

# ABHISHEK

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## PROFILE

A Full-Stack QA Engineer with over 9 years of expertise in ensuring software quality for complex, large-scale backend systems. I specialize in developing comprehensive test strategies and designing robust, end-to-end automation frameworks for API and UI testing. My experience spans testing streaming services, e-commerce platforms, e-sports applications, and telecommunication services. I aim to leverage my proficiency in backend automation, CI/CD integration, and quality metrics analysis to deliver high-quality, reliable software products.

## SKILLS

- **Backend & API Automation:** RestSharp, PyTest, Jest, SpecFlow, PactFlow, Postman, Swagger, GraphQL
- **UI Automation:** Cypress, Selenium, Protractor, Playwright
- **QA Skills:** Test Planning, UI Test Automation, API Test Automation, Root Cause Analysis, Accessibility Testing, Contract Testing, Database Testing, Integration Testing, AEM Testing, Requirement Analysis, Debugging, BDD Testing, User Acceptance Testing, Salesforce Testing, GraphQL Testing, Cloud Testing, Android/iOS Device Testing
- **Cloud & DevOps:** AWS, GitlabCI, TeamCity, Jenkins, Docker
- **Logging & Monitoring:** Graylog, Sumo Logic, Chronosphere, Grafana
- **Languages:** Typescript, C#, Python, SQL
- **Test Management & Defect Tracking:** Jira, TestRail, HP ALM, Zephyr

## EXPERIENCE

### Lead SDET

Mar 2025 – Present

Imagine Learning, Remote, India (LearningMate)

- Designed and implemented a scalable Cypress (TypeScript) automation framework for multiple MFEs under the Rosterverse project, enabling faster regression cycles and CI/CD integration.
- Led E2E test planning and automation for high-impact features like the 2025 Reset Process and grade-based product restrictions, ensuring functional, API, and integration test coverage.
- Developed a custom load testing framework in C# using raw HTTP APIs to simulate concurrent user behavior and validate system performance under load.
- Collaborated cross-functionally with engineering, product, and design teams in a Kanban delivery model to ensure continuous quality through active involvement in story grooming, planning, and validation.

### Senior Software Engineer - SDET

Apr 2024 - Feb 2025

CloudCall, Remote, India (GS Lab)

- Designed and implemented a robust back-end API automation framework using Jest (Typescript), ensuring seamless integration into CI/CD pipelines for continuous deployment.
- Led end-to-end testing for the subscription and billing module, from inception to production deployment.
- Conducted comprehensive testing of GraphQL APIs for the customer-facing portal.
- Automated and validated critical Salesforce customer on-boarding processes, including contract and invoice generation.

## **Senior QA Engineer**

Jan 2022 - Jan 2024

*Genius Sports, Tallinn, Estonia*

- Engineered and maintained automated tests for backend services using C# (.NET) and RestSharp.
- Designed and implemented quality processes by monitoring team metrics and performing root cause analysis of test failures using Grafana and Graylog.
- Strategically planned comprehensive testing efforts, including unit, integration, and functional tests, to ensure full coverage.
- Developed deep expertise in data testing for complex system architectures, identifying risks in betting and sports data feeds.

## **Engineer III Consultant - QA**

Nov 2020 - Jan 2022

*BlueJeans by Verizon, Bengaluru, India*

- Led end-to-end ownership of testing and automation for a high-availability webinar streaming application (Blue Jeans Events), focusing on backend service reliability.
- Developed automation software in Typescript (NodeJS) to ensure the quality and reliability of new streaming features.
- Utilized Sumo Logic for in-depth log analysis to debug customer support issues, significantly reducing the turnaround time for fixes.
- Maintained and optimized a large-scale automated test suite (Protractor Mocha) for smooth execution on a Selenium Grid infrastructure.
- Performed functional and compatibility testing for the Events streaming service on iOS and Android platforms.

## **Senior QA Engineer**

Jul 2016 - Oct 2020

*Amadeus Software Labs, Bengaluru, India*

- Owned and oversaw the back-end system for payment processing and ticket generation during a large-scale migration for Reservation and Ticketing System from IBM's RES3 to Amadeus Altea.
- Developed test automation software using Protractor for the Air Canada e-commerce web application.
- Managed the seamless migration of the payment module, supporting transactions across 32 countries.
- Contributed to the UI/UX overhaul of aircanada.com, integrating Adobe Experience Manager (AEM) as the CMS.

## **EDUCATION**

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### **B.E. Electronics and Communication**

Sep 2012 - Jun 2016

*Siddaganga Institute of Technology, Tumakuru, India / CGPA: 9.11/10*