MAHENDRA PRATAP SINGH
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PROFESSIONAL SUMMARY

- Over **20 years of experience** in **Test Automation**, **Test Management**, and **Quality Assurance** across diverse industries, leveraging **Agile**, **SAFe,** and **Waterfall** methodologies.

- **10 years** of **test management experience**, leading **cross-functional teams** of 20+ professionals, spread across multiple countries, fostering effective communication and collaboration across stakeholders to ensure seamless delivery of complex projects.

- **16+ years** of hands-on experience in **Test Automation Architecture**, driving the adoption of **shift-left testing** principles by designing scalable frameworks for **web, mobile**, and **API testing** and seamless integration into **CI/CD pipeline**.

- Experienced in aligning **test strategies with business goals**, ensuring quality through robust **defect management** and collaborative stakeholder engagement.

- Proven track record in **mentoring and developing** QA engineers and automation specialists, fostering a culture of collaboration, innovation, and quality excellence.

- Industry expertise includes **3 years in Land Information**, **8 years in Banking** (Digital Applications, Payments & Cards, Retail Tools), **6 years in Health Insurance,** and **3 years in Telecom**.

CORE COMPETENCIES

- **Test Automation Strategy & Implementation with a shift-left approach.**

- **Automation Framework Design (Web, Mobile, API).**

- **CI/CD Integration and Cloud Technologies.**

- **Test Management & Agile Delivery.**

- **Client & Stakeholder Management.**

- **Team Leadership, Mentorship & Development.**

- **Quality Assurance & Continuous Improvement.**

TECHNICAL SKILLS

Test Automation & Tools:

- **Web Application Testing:** Playwright, Cypress, React Testing Library, Selenium WebDriver, Selenium Basic (Excel Macro Plugin).

- **API Testing:** REST Assured, Postman, Insomnia, Karate, Spring Boot, Supertest, SoapUI.

- **Mobile Testing:** XCUITest (iOS), Espresso (Android), Appium, Experitest SeeTest Automation, Appium Studio.

- **Automation Frameworks:** TestNG, JUnit, Jest, Mocha, Cucumber, Concordion, PyTest.

- **Desktop Application Testing:** UFT 11.0, QuickTest Professional (QTP) 9+, WinRunner 8.2.

- **Test Automation Architecture:** Keyword driven, Data driven, Page Object Model, Behavior Driven and Hybrid.

- **CI/CD Tools:** Jenkins, GitHub Actions.

- **Version Control:** Git, GitHub, GitLab, Bitbucket, Stash, WinCVS, TortoiseSVN.

- **Defect Management:** ALM/Quality Center, Change Synergy.
- **Build Tools:** Maven, Gradle, NodeJS.

Programming Languages:

- TypeScript, JavaScript, Java, Swift, Kotlin, Python, VB.NET, C#, C/C++, VBScript, Test Script Language(TSL).

Agile & Management Tools:

- Waterfall, Agile, Scrum, Kanban, SAFe Methodology, Jira, Confluence, Miro, InVision.

Cloud & Containerization:

- AWS, Azure, Firebase, Docker.

Databases:

- Informix, AWS DynamoDB, Oracle, SQL.

Web & Mobile Development:

- React, Spring Framework, UIKit, SwiftUI, Combine Framework.

Content Management Systems (CMS);

- Vignette CMS, Adobe Analytics, SharePoint.

WORK EXPERIENCE

Senior Test Automation Engineer (Contract)
Land Information New Zealand (LINZ)
November 2022 – Present
April 2021 - December 2021

- **Developed and tested** front-end applications using **React**, **React Testing Library**, and **TypeScript** enhancing user experience and functionality.
- **Implemented** back-end solutions with **Spring Framework** and **Kotlin**, ensuring seamless system integrations and scalability.
- **Conducted end-to-end testing** leveraging **Playwright** to ensure comprehensive application quality and minimize defects in production.
- **Managed CI/CD pipelines** and version control with **Git**, **GitHub**, **GitHub Actions**, **Docker**, and **AWS**, driving faster delivery and reliable delivery cycles.
- **Applied SAFe Agile methodologies** using Jira, Confluence, Miro, and InVision, fostering collaboration and alignment across teams.

Senior Test Automation Engineer (Contract)
New Zealand Customs Service
July 2022 - November 2022

Bank of New Zealand Limited
December 2021 - July 2022
August 2019 - April 2021

Westpac New Zealand Limited
October 2017 - August 2019

- Led test automation activities, developing and maintaining **automation frameworks and scripts.**
- **Mobile Application Test Automation using XCUITest, Espresso, Appium, Seetest.**
- **Automation Web Applications using Selenium, Cucumber, Cypress.**

- **API Testing using Postman, REST Assured, Supertest, Karate.**
- **integrated with CI/CD pipelines using Jenkins, Git.**
- Implemented **Java-based tool for bulk API data creatio**n, achieving a **60% reduction in effort**.

Manager
Capgemini Australia Pty Limited
June 2015 - October 2017

- **Business & Technology Test Manager** for client ANZ Bank
- Led testing across multiple concurrent Agile and Waterfall projects, managing end-to-end test planning, execution, and reporting to ensure alignment with project objectives, quality standards, and deadlines.
- Demonstrated strong **test leadership** by defining and executing robust **testing strategies**, coordinating **cross-functional teams**, and driving quality assurance to achieve successful project outcomes.
- **Developed** a web services data extraction and comparison utility, achieving a **30% reduction** in effort.
- **Managed client relationships** effectively, ensuring timely delivery and high client satisfaction for all projects.
- Created and implemented detailed **deployment plans**, performing rigorous **post-implementation verification** to ensure seamless integration and optimal system performance.
- Directed performance appraisals, identified team training needs, set goals, and developed high-performing teams, promoting professional growth and team achievement for a team of 20.

Project Manager
Tech Mahindra Ltd
June 2014 - June 2015

- Developed and implemented **mobile automation strategies**, reducing testing time by 50% and increasing test coverage by 40%**.**
- **Strengthened client relationships**, consistently delivering projects on schedule, exceeding client expectations, and ensuring high levels of customer satisfaction.
- **Led multiple client engagements and projects**, managing resources effectively to achieve on-time, high-quality project delivery.
- **Headed the Mobile Application Test Automation Competency team**, establishing standards for automation excellence.
- Designed and implemented **custom automation solutions** for mobile platforms in response to RFPs/RFIs, aligning with client needs and business goals.
- Conducted **feasibility analyses, cost-benefit assessments, ROI analyses**, and **proof of concepts (POCs)** to facilitate data-driven decision-making and strategic planning.
- **Led recruitment efforts**, identifying and onboarding top talent to build a high-performing team aligned with project and organizational goals.
- Managed team **performance appraisals**, **set strategic goals**, identified **training needs**, and developed **high-performance teams** focused on continuous improvement for a team of 15.

United Health Group, Gurgaon, India
IT Quality Consultant (Project Lead)
January 2010 - June 2014

Senior Test Engineer
May 2008 - September 2009

- Led feasibility analysis and **designed automation solutions**, including proof of concepts (POCs), aligning with project objectives.
- **Saved $0.5 million** by developing HIPAA EDI file-to-database comparison utilities, improving data integrity and ensuring compliance with industry standards.
- Conducted **automation effort estimation, cost-benefit analysis, and ROI assessments**, optimizing resource allocation and improving project efficiency.
- **Managed complex projects in a matrix environment, driving cross-functional collaboration** and ensuring timely delivery of objectives.
- Led **recruitment efforts, performance appraisals, set strategic goals, identified training nee**ds, and fostered high-performance teams committed to continuous improvement for a team of 20+.
- **Designed and developed a Three-Tier Architecture automation framework**, consisting of Front-End for test scripting, Middle Layer for data management, and Back-End for script execution, streamlining test automation across multiple environments.
- Led the adoption of automation frameworks across multiple projects by facilitating demos and stakeholder presentations, showcasing functionality and highlighting the benefits for improved testing efficiency and quality.

Sapient Corporation, Gurgaon, India
Senior Associate QA L1
September 2009 - January 2010

Associate QA L2
June 2005 - April 2008

- Automated report generation, **reducing effort by 75%,** minimizing manual tasks, and enhancing accuracy by lowering error rates.
- Designed and implemented a **QTP-based keyword-driven automation framework** for web applications, increasing test efficiency and accuracy.
- Presented the automation framework to clients, highlighting its capabilities and benefits, and successfully integrated it across multiple projects.
- **Mentored and managed team members**, providing guidance, support, and fostering team development.

AWARDS & ACHIEVEMENTS

- **Delivered a global webinar** on "**UFT vs Selenium: Mobile Testing Strategy**," attracting 1,000+ participants.
- Received **Sustaining Edge Award (2012)** for saving $0.5 million with automation solutions at United Health Group.
- Received **Rock Star Award (2009)** for achieving a 75% reduction in reporting generation effort at Sapient Corporation.

EDUCATION & CERTIFICATIONS

- **Bachelor of Technology in Computer Science & Engineering** from Uttar Pradesh Technical University, 2000-2004.
- **Experitest Seetest Certified Professional**, License 201406231849.