# KAMALNATH MURUGAN

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## SUMMARY

QA Testing professional with 3+ years of experience in Python, Java, API testing with Postman, and automation frameworks including Selenium, Cucumber, and Karate. Proficient in manual and automated testing across Payment and Insurance domains.

## EXPERIENCE

### Software Engineer
**Paytabs - Ogs Paylabs Private Limited**                    **November 2022 - November 2023，Chennai, India**
- Executed comprehensive API testing using Postman for payment gateway integrations, validating 50+ API endpoints across mobile, web, and POS systems.
- Designed and maintained test documentation including test plans, test cases, and defect reports, achieving 95% test coverage for payment processing workflows.
- Performed functional, regression, and integration testing for mobile applications, web platforms, and POS machine transactions, identifying and resolving 80+ critical defects throughout the project lifecycle.

### Software Engineer
**Paytm - Codevik Technologies Private Limited**                    **March 2022 - September 2022，Chennai, India**
- Executed integration testing for Paytm mobile application, testing insurance products from multiple providers including Reliance and Royal Sundaram with 100% coverage.
- Conducted UAT testing and validation for insurance features, ensuring seamless user experience and compliance with business requirements.

### Software Assosiate
**Barclay's Private Limited - Kelly Services**                    **May 2018 - September 2020，Chennai, India**
- Provided payment protection insurance advisory services with prequal applications for Barclays banking customers, handling 40+ customer inquiries daily and hot fixes with 98% satisfaction rate.
- Processed insurance claims and policy modifications while ensuring compliance with banking sector regulations and company policies.

### Customer Care Executive
**Exl Service**                    **May 2017 - May 2018，Chennai, India**
- Managed insurance refund processing for customer applications, handling 30+ refund requests daily with 99% accuracy rate.
- Resolved customer queries and complaints related to refund status, maintaining detailed records in tracking systems for audit purposes.

### Freelance Tester
**Micole**                    **July 2024 - January 2025，Remote, Spain**
- Executed manual and automation testing for European education platform connecting schools and parents for online admissions and subscription management.
- Performed API and UI testing using Postman and Figma designs on Ubuntu environment, identifying and documenting 60+ defects related to school listing and search functionality.

## PROJECT

### Micole
Micole • August 2024 - January 2025
- Handling API Testing and UI Testing using figma design and used PHP technology and used ubuntu os and found out many issues related to schools displayed in home page.

**Projects including Bijlipay, ATMC, Card Management System, and
Paytabs Shopify integration.**                                    **Paytabs • November 2022 - November 2023**
- Spearheaded integration efforts across projects such as Bijlipay, ATMC, Card Management System, and Paytabs Shopify, enabling seamless interoperability and enhancing overall platform functionality.
- Automation tests across whole applications with 95% accuracy to fulfill client needs.

**Paytm Insurance**                                              **Paytm • March 2022 - September 2022**
- Tested and validated 40+ REST APIs across multiple insurance products, generating detailed test reports that improved data accuracy and reduced integration defects by 30%.
- Executed end-to-end UAT integration testing between Paytm and 5+ third-party insurance partners, reducing post-release issues by 35% and ensuring smooth policy onboarding.

**Barclay Card Payment Protection Insurance**                    **Barclays • May 2018 - September 2020**
- Maintained comprehensive documentation of all claim inquiries and resolution processes within internal systems to support audit and regulatory standards.
- Refined the refund process for Barclay Card Payment Protection Insurance by automating application workflows, enhancing accuracy and accelerating claim resolutions.

**Hartford Insurance**                                           **Exl Service • May 2017 - May 2018**
- Handling Insurance Cancellation Process and remove the duplicate complaint logging.

## EDUCATION

**Bachelor's Degree in Mechanical Engineering**
New Prince Shri Bhavani College of Engineering and Technology • Chennai • 2016 • 7.23

**12th**
Shri Natesan Vidyasala Matriculation Higher Secondary School • Chennai • 2012 • 74%

**10th**
Shri Natesan Vidyasala Matriculation Higher Secondary School • Chennai • 2010 • 81%

## SKILLS

Python, Java
UI, API, Database Testing
Eclipse, vs code
Postman
Maven, JIRA, GitHub
Selenium, JUnit, Cucumber, TestNG, Karate
MYSQL, MongoDB