

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.
- **Proposed and led QA modernization initiatives**, earning leadership approval and driving an increase in team 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 executed automation frameworks to validate **AI chatbot** functionality with **LLM and RAG with GPT4**, ensuring accurate performance of key features such as reset, stop processing, and seamless user interaction.
- Facilitated **UAT** for our AI-powered chatbot by collaborating with stakeholders to validate response accuracy based on real-world product queries, ensuring metadata-driven answers aligned with business expectations and refining prompt engineering as needed.

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 the definition and automation of test cases for new features using **Cypress** with Javascript, achieving 100% test coverage within project deadlines and reducing the automation backlog, resulting in a 95% automation rate for the product line in just 2.5 months.
- Conducted routine code reviews and collaborated with cross-functional teams to ensure high-quality, scalable automation solutions.
- Conducted **dogfooding sessions(Ajimi) with internal users** as part of UAT to gather early feedback, identify usability issues, and ensure the system met business expectations before external user testing.
- Utilized **TestRail** for test documentation and tracking, enabling rigorous quality control across all releases.
- Streamlined defect management through **JIRA**, reducing production defects by 50% in three months by integrating proactive automation strategies and effective triage processes.
- Developed and executed **API test scripts** using **Postman and Rest Assured** to validate **microservices** and ensure seamless system integration.
- Contributed to **CI/CD** pipeline automation using **Jenkins** and Bitbucket, improving build and deployment efficiency.
- Tested customer onboarding workflows on a portal integrated with **Salesforce**, ensuring seamless data replication, CSR-triggered email workflows, and successful merchant onboarding
- Enhanced scalability and monitoring by leveraging **AWS** services such as **EC2, CloudWatch, S3, and SQS** for real-time log analysis and seamless cloud-based operations.
- Pioneered **Shift Left testing strategies** during the transition from monolithic to **microservices architecture**, significantly reducing post-release defects.
- Conducted **UAT** by verifying that customer onboarding data entered in the portal was correctly replicated in Salesforce, ensuring that CSR-triggered email workflows functioned as expected and merchants were onboarded successfully.
- Boosted team productivity by automating processes like patient data imports, saving 8 hours weekly, and driving ~30% revenue growth by implementing flexible pricing models.
- **Documented** UI-API flows, system architecture, and microservices to improve team transparency, collaboration, and technical understanding.

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
- SAgile(Scaled Agile Framework) Certified - 2019
- Cisco Ninja White and Green Belt Certified - 2020