

MANSOOR PASHA

Quality Engineer Analyst | Functional Tester – IVR and API Systems

Phone: +91 7022664360 | Email: mansoor01pasha@gmail.com

Location: Bangalore, India | LinkedIn: <https://www.linkedin.com/in/mansoor-pasha-18470a1a7>

Professional Summary

Functional tester with over 3 years of experience in IVR systems, API validation, and database testing within call center technology environments. Proven expertise in developing automation tools that reduced manual effort by up to 90%. Strong background in functional testing, regression testing, defect management, and tool-based optimization using Python, SQL, and Excel macros. Recognized for enabling faster debugging, improving data accuracy, and enhancing test lifecycle efficiency through innovative automation.

Education

Bachelor of Engineering in Electronics and Communication Engineering

Dr. Ambedkar Institute of Technology, Bangalore

Graduated: 2021

Tools and Technologies

- Testing tools: Cyara, Selenium, Postman, SoapUI
 - Defect tracking: Jira, Octane ALM
 - Programming languages: Python, C, SQL
 - Databases: Oracle, SQL
 - Version control: Git
 - Monitoring: Kibana, Splunk
-

Professional Experience

Infosys Ltd., Bangalore, India

Quality Engineer Analyst

November 2021 – June 2025

- Developed internal automation tools that saved 80–90% of manual effort across IVR and API testing processes.
- Performed functional testing of IVR systems using Cyara, validating DTMF inputs, voice prompts, and call routing logic.
- Built Python-based tools for log command generation, database result extraction, and test automation.
- Automated API smoke testing and documentation using Selenium and Excel, ensuring repeatability and traceability.
- Used Postman and SoapUI for API validation, ensuring seamless backend integration.
- Managed test cases and defects using Jira and Octane ALM.

- Delivered knowledge transfer sessions using WebEx and leveraged auto-transcription for clear documentation.
 - Collaborated closely with developers and product owners to ensure test strategies aligned with project goals.
-

Key Projects

1. Smart Assistant Tool

- i. Developed a Python-based Smart Assistant using Tkinter for scheduling and managing appointments.
- ii. Integrated email-based user verification for secure access and enhanced reliability.
- iii. Led a team of 4, fostering collaboration and ensuring successful project delivery.

2. IVR Automation Tools

i. NDF Log Command Generator

- Problem: New team members lacked ADM access, causing delays in retrieving logs for Enterprise IVR and NLU initiatives.
- Solution: Developed a Python-based tool that generates Linux commands for session ID retrieval, log access, and permissions.
- Impact: Reduced log retrieval time by 70%, streamlining the debugging process and enabling faster testing cycles.

ii. Database Extractor Tool

- Problem: Manual data extraction from multiple databases for IVR call flow analysis was time-consuming and error-prone.
- Solution: Automated data retrieval and aggregation into a single Excel file using Python, enabling real-time insights.
- Impact: Improved accuracy and reduced data preparation time by 90%, benefitting the entire team.

iii. API Smoke Test Automator

- Problem: Manual API testing and documentation were repetitive and prone to inconsistencies.
- Solution: Created a Selenium and Excel-based tool to automate smoke test execution, documentation, and evidence collection.
- Impact: Achieved 85%-time savings on API testing and ensured consistent reporting across all cycles.

iv. Octane Test Case Executor

- Problem: Manual execution of Octane test cases and documentation was tedious and time intensive.
 - Solution: Developed a Selenium-based tool to automate test case execution, adding comments, UCIDs, and attachments.
 - Impact: Enhanced productivity by automating 100% of Octane test case processes, reducing manual errors.
-

Hobbies & Interests

- Exploring automation and robotics
 - Traveling to learn new cultures
 - Engaging in self-improvement and spiritual practices
-

Awards & Achievements

- Recognized for developing high-impact automation tools
- Commended by management for delivering exceptional test strategies