Sujitha Sivanesan

**Summary**

* 10 years of immense experience in IT Industry with emphasis on Software Quality Assurance, QA implementation, Manual and Automation testing using various commercial and open-source tools.
* Deep knowledge in understanding all aspects of SDLC, STLC, PMLC, manual and automation testing methodologies and performing in various types of Automation frameworks (TestNG, Page Object Model, Hybrid, Data-driven, BDD-Cucumber) executing and generating reports using Selenium WebDriver, Defects Management and Bug reporting and tracing by defect tracking tools like JIRA.
* Extensive experience in using Selenium WebDriver APIs for writing test suites and test cases for testing functionality with the Selenium Server.
* Strong Business and software development methodologies/ process knowledge including Test-Driven Development, Agile software development methods.
* Experienced in perform API Testing using Postman tool and strong knowledge on Rest and Soap based APIs.
* Exposure to ETL testing concepts and data validation techniques, with the ability to ramp up quickly as needed.
* Experience of testing Rest Api’s POSTMAN tool for performing CRUD operations.
* Familiarity with UFT for functional automation, quick to adapt given prior experience in Selenium and TestNG.
* Enhanced Test cases using Core JAVA programming features and TestNG Annotations.
* Experienced in working with Build Systems like Maven and continuous integration systems CI/CD like Jenkins.
* Hands-on experience in AI/ML model testing, including LLM validation (accuracy, relevancy, hallucination detection) and GenAI testing methodologies.
* Proficient in AI-specific tools such as Lang Chain, Deep Eval, RAGAs, and Pytorch for automated testing of (RAG),
* Strong understanding of vector databases, embeddings, and prompt engineering techniques for ensuring AI application. Familiar with Snowflake for executing SQL queries to validate AI-driven backend logic and data flows.
* Experience in testing Mobile Apps using Android Studio and Real Devices to test the application using Appium and Appium Desktop.
* Experience in Building Swift Test Automation Framework (iOS) in Swift Programming.
* Acquaintance with developing automation scripts using Appium java for testing mobile native applications.
* Profound experience in web services testing using Service Oriented Architecture tools like Postman for testing and validating SOAP and RESTful web services used in various applications.
* Proficient in-Service Virtualization of SOAP and REST APIs to remove data dependencies and support UI development.
* Extensive experience in mobile automation testing for Android and iOS using Appium, XCUI Test, and Android Studio, with strong domain expertise in banking and payment applications (ACH, Zelle, SWIFT).
* Mentored junior QA engineers and collaborated with offshore teams to streamline test execution and communication across geographies. Experience in validating backend data using SQL.
* Experience in Cypress Framework to Automate Test Cases.
* Exposure to ETL testing concepts and data validation techniques, with the ability to ramp up quickly as needed.
* Extensive knowledge of SWIFT codes, mapping the codes between different transactions
* Experience in creating Cucumber BDD (behavior-driven development) framework, TDD (Test Driven Development) and automating BDD scenarios using GHERKIN format.
* Experience with testing web services using SOAP UI/Postman and XM.
* Knowledge in Kubernetes and Docker-related issues.
* Experience in Rest Assured API automation testing wherever required.
* Proficient in working with Core Java programming and Object-Oriented Programming (OOPs) Concepts like Inheritance, Polymorphism, Exception Handling, Multi-Threading and Collections.
* Experience in Test Management, Bug Tracking Tool and Defect Reporting Tool like JIRA, ALM for analyzing requirements, documenting and executing test cases, submitting bugs, defect tracking and status reporting.
* Knowledge in Object Oriented Programming concepts, data models, HTML and XML.
* Excellent experience with source version control tools such as Subversion (SVN) & Git.
* Extensive experience in Defect Reporting and Defect tracking process using Bugzilla, Quality Center (QC)/ALM, Jira.
* Excellent interpersonal and communication skills and ready to take an independent or team challenge.
* Quick learner, strong work ethics and willingness to work hard to achieve employer objectives.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Methodologies** | TDD, BDD, SDLC-Agile/Scrum |
| **Testing Tools** | Selenium WebDriver, SoapUI, REST ASSURED, UFT, Cucumber, TestNG, POSTMAN, VS Code, APPIUM, Cypress, Swift, DeepEval, RAGAs, Lang Chain, Gauge/Taiko. |
| |  | | --- | | **AI/ML Testing Tools** |  |  | | --- | |  | | Pytorch, Lang Chain, OpenAI APIs, Vector Databases, Prompt Engineering |
| **Test Management Tools** | HP QC/ALM, Quality Center, Bugzilla, Jira, Zephyr |
| **Languages/ Web Technologies** | Java, HTML, JavaScript, XML, JSON, Python |
| **Databases** | MS SQL Server, Oracle, MS Access, Snowflake |
| **Platforms** | UNIX, WINDOWS, Linux, Mac |
| **Build Tools** | Maven |
| **Integration Tools** | Jenkins |
| **Version Control Tools** | Git, GitHub, SVN |

**PROFESSIONAL EXPERIENCE:**

**Role: QA Lead/AI Tester**

**Client: Mean Square AI/Dublin, California**

**October 2024 – Present**

* Conducted system integration and end-to-end testing of AI-driven applications, ensuring functionality, performance, and reliability throughout the development lifecycle.
* Designed and executed both manual and automated test cases for GenAI and traditional software systems, adhering to Agile testing methodologies.
* Developed automated testing frameworks using Selenium and Python for UI and functional validation, improving test coverage and reducing manual workload.
* Implemented AI-specific testing techniques for LLMs and RAG-based models, evaluating retrieval accuracy, faithfulness, and response relevancy using frameworks like DeepEval and RAGAs.
* Created custom Python scripts and unit tests for validating GenAI model outputs, focusing on accuracy, hallucination detection, and prompt effectiveness.
* Utilized tools such as Lang Chain, Pytest, and Pytorch to test pipeline logic and integrate automated validation of AI model behaviour.
* Hands-on experience with LangSmith for tracing, monitoring, and evaluating LLM workflows, ensuring reliable performance of AI-driven applications.
* Utilized Promptfoo for automated evaluation of prompts, regression testing, and benchmarking LLM responses against quality metrics.
* Designed and executed LLM evaluation pipelines to measure accuracy, hallucination rate, and relevance using frameworks like LangSmith, Promptfoo, DeepEval, and RAGAs.
* Conducted comparative testing of model outputs across different LLM providers (OpenAI, Anthropic, Hugging Face) using Promptfoo test suites.
* Automated LLM regression testing pipelines in CI/CD to ensure consistent performance across new releases.
* Collaborated with data scientists to define evaluation metrics (BLEU, ROUGE, relevancy, factual correctness) for model validation.
* Validated end-to-end data pipelines by comparing source-to-target transformation logic using SQL and Snowflake.
* Created and executed ETL test cases to verify data integrity, truncation, and null-value issues across various stages.
* Collaborated with data engineers to validate data ingestion from APIs and flat files into Snowflake data warehouse.
* Verified data mapping, schema consistency, and field-level transformations using complex SQL queries.
* Automated ETL data validation processes using Python scripts to reduce manual effort and improve regression coverage.
* Identified data quality issues, duplicate records, and incorrect mappings; raised defects using JIRA.
* Performed reconciliation testing between source systems and target Snowflake tables for batch data loads.
* Participated in daily Agile ceremonies and provided ETL testing status and blockers for sprint planning.

**Client: Voyager Sopris , Chennai/India (Supported Onshore Client)**

**Nov 2022– Sep 2024**

**Role: Sr.QA Lead**

**Responsibilities**

* Gathered requirements documents such as business requirements and design document and other related documents.
* Reviewed the Test Basis, designed and documented Test Strategies, Test Plan, Test Cases and executed test cases.
* Responsible for writing and maintain Selenium WebDriver scripts for regression and functional testing using data driven framework.
* Developed test code in Java language using Eclipse, IDE and TestNG framework.
* Setup the Automation framework using Selenium to run test cases in multiple browsers and platforms
* Responsible for identifying test cases for Manual and Automation with Selenium WebDriver for Smoke Test, Functional and Regression Tests.
* End to End testing of the complete website which was developed using Angular.JS, JavaScript, HTML5, CSS3 and other web technologies.
* Hands-on experience with Selenium, currently exploring UFT for cross-platform functional test automation.
* Developed automated test scripts using Playwright, selenium WebDriver java.
* Involved in design and implementation of Selenium WebDriver automation framework for smoke and regression test suites (TestNG and Maven).
* Developed and executed end-to-end automated test suites using Gauge and Taiko for modern web applications, ensuring high test coverage and reliability.
* Performed Mobile Testing using Appium on Android, IOS platforms. Tested Native, Web Apps on Real Devices and Emulators. Tested various payment types like Wires, ACH, Zelle, People pay, account transfer, Fund transfer, various messaging formats. Validated payment flow via payment platform and SWIFT Alliance access
* Collaborated with developers using Spring Boot and REST APIs to validate backend logic and API endpoints; contributed to test design for microservice-based architecture.
* Familiar with Spring Framework components, including Spring MVC and dependency injection, through backend test support and API schema validation.
* Involved on Cucumber testing and defined the test scenarios and created the test cases in Test Manager.
* Performed backend ETL validation for student performance data migrated from legacy systems to cloud.
* Reviewed and tested ETL mappings and workflows developed in Informatica/Talend.
* Participated in PI Planning sessions and cross-team sprint reviews, following SAFe-aligned delivery practices in distributed Agile setups.
* Familiar with SAFe methodology and ceremonies such as Inspect & Adapt, Program Increment, and system demo cycles.
* Tested API calls through web service Postman, REST ASSURED and validate response using Json code Improved testing time by 25%, collaborating with Test Automation to plan effort for each release.
* Identified, Reported and Tracked Defects using JIRA test management tool.
* Manually tested, verified and validated that the product meets user requirements.
* Developed and executed SQL queries to verify the proper insertion, deletion and updates into the Oracle supporting tables and cubes.
* Performed SOA / web services testing using REST ASSURED; wrote adaptors to test / invoke web services.
* Reviewed database test cases according to assigned Requirements to validate reports by retrieving data with complex SQL queries from oracle database.
* Performed End-to-End testing of database to check data integrity using SQL queries.
* Assisted QA lead in documenting User Acceptance Test report and reporting defect resolution.

**Environmen**t: Selenium WebDriver, Java, TestNG, Jenkins, Cucumber, Agile, SQL, Maven, Appium, REST ASSURED, POSTMAN, Eclipse, JIRA, GitHub, XCUI, Xcode, Swift, Windows.

**Client: Zalando/Amgen, Chennai / India (Supported onshore Client)**

**Oct 2018– Aug 2022**

**Role: Lead QA Engineer**

**Responsibilities:**

* Analysis of Business Requirement Specifications and managed Designing of Test Lab, Test Strategy, Test Plans, Test design, Test Automation and Test reporting across the Application service Group.
* Lead and worked on multiple portfolio programs/projects and Migration projects on EDI transactions like
* 276/277,270/271,278,278GTM, HHDMEAuth,275EDIattachments,835,834, Facets, PCLM, PMHS, PPN, QNXT, QCAR, ECAP, HL7and Claim attachments.
* Worked on HIPPA /EDI medical claims analysis, design, implementation and document. Involved in HIPPA complaint X12N 837 transaction testing.
* Responsible for creating complete test cases, test plans, test data, and performed Test Case Reviews and Test case Execution and create reporting status ensuring accurate coverage of requirements and business processes.
* Performed Functionality testing, End to End, System Testing, Regression Testing and Participated in Documented procedures and guiding
* Involved in testing of FACETS implementation, involve in end-to-end testing of FACETS. Processing module, membership and benefits.
* Analyzed FACETS data model to ensure optimal system performing and tuning
* Conducted HIPPA gateway testing, Payroll application, tested the claims processing and adjudication (EDI 837I,837P,837D& EDI835)
* Strong Knowledge of working on EDI transactions in collaboration with Upstream and downstream applications and clinical partners.
* Experience in validating backend data using SQL queries.
* Shared my various knowledge in the EDI to many of the teammates and helped them in all their queries.
* Worked with different upstream and downstream applications providing EDI support
* Executed SQL Quires to retrieve data from tables and to perform back-end testing. Creating test cases after analyzing the BRD’S performed functional and GUI testing on FACETS.
* Experience in SWIFT knowledge, automate IOS app regression using XCUI test.
* Worked on implementing automation with the help of tools like Java Rest APIs with TestNG, Selenium
* WebDriver in IntelliJ.
* Good experience in Testing life cycle, having worked across different technologies and Methodologies.
* Performed testing in web services testing via Tools Soap UI / Restful web services.
* Actively perform the testing in REST services using Rest Assured and tested JSON formats.
* Executed SQL queries, Performed Backend testing and ensured the retrieval of the data from the database.
* Analysis of Business and Requirement Specifications and implementation and Performed, End-to-End, system testing.
* Using Maven for build management, Git as a source repository and Jenkins for Continuous Integration (CI/CD) of the builds. Performed continuous integration automation testing using Jenkins.
* Responsible for implementing UI mockups, integrating third party REACT libraries, and handling/creating Redux store data.
* Identified, analyzed and documented defects utilizing Jira as defect tracking system and confluence as knowledge and documentation management system.
* Executed parallel browser testing on various machines using Selenium Grid and performed cross browser testing.
* Used Selenium WebDriver to run test cases in multiple browsers and cross Platforms.
* Strategic partnership with client leads on planning, estimation and overall execution of project tasks.
* Good experience in HTM application and Migration projects like iGATE, EOT applications.
* Proficient Experiences in log Analysis using OpenShift and Splunk, AFD which Helps in Root cause analysis and to triage issues.
* Expertise in handling automation suite execution, issue triage suit maintenance activities by data masking and rebase line.
* Worked on cloud bees Migration automation and after migration worked on fixing the code on failures.
* Have strong domain knowledge and have worked in multiple applications and also worked on Environment issue.
* Performed API testing using Postman and SOAPUI web services used in various applications.
* Provided support for multiple production issues on priority to get fix in production
* Status reporting and test updating in Zephyr and worked on different test management tools like Jira and Zephyr.
* Tested in the application in highly dynamic environment with sprint team using Agile Methodology
* Attending all scrum ceremony like daily stand up, sprint planning, backlog refinement, retrospective meeting to follow the scope and completing the task as a scrum team to accomplished the company goals.
* Presenting Business demo/code Reviews to the business client to make sure it meets their requirement.
* Excellent communication and interpersonal skills. Planning and strategizing the releases and signoffs.

**Environment:** Java, Selenium WebDriver, IntelliJ, Maven, React, Node.js, SQL Server, Windows, Postman, Rest Cucumber, BDD Agile, API, JIRA, POSTMAN, Jenkins, Soap UI, REST, XCUI, Xcode, Maven, Oracle, TestNG, Windows

**Client: Australian seniors, Chennai/India (Supported onshore client)**

**Aug 2017 – Sep 2018**

**Role: Lead QA Engineer**

**Responsibilities:**

* Extensively involved in all stages of testing life cycle, Software Development Life cycle (SDLC) using Agile, Scrum methodologies.
* Analyze business requirements, Software requirement specifications to create test plan and test cases for manual and automation testing using Selenium WebDriver, TestNG
* Tested Application UI pages with Test fields, Radio buttons, Check boxes, Drop Downs, Links Alerts, Multiple windows as part of functional testing.
* Involved in Automation framework implementing Data driven frame work.
* Extensively worked on performing Automation testing with Emulators & IOS Simulators and Mobile app testing using Giga fox. Tested on cross browser testing
* Tested the rest calls (POST, GET, PUT, DELETE methods) using POSTMAN and Playwright.
* Tested the application using UI Automated testing tools, implemented TDD mechanism.
* Performed mobile testing for Android, IOS and other mobile applications.
* Developed and maintained automated regression test cases in Selenium WebDriver using Java programming language.
* Developed automation framework implementing Page Object Model, using Java, Selenium WebDriver and Cucumber.
* Performed BDD (Behavior Driven Development) using Cucumber/ Gherkin feature files, scenarios and step Definitions and automated test for banking application based on the requirements.
* Performed testing using SOAPUI and Restful API services and validated the response against the TMUI.
* Automation of API’s using Postman and SOAP UI, Automated the APIs in Postman using JavaScript.
* Worked on different Interface like credit card and banker application, worked on ACH, Zille and People Pay.
* Used Postman for API testing to verify the CRUD operations.
* Used Selenium WebDriver to run test cases in multiple browsers and cross Platforms.
* Performed Functionality testing, System Testing, Regression Testing. Participated in User Acceptance Test (UAT), SIT and Documented procedures and guiding and Reported testing status about the test plan
* Involved in JUNIT testing, integration testing, system testing.
* Prepared BDD scenarios for UAT (User Acceptance testing) using Cucumber
* Experienced in set up customer profiles and Worked on Realtime payments using Zelle, People pay.
* Performed task using Microsoft Azure tool such as Azure DevOPS.
* Tested Banking application to validate tractions is created for internal and external wire accordingly.
* Involved in customer credit transfers and requests for payments application.
* Worked in detailed documentation of test results together with development of automated regression test framework to automate the test scripts for the system integration, functional GUI, data driven (Positive and negative testing)
* Performed usability, GUI functionality and regression testing of the new builds.
* Involved in writing complex SQL queries to verify the data from source and target from backend testing.
* Conducted API testing using Postman and web applications. Worked with different product owner and provided the details as needed for the user stories. Supported Environment issues Helping to fix them ASAP
* Attending all scrum ceremony like Story Grooming, daily stand up, sprint planning, backlog refinement, retrospective and PI Planning.

**Environment:** TOSCA, Java, Selenium WebDriver, WebDriver, Maven, Postman, Rest Cucumber, BDD Agile, API, JIRA, POSTMAN, Jenkins, JUNIT, Soap UI, Maven, Oracle, TestNG, Git, Zelle, people pay, Windows.

**Client: Atlantic Union Bank, Chennai/India (Supported onshore client)**

**Oct 2016 – July 2017**

**Role: QA Engineer**

**Responsibilities**:

* Conducted Functional testing, Regression Testing using selenium with Data-driven framework and BDD.
* Created automation test scripts using data driven framework and Page Factory model to test the web applications using Selenium WebDriver with JAVA and maven.
* Created automated Test Suite using Selenium and WebDriver.
* Used Jenkins to execute the test scripts periodically on Selenium WebDriver for different platforms like desktop, tablet and mobile.
* Performed Cross browser testing and parallel testing on Chrome, Firefox and Safari using TestNG, Maven on Selenium WebDriver.
* Utilized Maven to manage dependencies for test execution, plug-ins and created profiles of grouped test cases to run sanity and regression testing.
* Integrated Jenkins with version controller (GIT) and scheduled builds to run automatically during a build release by invoking predefined maven commands.
* Developed manual test scenarios to test exception processing over the payment networks in agile methodology.
* Implemented simulator for Mobile App Testing in Android Platform using APPIUM.
* Used Eclipse IDE for developing automation scripts.
* REST API testing using Postman on production post release.
* Automation of API's using Postman and SOAP UI, Automated the APIs in Postman.
* Preformed Web Services and API Testing using Postman.
* Implemented test automation scripts for mobile testing using Appium for Android and iOS applications.
* Handled Selenium Synchronization problems using Explicit & Implicit waits during regression testing.
* Created the test data and request for the test data dependent with the other applications to be used in the testing activities for the current release.
* Experienced in testing payment methods like ACH, CASH, CHEQUE payments and funds Transfer.
* Designed and Developed UAT Regression automation script and Automation of functional testing framework for all modules using Selenium WebDriver.
* Designed test cases based on the use-cases and the complex business logic defined for each web-service or a message
* Developed and maintained automated regression test cases in Selenium WebDriver using Java programming language and TestNG Framework.
* Implemented SOAP UI tool to test SOAP based architecture application to test SOAP services and RESTAPI.
* Shared Daily Status Reports with all the team members, Team Leads, Managers.
* Used ALM for progress and defect tracking.
* Tested the application in highly dynamic environment with sprint team using Agile Methodology.

**Environment:** Java, Selenium WebDriver, Cucumber, Eclipse, JIRA, Appium, POSTMAN, Jenkins, Soap UI, Maven, Oracle, SOA, TestNG, XPath, Windows.

**Client: Five Below, Chennai/India (Supported onshore client)**

**Jan 2015 – Sep 2016**

**Role: QA Engineer**

**Responsibilities:**

* Extensively involved in all stages of testing life cycle, Test Driven Development methodologies and Software Development Life cycle (SDLC) using Agile, Scrum methodologies.
* Analyze business requirements, Software requirement specifications to create test plan and test cases for manual and automation testing using Selenium WebDriver, TestNG.
* Developed Scripts using python Selenium WebDriver combo for user module application.
* Developed and maintained automated regression test cases in Selenium WebDriver using Java programming language.
* Involved in creating automation test suites for progression & regression testing in Soap UI. The messaging formats included REST based clients with XML and JSON payload.
* Used Apache POI to read data from Excel sheet.
* Involved in writing automated scripts for angular JS application using protractor and Java scripts.
* Worked with the Web programming language HTML, CSS, XML and selected web element by using Firebug and Fire Path.
* Responsible for attending the daily meeting regarding the status of the Application on daily basis in the Agile Environment.
* Developed test scripts to automate process of testing in Selenium WebDriver.
* Defined and executed functional, usability, regression and automation tests on the application.
* Extensively worked with Version Control Systems GIT.
* Involved in Design and Development of hybrid automation framework using Selenium.
* Wrote acceptance test using BDD Cucumber, Java.
* Performed usability, GUI, Functionality and regression testing of the new builds.
* Performed continuous integration automation testing using Jenkins.
* Status reporting and test updating in Quality Center/ALM.

**Environment:** Selenium WebDriver, Agile, TestNG Framework, Java, XPath, Cucumber, Web Services (RESTFUL, JSON), JavaScript, Windows, Android, IOS, Jenkins, SOAP UI, page-oriented model (POM), SQL, ALM, Windows.

**Education:**

Bachelors in Engineering on Electronics and communication from Anna University India (2012-2016)