

# SHASHANK BHARADWAJ N

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Senior QA Automation Engineer | 7+ years of Experience |

 shashankbn.92@gmail.com |  +91 99805 46523 |  LinkedIn

## SUMMARY

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Experienced QA Automation Engineer with over 7 years of expertise in manual and automation testing across CRM, ITSM, and EdTech domains. Skilled in designing robust test plans and frameworks using Selenium, Katalon Studio, SQL, and Postman. Proven track record in Agile teams for regression, integration, and performance testing. Currently enhancing skills in DevOps and cloud platforms including AWS and Docker.

## TECHNICAL SKILLS

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- Automation Tools: Selenium WebDriver, Katalon Studio, Postman, JMeter
- Frameworks: TestNG, Cucumber (BDD)
- Programming: Core Java, SQL
- DevOps/CI-CD: Jenkins (basic), GitHub Actions (learning), Docker (learning)
- Cloud: AWS (learning EC2, S3, IAM)
- Test Areas: Functional, Regression, UAT, API, Integration, Performance
- Tools: JIRA, Git, GitHub, ServiceNow

## WORK EXPERIENCE

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### Wolken Software Pvt. Ltd | Senior Associate QA | Mar 2021 – Present | Bangalore, India

- Built BDD-style automation scripts using Selenium, Cucumber, and Gherkin to validate CRM workflows and business logic, contributing to seamless production deployments.
- Developed modular and reusable BDD test frameworks with Selenium WebDriver for CSM and ITSM modules, supporting operational release cycles.
- Integrated Selenium tests with TestNG and Jenkins pipelines for continuous regression execution and smoother delivery.
- Automated key test scenarios using Katalon Studio, enhancing coverage across customer workflows and ticket transitions, aiding in production release validations.
- Performed functional validation of critical workflows including ticket lifecycle, SLA breaches, and escalation handling for stable releases.
- Used Postman for REST API validation and SQL for backend data integrity checks, enabling reliable operational rollouts.

- Conducted performance testing using JMeter to benchmark API response times and service resilience ahead of release cycles.
- Collaborated with developers and BAs to refine user stories, track issues via JIRA, and ensure seamless API integration testing for production readiness.

**Tech Stack:** Selenium, Katalon Studio, Postman, JMeter, Jenkins, SQL, Git, JIRA, REST APIs

**Project Overview:** Handled automation and functional validation for CSM, ITSM, and CSG modules. Focus areas included SLA compliance, field-level validation, API response checks, and CI test triggers.

### Agastya EdTech Pvt. Ltd | Software Engineer – QA | Jul 2018 – May 2020 |

- Created and executed manual and automated test cases for learning and exam platforms.
- Built basic Selenium scripts to automate repetitive assessment flows.
- Verified course delivery, progress tracking, and exam evaluation consistency.
- Logged and tracked issues in JIRA and collaborated with devs for resolution.
- Mentored junior QA members on test design and defect analysis.

**Tech Stack:** Manual Testing, Selenium (basic), TestNG, JIRA

**Project Overview:** Focused on e-learning and evaluation modules. Developed test scenarios for content flow, scoring logic, and role-based user journeys.

### Microland Ltd | Service Engineer – RIMS | Sep 2014 – Sep 2015 |

- Delivered L1 infrastructure support via ServiceNow CMDB.
- Maintained compliance with ITIL SLAs.
- Completed CCNA training program.

## EDUCATION

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**M.Tech in Computer Network Engineering** – Dr. Ambedkar Institute of Technology, Bangalore (2015–2017)

**B.E. in Information Science Engineering** – Reva Institute of Technology, Bangalore (2010–2014)

## CERTIFICATIONS

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- Certified Software Tester – Foundation Level
- Certified Software Tester – Manager Level
- AWS Cloud Practitioner (In Progress – Expected Aug 2025)

## LEARNING & UPSKILLING

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Currently gaining expertise in Jenkins pipelines, Docker containers, RestAssured for API automation, and AWS services (EC2, IAM, S3).

## ACHIEVEMENTS

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- Automated 30% of legacy test cases saving manual QA effort.
  - Part of multiple successful production releases with zero major QA issues.
  - Led knowledge-sharing sessions on Selenium and automation strategy.
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