

## Contact

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(LinkedIn)

## Top Skills

Accessibility Insights

Deque Axe DevTools

AXE

## Languages

Bengali (Professional Working)

English (Professional Working)

Hindi (Elementary)

## Certifications

Lean Six Sigma Yellow Belt (ICYB)

University of Provar | Provar  
Automation Advanced

Katalon Practitioner Certification

Continuous Delivery & DevOps

Speaking Confidently and Effectively

# Gilbert Baidya, PhD

Senior QA Automation Engineer | Accessibility & Performance Testing | CI/CD & DevOps | Katalon, Selenium, API, Mobile, Web | SAFe 5.1 Certified | PhD, MBA  
Los Angeles Metropolitan Area

## Summary

With over 12 years of experience in Software Quality Engineering and Test Automation, I specialize in designing and implementing end-to-end automation frameworks that accelerate delivery and ensure accessibility, performance, and quality across Web, Mobile, API, and Backend systems.

I've led testing initiatives through all phases of the Software Development Life Cycle (SDLC), across both Agile and Waterfall methodologies. My expertise spans manual, automated, and ADA accessibility testing, ensuring each release aligns with WCAG 2.2 and Section 508 standards for inclusive digital experiences.

At Canoo Inc., I served as Interim QA Manager and Hiring Manager, where I built a QA department from scratch, hired and trained engineers, and transitioned the organization from manual to automation-first testing.

I'm passionate about continuous improvement and DevOps integration, leveraging tools such as Jenkins, GitHub, and Azure DevOps for CI/CD automation. My experience includes mobile testing (iOS & Android using Appium), API automation (Postman, RestAssured), and backend validation using SQL.

Known for mentorship, leadership, and analytical problem-solving, I foster collaboration between QA, development, and business teams to deliver reliable, accessible, and scalable software.

## Technical Proficiencies

Automation Tools: Playwright, Selenium WebDriver/Grid, Provar, Katalon Studio, Appium, Zalenium, Docker, Charles Proxy

Accessibility Testing: axe-core, Deque DevTools, Wave Evaluation Tool, Lighthouse Audit, Accessibility Insights for Web & Windows, NVDA, JAWS Screen Reader

API Testing: RestAssured, Postman

CI/CD: Jenkins, Azure DevOps, Maven

Frameworks: TestNG, JUnit, Cucumber (BDD)

Languages: Java, TypeScript, SQL, JSON, XML, Gherkin, HTML

Databases: SQL Server, Oracle, MySQL, MongoDB

Cloud Platforms: AWS, Microsoft Azure, SauceLabs

Version Control: Git, GitHub, Bitbucket

Bug Tracking: JIRA, HP ALM

OS: Windows, macOS, Linux

Other Tools: IntelliJ IDEA, Eclipse, MS Project, Excel, Word, PowerPoint

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## Experience

**Deloitte**  
QA Automation Lead  
May 2024 - Present (1 year 8 months)  
Los Angeles, California, United States

**CoStar Group**  
Sr. Software QA Automation Engineer  
November 2022 - April 2024 (1 year 6 months)  
Irvine, California, United States

**Canoo**  
Sr. Software Test Engineer (Lead)  
June 2021 - December 2022 (1 year 7 months)  
Los Angeles Metropolitan Area

- Created Mobile Phone app Test Plan for the organization
- Author of dynamic/ robust Mobile App testing framework using Appium 2.20 and Java11 from scratch.
- Implemented cloud integration with CI/CD platform.
- Closely monitoring offshore and shore resources.
- Performing duty as a hiring manager.
- Handle a diverse team of Quality Assurance specialists.
- Assist continuous professional plans of QA team members.

- Help in resource allocation and estimation efforts and delegate duties for routine activities.
- Document and follow-through issues determined for prompt resolution.
- Assist the QA environment team with the quality and availability of the QA test environment for each product.
- Enhance QA methodology for test and defect management and tools supporting processes.
- Maintain defect triage process and continuous defect review in a software organization.
- Track customer-facing issues in the customer support tracking tool.
- Escalate unresolved issues for suitable customer support levels.
- Offer continuous improvement by assessing customer issues for root cause and future prevention.
- Investigate and explore upcoming new technologies and suggest enhancements.
- Handle vendor relationships to deliver services.
- Conduct tests and demos and inspect to certify product readiness for quality gates.
- Ensure and record requirements coverage by verification.

Sallie Mae  
QA Automation Lead  
July 2017 - May 2021 (3 years 11 months)  
Reston, Virginia, United States

**Responsibilities:**

- Lead JAD sessions, eliciting precise business requirements, fostering stakeholder engagement.
- Recommend process and technology improvements, optimizing business operations.
- Manage project lifecycles using JIRA, including task planning and defect tracking.
- Prioritize product backlog, aligning features with stakeholder needs for release cycles.
- Translate business requirements into clear User Stories and Acceptance Criteria.
- Facilitate Agile SCRUM ceremonies, driving sprint planning, retrospectives, and progress reviews.
- Develop project plans in line with management standards, identifying and resolving potential issues.

- Conduct User Acceptance Testing (UAT) to ensure functionality meets business expectations.
- Collaborate with cross-functional teams to ensure thorough understanding of user requirements.
- Utilize UML diagrams and wireframes for accurate UI design and analysis.
- Devise Test Plans and Strategies, ensuring thorough coverage and adherence to quality standards.
- Execute diverse testing methods, including GUI, Integration, Regression, and System Testing.
- Utilize SQL for backend testing, verifying data integrity.
- Implement Provar for Salesforce automation testing, and ensure ADA-compliance.
- Analyze test data with Tableau Desktop, driving quality improvements.
- Configure Java-based Automation frameworks with Selenium WebDriver, supporting multiple platforms.
- Facilitate RESTful API testing using RestAssured and POSTMAN.
- Manage Azure DevOps Infrastructure for consistent web and mobile app deployments.

Environment: Power BI, Tableau, Java, Maven, Agile, Cucumber, SQL Server, Postman, TestNG, Selenium WebDriver & Grid, JUnit, Github, JIRA, SauceLab, RestAssured, Docker, Charles Proxy Jenkins, ngrok.

**UnitedHealth Group**

**Sr. Software Test Engineer**

January 2016 - June 2017 (1 year 6 months)

Minnetonka, Minnesota, United States

**Responsibilities:**

- Analyzed system requirements and designs to develop targeted test strategies.
- Created detailed Test plans and cases from solution definitions and use case documents.
- Designed Test scenarios and scripts for module analysis.
- Performed performance testing with Neoload and automation testing with Katalon Studio.
- Managed defects and generated defect status reports using JIRA.
- Analyzed test data and results using Tableau Desktop.
- Executed test cases and identified defects using Selenium WebDriver.
- Developed automation scripts with Selenium WebDriver and Java, executing them via TestNG/JUnit.

- Identified test case candidates for Cucumber automation.
- Gained experience with AWS EC2 and deployment services.
- Participated in daily Agile/Scrum stand-ups and weekly team meetings to discuss testing status.
- Conducted UAT to confirm system functionality met business specifications.
- Produced Status Reports and facilitated daily conferences and status meetings.
- Scheduled business requirement gathering sessions, defining and translating requirements into functional designs.
- Authored comprehensive Business Requirement Documents (BRD).
- Updated project managers and tech teams with weekly status reports.
- Advised on process improvements by analyzing business process flows.
- Supported Product Owner with backlog grooming and prioritization.
- Coordinated weekly sprint reviews, demonstrating features completed.
- Clarified requirements with QA and Engineering teams using UML diagrams and wireframes.
- Maintained up-to-date documentation, ensuring clarity and accessibility across teams.

Environment: Confluence, TFS, Maven, Jenkins, HTML, JUnit, XML, MS Outlook, Oracle, Java, AGILE, UNIX, Windows, Selenium WebDriver, Cucumber, JIRA, JMeter, TestNG.

#### Merck & Co.

Sr. QA Analyst

December 2014 - December 2015 (1 year 1 month)

Kenilworth, New Jersey, United States

#### Responsibilities:

- => Wrote Test Scripts and Test Cases to meet assigned requirements.
- => Used HP ALM to store and maintain the Test Repository and Document Generation.
- => Evaluated and reported results and tracked bugs using JIRA.
- => Performed Backend testing by running MongoDB No SQL Queries.
- => Tested the Reports developed in Actuate, Business Objects to ensure the right data and calculations.
- => Ensured to meet the project timelines and escalate the risk identified during the testing process.
- => Developed and executed tests for Web services for GET, Post, Put and Delete for asynchronous and synchronous response testing using postman.
- => Involved with test plans and test strategies..

- => Communicated with support, business and development teams to resolve issues during test execution.
- => Monitored project plan execution and project metrics reporting.
- => Involved in performing UAT (User Acceptance Testing).
- => Kept records of all bugs identified, producing progress reports on a regular basis.
- => Involved in preparing Defect Summary report, Test execution report and Daily Status reports.

Environment: JIRA, HP ALM, Windows, MacOS, UNIX, SQL, Java, UAT, XML, Outlook, MS Excel, MS Word, Postman, MongoDB NoSQL.

Mutual Trust Bank Ltd.

10 years 3 months

Senior Officer (Manual Tester)

January 2012 - March 2014 (2 years 3 months)

Involved in preparation of Traceability Matrix, Test Project Metrics and Reports.

- ❖ Executed the test cases directly in Quality Center/ALM logging the results and ensuring that all information entered was clear and complete.
- ❖ Involved in coordinating with the development team for Raising Defects.
- ❖ Involved in coordinating with the onsite team and Client for issues resolution.
- ❖ Involved in mentoring the junior team members in their work assignments.
- ❖ Involved in review calls for Business Requirement Document(BRD) and User Interface Document(UI)
- ❖ Involved in reporting the daily status of testing activities to the testing Manager.
- ❖ Involved in script creation, configuration, execution, retesting in order to load (performance) testing using JMETER 2.8.
- ❖ Involved in weekly status meeting with teammates and Manager

Environment: HP ALM, Windows, MySQL, Outlook, MS Excel, MS Word, FloraBank, JMeter

Officer - Business Analyst

January 2004 - December 2011 (8 years)

Dhaka, Bangladesh

- Involved in the Foreign Trade Dept. of the branch.
- Performed all the duties related to export and import business.

- Scrutiny of Export contract, opening of Import L/Cs (both Back to Back & Cash) & passing of vouchers.
- Preparation and submission Daily, Weekly, Monthly (Including commodity Statement) Statement to Head office and related correspondences.
- Preparation and submission of Returns to Central Bank of Bangladesh and related correspondences etc.
- Issuance & endorsement of FC CASH & Travelers Cheque.
- Overall SWIFT Alliance Module operation & Preparation of message in different types as necessary.
- Processing Pre-Shipment inspection cases.

Epsilon Computers and Technologies  
 Computer Hardware Engineer  
 May 2000 - December 2002 (2 years 8 months)  
 Dhaka, Bangladesh

Responsibilities:

- ❖ Involved in assemble Windows based PC
  - ❖ Involved in installation OS and other necessary software
  - ❖ Involved in troubleshoot software and hardware related issues.
  - ❖ Involved in configuring and troubleshooting network related issues.
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## Education

Christian Life School of Theology Global  
 Doctor of Philosophy - PhD, Theology/Theological Studies · (February 2024 - February 2025)

International of School of Ministry  
 Master's degree, Religion/Religious Studies · (February 2023 - February 2024)

International School of Ministry  
 Bachelor's degree, Religion/Religious Studies · (February 2022 - February 2023)

ATISH DIPANKAR UNIVERSITY OF SCIENCE AND TECHNOLOGY  
 Master of Business Administration - MBA, Finance, General · (November 2007 - 2009)

National University | Bangladesh

Bachelor of Arts - BA, Social Sciences · (2000 - 2002)