

NAMITA VERMA

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Lead Quality Assurance Engineer

Results driven professional with experience in designing and implementing robust automation frameworks using tools like **Selenium**, **Cucumber**, **Cypress** with proficiency in **Java** and **JavaScript**. Skilled in running cross-browser and parallel tests using **Sauce Labs** and integrating automated test suites into **CI/CD** pipelines with **GitLab** and **Jenkins** to streamline deployment processes. Adept at automating end-to-end testing across **Rest Assured** and **GraphQL** APIs, UI, and functional workflows, while maintaining comprehensive **test documentation** to ensure traceability and efficient **debugging**. Experienced in expanding **regression test automation coverage** to accelerate release cycles and reduce manual effort. Proficient in analyzing test results and system logs to identify root causes of failures, and leveraging cloud-based testing platforms to improve scalability and performance.

Skills

- **Test Frameworks & Automation:** Selenium WebDriver, Cucumber, Cypress, Rest Assured, Postman, Swagger, API Testing(Rest Assured, GraphQL), Java, JavaScript, SauceLabs
- **AI:** GenAI, LLM with RAG, GPT4, Vector search
- **Agile Expertise:** Scrum, Kanban, CI/CD, Test Strategy, Test Rail, JIRA, Confluence, Quality Center, Rally
- **Data Testing:** SQL, MySQL, MongoDB, GraphQL, Analytics Dashboards (Looker)
- **Cloud & CI/CD:** AWS (S3, EC2, CloudWatch, DataDog), Azure, Docker, Jenkins, Bitbucket, Github, GitLab
- **Team Leadership:** Mentorship, Test Process Improvement, Cross-Functional Collaboration
- **UI/UX & Web Testing:** Mobile Apps, Browser Dev Tools, Multi-Tenant Systems, Microservices Architecture

EXPERIENCE

Fiserv, Sunnyvale

March 2024 - Present

Senior Quality Assurance Engineer

- **Increased automation regression coverage** from 25.8% to ~90% in 1.5 months, reducing manual efforts by 50% and significantly improving release quality.
- **Created and integrated** a smoke test suite of critical tests into the CI/CD pipeline, reducing defect leakage by 35% and enabling seamless continuous deployment.
- **Optimized GitLab CI/CD pipelines** by restructuring YAML files, scheduling tasks, and splitting Cucumber runner files, cutting pipeline runtime by 40% and enhancing clarity.
- **Debugged Azure logs** to identify application errors, authored detailed bug tickets in **JIRA**, and created structured test plans and cases, improving early defect detection and enhancing issue resolution efficiency.
- **Streamlined UI automation using a Cucumber BDD - Selenium Webdriver - Java framework**, utilizing **Page Object Model**, leveraging **Sauce Labs** to execute automation scripts and analyze test results integrated with **GitLab**
- **Designed and executed API tests** using Postman and automated RESTful service validations with Rest Assured, ensuring high reliability and performance.
- Utilized **Mongo Atlas DB** to query and manipulate data for testing purposes, ensuring data integrity and enhancing application functionality during testing.
- Developed and automated a **GenAI** chatbot using **LLM** with **RAG** and **GPT-4**, validating key features like reset and stop processing, facilitating **UAT**, and refining **prompt engineering** to ensure metadata-driven responses aligned with business expectations

REVANCE - HintMD, Pleasanton, CA

October 2019 - Sep 2023

Lead QA Engineer

Led and mentored a team of 5 manual and automation engineers, managing diverse projects and fostering collaboration across distributed teams. Key contributions included testing **payment solutions like OPUL payfac integration**, supporting automated underwriting and KYC checks to onboard 1,500 practices with \$2M daily processing, and supporting HintMD's \$180M acquisition by Revance.

As **Lead QA engineer**

- Led definition and automation of test cases for new features using **Cypress** with **JavaScript**, achieving 95% automation in 2.5 months and reducing backlog. Conducted code reviews and collaborated cross-functionally to ensure scalable automation solutions.
- Developed API test scripts with **Postman** and **Rest Assured**, validated **microservices**, and contributed to **CI/CD** automation using **Jenkins** and **Bitbucket** to enhance deployment efficiency.

- Conducted **UAT** and internal dogfooding (Ajimi) sessions to gather feedback, improve usability, and align with business expectations
- Streamlined defect management via **JIRA** and **TestRail**, reducing production defects by 50% through proactive strategies and effective triage..
- Tested customer onboarding on a **Salesforce**-integrated portal, verifying data replication, CSR-triggered emails, and successful merchant onboarding.
- Enhanced scalability and monitoring using **AWS (EC2, CloudWatch, S3, SQS)** and pioneered **Shift Left** testing during the microservices transition, reducing post-release defects.
- **Automated** patient data imports, saving 8+ hours weekly, and supported ~30% revenue growth through flexible pricing. Documented **UI-API** flows and system architecture to improve transparency and collaboration.

CAPGEMINI (@ Cisco), San Jose

Quality Assurance Engineer Lead | Cisco Infrastructure Customer Solutions (ICS), June 2013 - October 2019

As the first QA engineer on the team, established and scaled formal QA processes, adopting industry best practices to optimize software quality and minimize defects..

- Expanded the Quality Engineering team from **1 to 8 members**, providing training and **mentorship** to ensure seamless integration of QA processes for both new hires and existing staff.
- Designed and developed a robust **Selenium automation framework** with **Java**, **TestNG**, and **Object-Oriented Programming (OOPs)** principles, leveraging the **Page Object Model (POM)** to enhance test script maintainability, scalability, and efficiency.
- **Executed API testing using Postman**, validating request-response flows and ensuring compliance with functional requirements.
- Led the creation of a **REST API automation framework** with **Rest Assured**, ensuring efficient microservices testing and improving test reliability.
- Pioneered adoption of **TestRail** for comprehensive test case management, replacing outdated methods, and improved defect reporting workflows using **JIRA** for enhanced collaboration and tracking.
- Partnered with **cross-functional teams** locally and offshore to integrate QA into the development lifecycle, resulting in improved product quality and customer satisfaction.
- Hands-on experience **debugging** issues with web inspectors, analyzing Unix logs, and testing mobile applications for both **iOS** and **Android** platforms.
- Managed source code and test scripts using **Git and Jenkins**, collaborating with development teams on branching and merging strategies.
- Prepared detailed technical documentation for QA processes, providing quarterly reports on testing progress and achievements.

ADDITIONAL RELEVANT EXPERIENCE

CAPGEMINI (@ Cisco), San Jose - **Quality Assurance Engineer, Cisco WebEx Social (formerly IWE)**, Oct 2011 - Feb 2013
Applabs Technologies, India - **Software Quality Assurance Engineer** Feb 2007 - Oct 2008

EDUCATION | AWARDS | CERTIFICATIONS

Master of Science (MS), Software Engineering, ITU, CA

Bachelor of Engineering (BE), Electronics and Telecommunications Engineering, Pune University, India

- ISTQB Certified - Foundation Level
- Generative AI Fundamentals from DataBricks
- Monster Victory Award for outstanding performance working on the client project
- SAFe(Scaled Agile Framework) Certified - 2019
- Cisco Ninja White and Green Belt Certified - 2020