

About Us:

Workelevate is a Gartner-recognized and Forrester-featured Digital Employee Experience (DEX) Platform, positioned as a Niche Player in the Gartner Magic Quadrant for Digital Employee Experience Management Tools 2024. We are also highlighted in Forrester's *State of Digital Workplace Services 2024*.

Our platform optimizes workplace efficiency with a conversational AI Digital Assistant, intuitive agent application, and an all-encompassing admin console—providing continuous support anytime, anywhere, and on any device.

Workelevate empowers organizations to enhance employee experience, increase productivity, and shift IT/HR focus towards strategic initiatives. With 24/7 support and a scalable solution, we reduce ticket volumes by up to 60%.

Seamlessly integrating with IT Service Management (ITSM) platforms like ServiceNow, BMC, Zoho Desk, Symphony Summit AI, and Freshservice, Workelevate also connects with business applications and other tools like SAP SuccessFactors, Ramco, and PeopleStrong.

Our NLP-based Digital Assistant integrates effortlessly with collaboration tools such as Microsoft Teams, Google Workspace, Slack, and WhatsApp, ensuring real-time, accessible employee support.

Transform your digital workplace experience and empower your workforce with Workelevate—a platform designed to drive operational efficiency and enhance employee satisfaction.

Industry Recognitions:

- [2024 Gartner Magic Quadrant DEX Tool Report](#)
- [Forrester – The State of Digital Workplace Services 2024](#)

Trusted Clients: Airtel, Kotak Mutual Fund, UAE Ministry of Finance, Max Healthcare, UTI Mutual Fund, Freecharge, Suzlon, Ather Energy.

Esteemed Partners: HP, Progressive Infotech, Jumbo Group, Raqmiyat, LTI Mindtree, Kyndryl.

Location: Noida

Say Hello to Workelevate- <https://www.workelevate.com/>

Job Overview:

The QA Team Lead is responsible for leading the QA team to ensure that all products meet the highest standards of quality. The role involves designing and implementing test strategies, overseeing the testing process, and ensuring continuous improvement in QA processes. The QA Lead will also collaborate with cross-functional teams including developers, product managers, and other stakeholders to ensure that quality is integrated throughout the software development lifecycle.

Key Responsibilities:

- Lead, mentor, and manage a team of QA engineers.
- Develop and execute comprehensive test strategies, test plans, and test cases.
- Oversee the execution of manual and automated testing.
- Identify, track, and report on defects and bugs using tracking tools like JIRA, Bugzilla, or others.
- Collaborate with development teams to ensure smooth integration of testing within the development process.
- Conduct performance and stress testing for applications.
- Ensure timely delivery of quality releases by monitoring the testing progress.
- Drive the adoption of QA automation and identify areas for process improvement.
- Act as the main point of contact for all QA activities in the project.
- Maintain testing documentation and ensure it is kept up to date.
- Review requirements, specifications, and technical design documents to provide timely and meaningful feedback.
- Define key metrics to measure the quality of the product.

Required Skills and Experience:

- Experience: 5+ years of experience in software testing and quality assurance with at least 1 year in a team lead or management role.
- Strong knowledge of QA methodologies, tools, and processes.
- Hands-on experience with both manual and automated testing (using tools like Selenium, JUnit, TestNG, or similar).
- Familiarity with Agile/Scrum methodologies.

- Experience in performance testing tools like JMeter, LoadRunner, etc.
- Strong analytical and problem-solving skills.
- Excellent communication and leadership skills.
- Understanding of CI/CD pipelines and experience working with tools like Jenkins, Git, or Docker.