

# JEEVAN DHAMALA

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## SUMMARY

QA Automation Engineer and U.S. Army Reservist with active Secret Security Clearance and CompTIA Security+ certification. Over 5 years of experience enhancing software quality and security through test automation, CI/CD pipeline development, and backend system validation. Skilled in applying quantitative analysis, systematic troubleshooting, and risk-based testing strategies to deliver reliable, high-performance software solutions. Seeking to leverage technical and analytical expertise in a challenging technology role

## TECHNICAL SKILLS

**Cybersecurity & Networking:** Security+, Secret Clearance, Risk Management, Incident Response, Vulnerability mitigation, TCP/IP, VPN, Firewalls, VMware, VirtualBox, NIST, OSINT

**Automation, Testing & CI/CD:** Selenium WebDriver, TestNG, JUnit, ReadyAPI, Postman, QuerySurge, Cucumber (BDD), Jenkins, Azure DevOps, Git, Docker, AWS, REST APIs

**Programming:** Java, Python, JavaScript

**Databases:** Oracle PL/SQL, MySQL, MS SQL Server, MongoDB

**Platforms:** Linux, Windows, macOS

## PROFESSIONAL EXPERIENCE

### Sr. Consultant / QA Automation Engineer

Capgemini America Inc, Chicago, IL

August 2021 - August 2024

- Identified performance degradation in API workflows through metric analysis and built targeted test suites in ReadyAPI, cutting test cycle duration by 90%
- Designed and deployed a scalable test automation framework to address coverage gaps, boosting test coverage from 40% to 70%
- Authored SQL-based validation checks for ETL pipelines using QuerySurge, decreasing manual verification efforts by 50%
- Resolved intermittent CI/CD failures in Jenkins and Azure DevOps by isolating environment and dependency issues, slashing pipeline downtime by 40%
- Guided 10+ team members in test automation strategies and framework usage, strengthening team productivity and adherence to quality standards

### QA Automation Engineer

ITSUTRA Inc, Irving, TX

June 2019 - July 2021

- Developed test strategies emphasizing high-risk areas based on historical defect data, limiting production escapes by 30%
- Collaborated across teams to define test objectives and align testing activities with development milestones
- Executed end-to-end integration and UI tests to uncover defects prior to release, elevating deployment confidence
- Increased suite reliability by revising automated test scripts to cut flakiness and ensure consistent test execution, raising run stability by 20%

### Retail Store Manager

Hanumanji Corporation, McKinney, TX

April 2018 - May 2019

- Managed all day-to-day store operations, including inventory, sales, and customer service
- Trained and mentored staff, driving stronger team performance and customer satisfaction scores
- Implemented new inventory management procedures minimizing shrinkage and boosting overall revenue

## MILITARY EXPERIENCE

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U.S. Army Reserve, Homewood, IL

February 2025 - Present

- Operate in DoD-regulated environments, ensuring compliance with NIST protocols
- Apply cybersecurity best practices to protect classified information
- Demonstrate leadership and discipline in high-pressure environments

## EDUCATION

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Illinois Institute of Technology, Chicago, IL

Expected December 2026

**Master's in Cyber-Forensics and Security**

Tribhuvan University, Kathmandu, Nepal

August 2017

**B.Sc. Computer Science and IT**

## CERTIFICATIONS

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- CompTIA Security+ (SY0-701)
- Certified SAFe 5 Practitioner

## TRAINING

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- Introduction to Cybersecurity
- Networking Basics
- Machine Learning with Python
- Programming with JavaScript
- Introduction to Front-End Development