SATYAM DIXIT

560102 | 9538458455 | satyam.akg@gmail.com | Linkedin

Summary

With 13 years of extensive experience in the software testing industry, specializing in **crafting, and implementing strategic solutions** that address complex customer challenges. Proven expertise in leading high-performing teams, **optimizing testing practices, and driving automation initiatives** to enhance quality and reduce production regressions. **Few Marquee project/ customers served are Groww, Equitrust, JSW One, Swiggy, Zepto, ALLEN Digital, Flipkart, Zenoti and GreyOrange**. As a practitioner on prompt engineering, I integrate AI advancements into testing workflows, transforming traditional practices. Experienced at managing large-scale projects, including outcome-based delivery models, while ensuring client satisfaction and maintaining profitability. **Strong analytical and problem-solving skills, with a focus on delivering measurable results. Created Qapitol's AATaaS F/W for testing of AI agents and Products.**

Skills

- Wealth Management, Insurance Tech, Edu-Tech, E-commerce, Quick Commerce, Warehouse Management, SaaS based products, Fintech & Lending
- Agile practitioner
- Expertise in testing the backend systems for monolithic & micro services, including Databases, API gateways, Messaging Queues and more.
- API testing expertise with Postman and Rest Assured
- Proficiency in test automation with Selenium, Katalon Studio and KANE AI. Knowledge of Cypress
- Testing of agents and agentic system. Automated prompt generation and evaluation metrics dashboard
- AI agents development & Prompt Engineer (Zero, Few and Fine-tuning shot), inclusion of GenAI in testing.
- Continuous testing integration in CI/CD pipelines, git
- Hands on experience in containerization using Docker.
- Knowledge of performance and security testing (JMeter, OWASP)
- Programming skills in Java, Python
- Experience with cloud platforms like AWS and Azure
- Expert in Pre-sales & Customer Solutioning
- Project Management - Initiation phase to Closure phase.
- Test Consulting, Solutions, and testing tools analysis
- Metrics Driven Testing practices - ROI, RTM, COQ (Cost of Quality), Test Coverage and more.
- Leadership and coaching
- Delivery Management, Employee management, Project budgeting, Business analysis
- Strong analytical and problem-solving skills with ability to articulate the context verbally and non-verbally effectively and efficiently

Experience

Director - Consulting & Solutions (QE) (Senior Technical Delivery Manager)   **Current Role**
Qapitol QA

- Strategic review for QA setup of Equitrust, one of the largest insurance techs in USA. This review primarily focused on understanding the current test maturity level of Equitrust, identifying gaps in QA setup and recommend a least resistance path for evolving test maturity state.
- Managed and delivered large scale digitalization activity for Equitrust with mix of automation tools such as Katalon Studio, UI Path, and custom Python algorithms. AI agent creation for XML comparison of various policies and business rules
- Managed the delivery with a 6-member team and contributed to the backlog automation of GreyOrange, which is automation of warehouse management via bots.
- Managed a 15-member team for ALLEN digital, one of the largest Edu-tech in India for complete product manual and automation testing.
- Project delivery management and individual contribution of API and UI automation for JSW One's JOPL ERP automation including salesforce and ZOHO. Adopted AI for error log description, POM and locator generation.

- Single point of contact for Qapitol QAs **in-house test automation solution UTAF**s demo & solutioning for existing and new customers
- Strategizing **project deliverables to ensure adherence to statement of work (SOW)**.
- **Managed annual budgeting and financial planning processes**, optimizing resource allocation and cost control.
- Extensive experience in recruitment, training, and development of staff leading to a high-performance organizational culture.
- Mentored and coached junior QE resources. Provide them direction, training and guidance on a continuous basis
- Developed/Published meaningful metrics to reflect the true status of any given Product/Solution
- Owned and driven testing including automation strategy design, requirements understanding, test planning, test script development, test execution, results analysis and sign off.

Projects

Equitrust
- Established the center of test excellence for Equitrust across its business unit with a goal of achieving end to end regression testing
- Identified the current as-is state of software testing maturity, gaps in the processes, tools, and practices. Recommended a least resistance path for them to move to the next stage of quality testing maturity state.
- Managed a team of 11 members to manage the functional releases and regression testing.
- Implemented Katalon Studio post the comparison analysis of multiple automation tools. Used Python programs for custom algorithms to support specific needs of ET, such as comparison of 2 XML files for customer profiles.
- Identified the regression test coverage from scratch via mind maps and JIRA X-ray.
- Tools used are Katalon Studio, JIRA, Bamboo, Python
- Owned the deployment of builds on the TEST and QA environment.

JSW One
- Automated testing of JSW One's product line (customer portal, ZOHO ERP and Salesforce) to cut short the release cycle
- Automated ZOHO books and ledgers to avoid manual intervention for GST calculations and reconciliations.
- Successful integration of all the cases in master test suite and nightly CI/CD run.
- Leading a team of 9 members to manage the functional releases and regression testing across Homes and Finance limited of JSW One business units.
- Managed complete project from Initiation to Closure
- Tools used are Selenium, Rest Assured, MySql, Cucumber, Maven and TestNg, JIRA, GCP
- Created automated test automation execution pipeline in Jenkins for nightly runs

ALLEN Digital
- ALLEN Digital, India's one of the largest and fast-growing Edu-tech startup. Managing complete Quality engineering efforts for ALLEN digital
- Managing a team of 15 members doing functional testing with automation and non-automation approach
- Managing Functional, regression, feature testing, bug fixes and exploratory testing of all PODs within ALLEN digital
- Recommended Playwright test automation tool to rightly capture the customer need and requirement. Strategized the modules and P0 flows for automation. With a lean 35 e2e scenarios so far, 90% of P0 regression cases are covered via Automation.
- Test automation scripts are owned by developers, which they use to validate the new and existing features while my team focuses on maintenance and new automation coverage.
- Organizes and mediates Monthly and Quarterly business review to all the stakeholders.
- ROI of efforts done is shown via few critical metrics such as - Overall cost of quality vs Production Issues avoided, Last 90 days production issues trend, Test Automation coverage and Time Saved on manual effort, Exploratory testing and deeper tech and regression issues identified, RCA dashboard for Production P0 incidents and mitigation action.

Swiggy
- Individual contribution for testing and strategizing the overall quality engineering efforts for Swiggy - Help Section, which included automated bots and tracking screen.
- Achieved 85% automation coverage of Swiggy - CRM Bots in 2019, which is still being used till date.
- Performed dual role of an individual contributor and test manager at Swiggy.
- Managed a team of 30+ members spread across the business unit within Swiggy for mobile app and backend testing.
- Tested tracking screen features which required close collaborative efforts with multiple related PODs.

GreyOrange
- US-SaaS based, warehouse management automation platform. GreyMatter product, provides automation of warehouse operations managed by robots.
- Managed a team of 7 members for backlog test automation fixed bid project. Delivered 1550 backlog automation cases for API, UI and KAFKA.
- Successful integration of all the cases in master test suite and nightly CI/CD run.
- Managed complete project from Initiation to Closure
- Actively maintained, execution tracker to provide real-time update of the project progress.

Zepto
- One of India's largest and fast growing quick-commerce unicorn startup
- Worked at early stage of Zepto for managing their QE needs. Started with 2 members and grew the team up to 15 members covering all the business units. Warehouse management (Dark stores), Last Mile and Consumer APPs.
- Managed sprint and sprint related testing activities for Zepto across the functions
- Analyzed Zepto's existing test automation framework, identified the gaps for scale and maintainability. Get the gaps implemented by a team of architects. Solution is used till date within Zepto.
- Organized stakeholder meetings to showcase the overall progress and value added by the team with critical metrics such as - Heat Map of staging issues within PODs and focus area, Test coverage modelling through mind maps, backend test automation coverage of WMS and Last Mile business unit and more.

Zenoti
- US-SaaS based growth-stage startup into spa, saloon, and fitness industry. Managed a large-scale fixed bid project with a team size of 17 engineers and 3 Test architects.
- Strategized with customer and implemented a custom Python based F/W for Zenoti
- Delivered more than 21000 API test automation cases and 1700 UI automation cases in a span of 3 years. Which resulted in 100% API automation coverage and 70% UI automation coverage.
- Managed multiple browser and device execution with Browser Stack integration.
- Mapped all the cases back to Lucid charts for the given flows and requirement, which served as an RTM for the overall project.
- Weekly stakeholders connect to highlight the project progress, discuss the RAG status, and GO to green plan in case status is RED or AMBER

Other Key Projects worked and managed are – Flipkart Marketplace, Flipkart UPI APP, OLA PAN India rate card revision, Eltropy - Communication Platform for Credit Unions, AerChain (Procurement Workflow Automation), CashFlo (Accounts Payable Automation) and Udaan

---

Highlights

- Regular speaker at Qapitol's tech webinars
    - Check my talk on API Automation at HyperGrowth - https://www.linkedin.com/events/7222499353393864704/
- Managed top 10 Accounts for Qapitol
- Test Solutions for all new customer acquisitions
- Top rated participant in Leadership Training at Qapitol