CHETAN MAIKHURI

Quality Assurance Leader | SDET Architect | Release Engineering

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PROFESSIONAL SUMMARY

Director-level Quality Engineering Leader with **13+ years** driving enterprise QA strategy, engineering governance, automation modernization, and large-scale quality transformation across **BFSI, eCommerce, Internet, and SaaS ecosystems**. Proven ability to build **0→1→scaled** quality orgs across geographies, align QA with **engineering OKRs**, and deliver measurable gains in reliability, speed, and operational efficiency.

A strong partner to CTOs, CPOs & VP Engineering in defining **quarterly/annual quality roadmaps**, engineering excellence initiatives, and tooling strategy.

Career Impact Highlights:

- **70% reduction** in time-to-market through automation + CI/CD quality gates
- **90% reduction** in defect leakage across multiple orgs
- **99% release confidence** across high-volume product deployments
- **$1M+ QA budget optimization** via ROI-based tooling & team design
- **0% attrition** across QA teams through strong people & competency frameworks

Head of Quality Assurance – TrueMeds | Healthcare eCommerce (Jul, 2023 – Dec, 2024)

Scale: Multi-product eHealth ecosystem | 29+ QA/SDETs | $1M budget | High-traffic mobile/web/internal apps + ERP integration
Strategic Leadership

- Defined and executed **org-wide Quality Strategy**, aligning with CTO/VP Engineering OKRs & reducing P0 incidents by **85%**.
- Established **test governance**, release gates, engineering quality scorecards; improving release predictability by **40%**.

Execution & Delivery Impact

- Built unified automation architecture, streamlined regression from **4 days → 9 hours** & achieving **99% deployment stability**.
- Reduced QA operational cost by **~35%** through tool rationalization, vendor restructuring & targeted automation coverage.
- Created cross-functional review frameworks ensuring risk visibility across Product, Eng, CX & Infra teams.

People & Org Leadership

- Designed QA capability matrix & hiring architecture, improving talent quality and reducing hiring time by ~**75%**.
- Built culture of engineering accountability, improving PM confidence & reducing post-release UAT defects by ~**99%**.

QA Automation Head – ShareChat | 30M+ DAU Social Platform (Apr, 2022 – Nov, 2023)

Scale: High-volume consumer social product | 15 SDETs | Web + Android + iOS
Engineering & Product Impact

- Modernized automation roadmap across regression, feature validation & visual testing, increasing test throughput by **55%**.
- Led device-farm integration, cutting mobile test time by 70% and elevating **production readiness assurance**.

Quality Transformation

- Established **visual regression pipelines** reducing UI/design inconsistencies by **40%**.
- Implemented shift-left process, enabling **in-sprint automation coverage of 80%** for new features.

Org & Team Leadership

- Built capability-based interview loops & role framework, improving hiring efficiency and removing skill-gap inconsistencies.

QA Lead – Amazon (Dec, 2020 – Apr, 2022)

Scale: Global retail systems | CaDET-QA | Multi-team support | High release velocity
Strategic Ownership

- Scoped and implemented test strategy for mission-critical customer experience modules, increasing coverage by **45%**.
- Strengthened CI/CD test gates, reducing release defects by **~50%** across multiple product increments.

Execution Excellence

- Instituted performance & scalability QA processes ensuring peak-load readiness for high-traffic retail seasons.
- Improved cross-team collaboration by leading Agile ceremonies across QA, PM, SRE, Dev & Ops.

Release Manager – Swiss Bank | FX/MM Trading Systems (Oct, 2018 – Nov, 2020)

Scale: Regulated BFSI platform | Cross-geo QA pods | High-risk financial transactions

- Directed release readiness for tier-1 trading systems ensuring **100% compliant & controlled deployments**.
- Modernized automation maturity, reducing test cycle durations by **~45%**.
- Managed cross-geo QA, vendors, and regulatory alignment across India, UK & Europe.
- Acted as Scrum Master for automation-driven regulatory programs.

Automation Project Lead – BNP Paribas (Jul, 2018 – Oct, 2018)

- Developed a Python-based API automation framework, enhancing test reliability, scalability, & integration speed

Automation Project Lead – JP Morgan (Apr, 2013 – Apr, 2018)

- Defined and executed a unified **automation modernization blueprint** across business units under the Automation CoE
- Built in-house automation accelerators saving **significant annual licensing costs**.
- Reduced regression cycles by **50%** using modular, high-reuse frameworks.
- Led ROI planning, FTE modeling & automation portfolio governance.

Automation Engineer – Cirrius (Sep, 2011 – Apr, 2013)

- Designed and executed automated test suites for early SaaS product.

CORE COMPETENCIES

Quality & Engineering Strategy

Enterprise QA strategy • Quality OKRs • SDLC/STLC governance • Product & engineering alignment • Risk & compliance management • Audit-ready processes • Engineering excellence initiatives • Quality ROI frameworks

Quality Organization Leadership

Org design • 0→1 QA team building • Global delivery models • Skill matrix • Leadership mentoring • Cross-functional alignment

Automation & SDET Architecture

UI/API/Mobile automation • Playwright • Cypress • Selenium • Appium • Rest-Assured • Scalable frameworks • Shift-left testing • In-sprint automation • CI/CD quality gates

Platform & Data QA

Data pipeline QA • Analytics integrity (GA4, Mixpanel, AppsFlyer, Firebase) • Event quality • Experimentation (A/B testing) • ML model validation • Backend QA for microservices

DevOps, Reliability & Tooling

Jenkins • GitHub Actions • Docker • Kubernetes • AWS/Azure/GCP QA • Infra testing • Performance testing (JMeter, K6, Locust)

EDUCATION

• Masters in Information Technology • Masters in Financial Management (3 years) • GNIIT Software Engineering Program (3 years)
• Advanced Data Science Program – IIIT Bangalore*

CERTIFICATIONS

• Microsoft Azure Fundamentals • Azure Developer Associate • Azure Administrator Associate • Microsoft SQL Developer

ENTERPRISE IMPACT

- Developed multi-tier **role-based skills blueprints**, boosting org efficiency by **35 – 40%.**
- Created KRAs aligned to engineering roadmap, improving accountability & delivery predictability.
- Conducted org-wide quality workshops strengthening engineering culture & reducing QA bottlenecks.
- Designed conflict-resolution & alignment mechanisms ensuring seamless inter-team execution.