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Professional Summary

Senior **Quality Assurance Engineer** with **6+ years of QA experience** and **8+ years of prior System Administration experience**, offering a rare combination of **application quality assurance and infrastructure-level understanding**. Proven expertise in **manual, regression, UAT, and API testing**, along with strong knowledge of **SDLC/STLC, Agile/Scrum practices, backend validation, and risk-based testing**. Earlier experience in **Windows/Linux administration, Active Directory, networking, and environment support** enables effective root-cause analysis, environment stability, and seamless collaboration with development and DevOps teams. Consistently delivered **high-quality releases with zero critical production defects** across enterprise systems.

Experience

Smart Software Services, Senior QA Engineer

Bengaluru

Apr 2023 - Sep 2025

- Led QA activities across enterprise applications.
- Performed functional, regression, UI, and UAT testing.
- Collaborated with cross-functional teams.
- Mentored junior testers.
- Ensured zero critical defects in production.

Cognizant Technology Solutions, Senior QA Engineer

Bengaluru

Aug 2022 - Mar 2023

- Executed manual and API testing for healthcare systems.
- Validated backend data using SQL.
- Managed defect lifecycle.
- Coordinated UAT.
- Supported release sign-off.

Tanama Software, Software Test Engineer

Bengaluru

May 2019 - Aug 2022

- Designed and executed test cases for insurance platforms.
- Performed functional and regression testing.
- Validated requirements.
- Ensured stable releases in Agile environment.

Kelly Services, System Support Engineer

Bengaluru

Mar 2015 - May 2019

- Provided L1/L2 infrastructure support.
- Managed Active Directory, DNS, DHCP.
- Handled server maintenance, patching, monitoring.
- Supported deployments and migrations.

Accenture, System Support Engineer

Bengaluru

Aug 2011 - Mar 2015

- Installed and supported Windows/Linux systems.
- Managed AD users and access controls.
- Handled LAN/VPN connectivity, backups, security monitoring.
- Coordinated with vendors.

Education

Dravidian University, BSc in Computer Science

Kuppam

Jan 2008 - Jan 2011

Skills

Manual Testing: Experience in manual testing including functional, regression, smoke, and UAT testing

Regression Testing: Conducted regression testing to ensure software stability

API Testing: Proficient with Postman and RestAssured for API testing

Test Case Design: Experienced in Boundary Value Analysis (BVA) and Equivalence Partitioning (EP)

Jira: Used for defect management and test tracking

TestRail: Experience in test case management

Confluence: Used for documentation and collaboration

SQL Validation: Validated backend data using SQL queries

Agile/Scrum: Worked extensively in Agile and Scrum environments

System Administration: 8 years of experience in system administration including L1/L2 infrastructure support, Active Directory, DNS, DHCP, server maintenance, Windows/Linux support, LAN/VPN connectivity, backups, and security monitoring

Languages

English (Highly proficient in speaking and writing), **Hindi** (Highly proficient in speaking and writing), **Telugu** (Native speaker), **Tamil** (Good working knowledge), **Kannada** (Good working knowledge)

Achievements

- Delivered multiple enterprise releases with zero critical production defects through strong test planning, regression execution, and UAT coordination.
- Improved QA cycle efficiency and test coverage by optimizing test scenarios, defect triage, and regression processes in Agile environments.
- Improved system stability and uptime by proactively managing server maintenance, monitoring, patching, and incident resolution.
- Reduced incident resolution time through effective troubleshooting, root-cause analysis, and close coordination with infrastructure and vendor teams.