ability
- Team player with adaptability

## CERTIFICATIONS

Selenium WebDriver with Java – VSkills

## EDUCATION

- Bachelor of Computer Applications (BCA)**  
Dr. Ram Manohar Lohia Avadh University, Ayodhya  
2019 – 2022

## ACHIEVEMENTS

Best People Award  
Monthly performance award