

PERSONAL INFORMATION



Nirmala C

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PERSONAL STATEMENT

ISTQB Certified professional with **12** years of experience in the IT Services and IT Consulting Industry. Led API automation for E-commerce sites, enhancing functionality and performance. Expertise in automating E-commerce Platforms API using JMeter and the Karate framework. Developed and executed test scripts with Selenium WebDriver and Playwright. Implemented Page Object Model (POM) design patterns to improve test maintainability and reusability. Proficient in integrating with CICD pipelines and reporting. Demonstrates strong analytical abilities with a track record in problem-solving, decision-making, and effective collaboration

WORK EXPERIENCE Nov 2023 - Present

Lead QA at QBurst Technologies Pvt. Ltd., India FR Wave 1.5 OMS – Enhancements

- **Project Management:** Skilled in planning, executing, and delivering projects on time with a 95% on-time delivery rate and within budget, including resource allocation and timeline management.
- **Stakeholder Communication:** Proficient in communicating with stakeholders, including clients, upper management, and cross-functional teams, to ensure alignment on project goals.
- **Performance Management:** Experience in setting performance goals, enhanced team productivity by 20% through targeted performance reviews, and providing constructive feedback to enhance team performance.
- **Strategic Planning:** Ability to define and implement strategies that align with business objectives, optimizing team performance and project outcomes.
- **Agile Methodologies:** Led the transition to Agile, which boosted team velocity by 50% and decreased project turnaround time by 25%.
- **Automated UI tests with Playwright**, achieving a coverage of 95% for critical user flows and reducing manual testing efforts by 60%.
- **Implemented the Page Object Model (POM) design pattern** in Playwright, enhancing the maintainability and reusability of test scripts, and significantly reducing script maintenance time.
- **Utilized Playwright's API testing capabilities** to validate backend services and enhance test coverage, integrating with CI/CD pipelines for continuous testing.
- **Executed mobile web tests using Playwright's device emulation features**, ensuring that applications perform optimally across various mobile devices and screen sizes.
- **Integrated Playwright with test reporting tools** like Allure or custom dashboards, providing detailed insights into test results and enhancing the visibility of testing metrics.
- **Trained and mentored team members** on Playwright best practices and test automation strategies, contributing to the overall skill development of the QA team.
- **Collaborated with development and QA teams** to identify and resolve complex issues, ensuring high-quality releases and improving overall product stability.

Jan 2021 - Nov 2023

Lead Engineer QA at QBurst Technologies Pvt. Ltd., India

FR OMS Project

- **Led API automation projects for an e-commerce platform**, achieving a 40% improvement in system performance and a 25% reduction in response time, leading to increased customer satisfaction and sales.
- **Automated Price and Payment Platform APIs** for e-commerce using JMeter and Karate, enhancing test coverage by 40% and cutting manual testing time by 50%.
- **Boosted test efficiency by 30%** through batch execution using shell scripts (SH files), streamlining the testing process.
- **Integrated PostgreSQL with the automation framework** to enable thorough database testing and ensure data accuracy.
- **Facilitated seamless CI/CD integration with Jenkins**, supporting continuous deployment and faster release cycles.
- **Automated API testing with Karate** and conducted performance tests using JMeter, resulting in a 50% improvement in response time.
- **Managed version control and team collaboration** using GitHub and GitLab, enhancing team productivity and code quality.

EMPLOYMENT HISTORY

Duration	Designation	Organization
Jan 2017 - Jan 2020	Senior Software Engineer, QA	Nucore Software Solutions
June 2014 - Nov 2016	Software Engineer, QA	QTest Solutions Pvt. Ltd.
Apr 2012 - Apr 2014	Software Associate, QA	QAGate Technologies Pvt. Ltd.

TECHNICAL SKILLS

- **Quality Assurance:**Comprehensive Testing, Defect Tracking, Bug Management
- **Automation:** API Automation, UI Test Automation, Automation Frameworks, Batch Execution, CI/CD Integration, Contract Testing
- **UI Automation Frameworks:** Selenium WebDriver, TestNG, Cypress, Playwright, Mocha, Chai
- **API & Performance Automation Tools:** JMeter, Karate Framework,K6, Grafana, Postman
- **CI/CD & Version Control:** Jenkins, GitHub, GitLab
- **Database:** PostgreSQL, MySQL, DBeaver, InfluxDB
- **Testing Platforms:** Applitools, Sauce Labs, BrowserStack
- **Development Environments:** Eclipse, IntelliJ, Visual Studio Code
- **Scripting & BDD:** Gherkin, Cucumber
- **Containerization:** Docker
- **Programming Languages:** Java, JavaScript
- **Project Management:** JIRA, Redmine, Testrail, Trello, Confluence, Agile Methods, ScrumMaster
- **Testing Types:** End-to-End Testing, API & DB Testing, Performance Testing, Security Testing ,Functional Testing

CERTIFICATION

- ISTQB® - International Software Testing Qualifications Board
- Professional ScrumMaster Certification (PSM1) – Scrum.Or

LANGUAGES

- English (Fluent)
- Malayalam,Hindi,Tamil(Fluent)

EDUCATION 2007-2011

Bachelor of Engineering (BE) in Electronics and Instrumentation
RVS College of Engineering and Technology, India