

# ABHISHEK

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## PROFILE

A Full-Stack QA Engineer with over 8 years of expertise in ensuring quality in high-load production systems. Proficient in Test Planning, Designing, and Execution, with expertise in E2E UI and API Automation, Load and Performance Testing, and CI/CD integration. Adept at leveraging test management and design proficiency across domains such as streaming, payments, gaming, and e-commerce to drive quality, cost-efficiency, and timely project delivery.

## SKILLS

- **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 (AWS), Android/iOS Device Testing, Functional Testing, Load Testing, Performance Testing
- **Languages:** Java, Typescript, C#, Python, SQL
- **Automation Tools:** Selenium, Protractor, Espresso, XCUITest, WinAppDriver, Playwright, RestSharp, RestAssured, Jest, JUnit, PyTest, SpecFlow, PactFlow
- **API Testing Tools:** Postman, Swagger, Chai JS
- **Test Management & Reporting:** Jira, TestRail, HP ALM, Zephyr
- **Continuous Integration/Delivery:** GitlabCI, TeamCity, Jenkins
- **Logging & Monitoring:** Graylog, Chronosphere, Sumo Logic
- **Version Control & IDEs:** Git, WebStorm, Rider, VS Code, Visual Studio, PyCharm
- **Cloud Platforms:** AWS, Lambda, Docker, ECS, DynamoDB
- **Additional Tools:** Adobe Experience Manager(AEM), Charles Proxy, SQL Server

## EXPERIENCE

### Senior Software Engineer - SDET

Apr 2024 - Present

CloudCall, Remote, India (GS Lab)

- Established a back-end API automation framework using Jest (Typescript), ensuring seamless integration into CI/CD pipelines.
- Led the end-to-end testing and deployment of the subscription and billing module from inception to production, ensuring adherence to rigorous quality standards and meeting tight deadlines.
- Conducted comprehensive testing of Salesforce customer on-boarding processes, including contract and invoice generation, and implemented efficient automation strategies.
- Designed and tested the Customer Portal UI in React, collaborating on screen designs and UI/UX enhancements, and successfully delivered the portal to customer support within accelerated timelines, encompassing GraphQL API testing.
- **Technologies:** Selenium, Playwright, API testing with Postman and Jest, UI/UX Testing, Test automation with WinAppDriver, GraphQL API testing.

### Senior QA Engineer

Jan 2022 - Jan 2024

Genius Sports, Tallinn, Estonia

- Orchestrated testing activities by creating automated tests in C# (.NET) and spearheading the development of automation frameworks.
- Managed the End-to-End automation backlog using RestSharp and collaborated on automation tasks with development teams.
- Developed expertise in data testing across various system architectures, identifying associated risks in betting and sports data.
- Collaborated closely with developers, pairing to enhance testing strategies and skills.
- Advocated for paired testing among developers to streamline processes and eliminate bottlenecks.
- Strategically planned testing efforts, encompassing unit, integration, functional UI tests, and manual exploratory testing to ensure comprehensive coverage.

- Facilitated Blitz testing sessions for timely evaluation of new features and critical changes.
- Monitored team metrics and conducted root cause analyses for anomalies in automated test results using Grafana and Graylog.
- **Technologies:** API automation with RestSharp, NUnit, Root Cause Analysis, Data validation testing, BDD with SpecFlow, Load Testing with Gatling.

### Engineer III Consultant - QA

Nov 2020 - Jan 2022

*BlueJeans by Verizon, Bengaluru, India*

- Led end-to-end ownership of new Streaming Features/Improvements for Events, including requirements analysis, planning, test execution, and automation of new feature cases.
- Developed automation software in Typescript (NodeJS) in collaboration with software engineers to ensure high quality and reliability.
- Managed daily automated campaign operations and disseminated reports across the team.
- Engaged in planning discussions with Product Managers, Directors, UX Teams, and Developers.
- Maintained and optimized the automated test suite (regression/sanity) for smooth operation on Selenium Grid.
- Conducted security scans before each release, promptly reporting high/critical vulnerabilities.
- Performed automated UI testing for Events within the BlueJeans app on iOS (XCUITest) and Android (Espresso) platforms.
- Modified and debugged API interactions and network issues using Charles Proxy, ensuring stable and efficient communication across backend streaming services.
- Enhanced and updated the automation framework (Protractor - Mocha) to incorporate new features, enhancements, and backlog items into existing suites.
- Utilized Sumo Logic and an in-house dashboard to debug Customer Support Issues, facilitating faster issue resolution and reducing turnaround time for fixes.
- **Technologies:** Test automation with Protractor, Espresso, XCUITest, and WinAppDriver, API testing using Postman, BDD with Jasmine, Selenium Grid.

### 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.
- Owned and Oversaw back-end 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.
- Analyzed testing requirements for digital projects, bridging gaps between various documents (FS/BRD/HLE/Mock-ups) for development involving multiple Amadeus R&D teams.
- Planned and estimated the test preparation and execution activities for assigned Changed Requests.
- Contributed significantly to the overhaul of aircanada.com's UI/UX, integrating Adobe Experience Manager (AEM) as CMS.
- Managed and documented test environments and data, setting up environments required for customer UAT phases.
- Integrated the Loyalty Management Program (Aeroplan) into aircanada.com portal, enabling users to redeem points for flights using a hybrid points-and-cash system.
- Developed the Loyalty Management Dashboard, providing users access to account activity, transactions, and Elite Status tracking.
- **Technologies:** Automation for WPF and XAML applications using FlaUI, Test automation with Protractor and Selenium, Performance Testing with JMeter, API Testing with Postman and SoapUI, BDD with Jasmine.

## EDUCATION

### B.E. Electronics and Communication

Sep 2012 - Jun 2016

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