**Sujitha**

**QA AI Tester/QA Lead**

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**PROFESSIONAL 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:**

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| --- | --- |
| **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 RAGA**s.
* 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.
* 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.

**Environment:** 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**, **HL7**and **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** **AP**I 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)