ABHISHEK

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PROFILE

Detail-oriented QA Engineer with over 7 years of expertise in solving intricate problems. Proficient in Test Planning, Designing, and Execution, including expertise in E2E UI and API Automation. I aim to leverage proven test management and design proficiencies, along with my domain knowledge in streaming, gaming, and e-commerce, to enhance quality, cost, and time metrics for software projects and deliver high-quality business products.

SKILLS

Languages: Typescript, Python, C#, SQL

QA Skills: Test Planning, UI Test Automation, API Test Automation, Root Cause Analysis, CI/CD, Accessibility Testing, Contract Testing, Database Testing, Integration Testing, AEM Testing, Requirement Analysis, Debugging, BDD Testing, User Acceptance Testing (UAT)

QA Tools: Selenium, Protractor, Appium, RestSharp/RestAssured, MS-SQL, NUnit, SpecFlow, PactFlow, Swagger, Postman, Chai JS, Jira, Gitlab, TeamCity, Jenkins, Graylog, Chronosphere, Git, Adobe AEM, Charles Proxy, TestRail, HP ALM

EXPERIENCE

Senior Automation QA Engineer   `Jan 2024 - Present`
Betsson Group, Tallinn, Estonia

- Strategized and implemented a roadmap for establishing a robust backend testing framework in C# (.NET) for the KYC application within the Payments domain.
- Engineered a frontend End-to-End (E2E) test automation framework in Selenium tailored for a legacy JavaScript User Interface (UI).
- Optimized automation processes, significantly reducing the automation backlog to minimal levels.
- Collaborated with cross-functional development team to deliver high-quality software efficiently.

Senior QA Engineer   `Jan 2022 - Jan 2024`
Genius Sports, Tallinn, Estonia

- Developed expertise in testing the software by understanding different system architectures and associated risks.
- Organized and conducted testing activities by writing automated checks in C# (.NET) and leading automation framework development.
- Paired with each developer to share testing ideas and improve their testing skills.
- Encouraged developers to pair together on story testing to eliminate testing bottlenecks.
- Led End-to-End automation backlog in RestSharp and collaborated with developers on automation tasks.
- Planned testing efforts, including coverage by unit and integration tests, functional UI tests, and manual exploratory tests.
- Facilitated Blitz testing sessions for team members on new features or important changes.
- Ensured team monitoring of metrics and investigated root causes for alarming observations in automated test results, Grafana, and Graylog.

Engineer III Consultant QA   `Nov 2020 - Jan 2022`
BlueJeans by Verizon, Bengaluru, India

- Took end-to-end ownership of new Streaming Features/Improvements for Events, from requirements analysis to planning and test execution to automating new feature cases.
- Delivered software for automation in Typescript (NodeJS) in collaboration with software engineers, ensuring high quality and reliability.
- Ensured daily running of automated campaigns and sent reports across the team.

- Participated in planning discussions with the Product Manager, Director, UX Team, and Developers.
- Maintained automated test suite (regression/sanity) and ensured smooth run over Selenium Grid.
- Ran security scans before each release and reported any high/critical vulnerabilities found.
- Conducted functional testing for Events side of BlueJeans app on iOS and Android.
- Updated and improved automation framework (Protractor - Mocha) to incorporate new features, enhancements, and backlog items in existing suites.
- Debugged Customer Support Issues using Sumo Logic and an in-house dashboard to help developers locate issues faster and reduce turnaround time for fixes.

Senior QA Engineer   Jul 2016 - Oct 2020
Amadeus Software Labs, Bengaluru, India

- Managed payment module migration, ensuring seamless transactions across 32 different countries with varying payment options.
- Developed testing automation software in Protractor for Air Canada ticket reservation systems, transitioning from Selenium.
- Took ownership of backend system for payment, overseeing ticket generation and confirmation in Amadeus' reservation system during migration process.
- Implemented Ticket Changer, Service Changer, and Self Check-In features to streamline PNR access and changes.
- Successfully migrated AirCanada's reservation and ticketing system from IBM's RESIII to Amadeus' PSS, testing complex functionalities such as new Office Id implementation and payment module migration.
- Identified gaps between various documents (FS/BRD/HLE/Mock-ups) and analyzed testing requirements for digital projects involving development from several Amadeus R&D teams.
- Planned and estimated the test preparation and test execution activities for the CRs assigned.
- Contributed extensively to the complete revamp of aircanada.com's UI/UX, incorporating Adobe Experience (AEM) as CMS.
- Maintained and documented the test environment and test data needed to execute test cases. Additionally, set up the test environments required for customer UAT phases.
- Integrated Loyalty Management Program (Aeroplan) into aircanada.com portal, allowing users to redeem points for flights using a combination of points and cash.
- Developed Loyalty Management Dashboard to provide users with access to account activity, transactions, and Elite Status tracking.

EDUCATION

B.E. Electronics and Communication   Sep 2012 - Jun 2016
Siddaganga Institute of Technology, Tumakuru, India CGPA: 9.11/10