

Abhishek

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PROFESSIONAL SUMMARY

Highly skilled and results-driven QA Engineer with 7+ years of expertise in solving intricate problems. Aiming to leverage proven test management, design proficiencies, and my domain knowledge in streaming, e-sports, and e-commerce to enhance quality, cost, and time metrics for software projects and deliver high quality business products. Demonstrated strengths in delivering excellent results by implementing efficient test plans and ensuring compliance with industry standards. Proven ability to lead cross-functional teams and collaborate with stakeholders to achieve project objectives.

TECHNICAL SKILLS

●Test Automation – Protractor, Selenium, and Selenium Grid ●Functional Testing – Web App, Android/iOS App, and Desktop App ●API Tests – Postman and Swagger (REST) ●Contract Tests – PactFlow ●AEM Testing ●BDD Testing Frameworks – SpecFlow, Jasmine, and Mocha ●Languages – Typescript (Node.js), C# (.NET), and Python ●Security Testing – Blackduck and Veracode ●Database Tests – MS SQL Server and PostgreSQL ●Accessibility Tests – WCAG ●Requirement Analysis and Test Case Design ●Debugging

WORK EXPERIENCE

Genius Sports

Tallinn, Estonia (EU)

Senior Quality Assistance Engineer

Jan 2022 - Present

- Develop expertise in testing the software by understanding different system architectures.
- Understand the risks associated with different architectures and organize their testing.
- Write automated checks and lead automation framework development.
- Develop essential skills to help the Development team to build high-quality software in an efficient way, and switch the developer's mindset from being reactive to proactive.

BlueJeans by Verizon

Bengaluru, KA, India

Engineer III Consultant – QA

Nov 2020 - Jan 2022

- Participate in Planning discussions with the Product Manager, Director, UX Team, and Developers.
- End to End Ownership of new Streaming Features/Improvements for Events, right from requirements analysis to planning and test execution to automating the new feature cases.
- Deliver software for automation in Typescript (Node.js) on a timely basis in collaboration with software engineers to ensure good quality and reliability.
- Ensure the automated campaigns keep running daily and reports are sent across the team.
- Maintain automated test suite (regression/sanity) and ensure smooth run over Selenium Grid.
- Run security scans before each release and report any high/critical vulnerabilities found.
- Functional testing for Events side of BlueJeans app on iOS and Android.
- Update and improve the automation framework (Protractor – Mocha) in order to incorporate new features, enhancements, and backlog items in our existing suites.
- Debugging Customer Support Issues using Sumo Logic and an inhouse dashboard to help developers locate the issues faster and reduce the turnaround time in providing fixes.

Amadeus Software Labs

Bengaluru, KA, India

Senior QA Engineer

Jul 2016 - Oct 2020

- Identify gaps between various documents (FS/BRD/HLE/Mock-ups) and analyze testing requirements for digital projects involving development from several Amadeus R&D teams.
- Plan and estimate the test preparation and test execution activities for the CRs assigned.

- Develop testing automation software in Protractor for Air Canada ticket reservation systems.
- Execution of test cases - Actual result should be filled with proper results noticed during testing. Jsession ID, PNR locators and XML checks should be put in the test results.
- End-to-end ownership of the work assigned during the release - Email, Test Data Requests, and follow-up meetings with Developers, BA, and Support teams.
- Maintain and document the test environment and test data needed to execute test cases. Also, setup the test environments needed for customer UAT phases.
- Troubleshoot and support production issues to guarantee the system stability and continuity.

PROJECT EXPERIENCE

Genius Sports	Tallinn, Estonia (EU)
<i>Risk Management</i>	<i>Jan 2022 - Present</i>

- Enables traders to configure the acceptable level of risk at a sport, competition, fixture, and market level.
- Enables bookmakers to accept/reject bets based on the current liability of the market and pre-configured limits.
- Enables Risk Analysts to visualize received bets, alongside some basic player management functionality.

BlueJeans	Bengaluru, KA, India
<i>Events</i>	<i>Nov 2020 - Jan 2022</i>

- Events is a product from BlueJeans for holding virtual events on web (webinars).
- Integrates live video conferencing, content sharing, and live streaming capabilities into a single service.
- Engages up to 50,000 attendees with immersive video, Q&A, polling and large meeting controls.

Air Canada	Bengaluru, KA, India
<i>Loyalty Management System</i>	<i>Dec 2019 - Oct 2020</i>

- Air Canada planned to integrate their Loyalty Management Program (Aeroplan) into aircanada.com portal.
- Redeem points for booking flights on aircanada.com with combination of points and cash.
- Loyalty Management Dashboard - Access account activity, transactions, Elite Status tracking, and more.

Air Canada	Bengaluru, KA, India
<i>New Web Design & PSS Migration</i>	<i>Jul 2016 - Nov 2019</i>

- Air Canada signed for the full Amadeus Altéa Suite PSS including reservations, inventory, and departure control solutions.
- Complete revamp of aircanada.com in terms of UI/UX. Introduction of Adobe Experience (AEM) as CMS.
- Implementation of Ticket Changer, Service Changer, and Self Check-In will provide easy access and changes to the PNRs, particularly in case of disruptions.
- Development in Angular led to tests in Protractor, shifting from Selenium.

EDUCATION

Siddaganga Institute of Technology	Tumakuru, KA, India
<i>B.E. in Electronics and Communication Engineering – CGPA: 9.11/10</i>	<i>Graduation Date: Jun 2016</i>

TOOLS

- Adobe Experience Manager (AEM) • WebStorm, PyCharm, Rider, and VS Code • HP ALM and TestRail
- Bitbucket and Gitlab • JIRA and Confluence • Web Accessibility Tool • Sumo Logic and Graylog • Charles
- Chronosphere • AWS • Grafana • OpsGenie