# ABHISHEK

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## PROFILE

Detail-oriented QA Engineer with over 8 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 proficiency, along with my domain knowledge in streaming, telecommunication, gaming, and e-commerce, to enhance quality, cost, and time metrics for software projects and deliver high-quality business products.

## SKILLS

- **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), Salesforce Testing, GraphQL Testing, Cloud Testing
- **Automation Tools:** Selenium, Protractor, Jest, Appium, RestSharp/RestAssured, PyTest
- **Languages:** Typescript, Python, C#, SQL
- **API Testing Tools:** Postman, Swagger, Chai JS
- **Test Management & Reporting:** Jira, TestRail, HP ALM, Zephyr
- **Continuous Integration/Delivery:** Gitlab, TeamCity, Jenkins
- **Logging & Monitoring:** Graylog, Chronosphere
- **Version Control & IDEs:** Git, WebStorm, Rider, VS Code, Visual Studio, PyCharm
- **Cloud Platforms:** AWS
- **Additional Tools:** Adobe AEM, Charles Proxy

## EXPERIENCE

### Senior Software Engineer - SDET
*CloudCall, Remote, India*
Apr 2024 - Present

- 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.

### Senior Automation QA Engineer
*Betsson Group, Tallinn, Estonia*
Jan 2024 - Apr 2024

- Developed and executed a roadmap to establish a robust backend testing framework in C# (.NET) for the KYC application within the Payments domain.
- Designed and implemented a frontend End-to-End test automation framework in Selenium specifically for a legacy JavaScript User Interface.
- Streamlined automation processes, resulting in a substantial reduction of the automation backlog.
- Collaborated closely with cross-functional development teams to ensure efficient delivery of high-quality software.

### 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.

### 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 functional testing for Events within the BlueJeans app on iOS and Android platforms.
- 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.

### 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.

## EDUCATION

### B.E. Electronics and Communication
Sep 2012 - Jun 2016

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