

CHAITHANYA Y K

Results-driven professional targeting **Manual and Automation Software Testing roles** | **Scrum Master roles** to leverage strong expertise in API, back-end, and UI testing within an Agile environment to ensure high-quality software delivery and continuous process improvement.

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PROFILE SUMMARY

- Highly focused Software Test Engineer with over 7 years of expertise in Manual and Automation Testing, specializing in Selenium WebDriver and Karate Framework for robust UI and API validation.
- Proven capability to design and execute comprehensive test strategies across diverse domains including Telecom, ERP, and VAS, ensuring end-to-end quality delivery.
- Skilled in server-side, database, back-end, and mobile testing, proficient at validating complex communication flows, routing logic, and hybrid-OTT telecom services.
- Strong command of Agile methodologies as a Certified Scrum Master, facilitating sprint planning, backlog grooming, and cross-team collaboration to drive efficient product development cycles.
- Proficient in testing tools and technologies including Postman, MySQL, Jenkins, GitLab, Bugzilla, and HP ALM, with hands-on experience in CI/CD pipelines and environment troubleshooting.
- Expertise in functional, integration, regression, sanity, and smoke testing complemented by thorough defect tracking and quality assurance documentation.
- Displayed leadership in mentoring junior testers, automating test cases, and coordinating with DevOps and Development Teams for seamless deployment and post-release validation.
- Capabilities at translating complex technical requirements into detailed test cases, improving defect identification, and enhancing product stability across Web, Android, and iOS platforms.

TECHNICAL SKILLS

- Platforms Tested: Windows, Android, iOS, Ubuntu
- Languages & Scripting: Java, XPath, TestNG, Maven
- Automation Tools: Selenium WebDriver, Karate Framework
- API & Back-end Testing: Postman, MySQL, Redis, Memcache, MLTB
- Build & CI/CD Tools: GitLab, Jenkins, jFrog
- Defect & Test Management: JIRA, Bugzilla, HP ALM, Confluence, TestLink
- Others: BurpSuite, Excel, Advanced Google Sheets

CAREER TIMELINE

Jun'17 – Nov'17: Software Test Engineer | DellEMC (Magna Infotech – Quess Corp), Bangalore

Sept'18 – Present: Software Engineer | Gupshup Technology, Bangalore

WORK EXPERIENCE

Sept'18 – Present: Software Engineer | Gupshup Technology, Bangalore

Project 1: Email (ERP Domain)

- Performed server-side and database testing on a cloud-based email marketing platform thus enabling businesses to create, send, and track large-scale campaigns.
- Utilized Karate Framework, Postman, Java, REST APIs, MySQL, Jenkins, GitLab, HTML, JSON, Redis, and Memcache to validate back-end workflow and ensured campaign accuracy and delivery.

Project 2: Instavoice ReachMe (VAS Provider)

- Tested telecom services app that allows voice and SMS over WiFi/data without relying on cellular network coverage.
- Validated call flows, voicemail activation, missed call alerts, and number routing using Postman and RemoteNG and focused on hybrid-OTT telecom architecture and network edge cases.

Project 3: Kirusa Channels

- Conducted manual and automation testing on a voice blogging and microblogging platform integrated with Facebook and Twitter.
- Verified functionality for voice recording, sharing, and live voice blog streams using Postman, RemoteNG, and Eclipse.

CORE COMPETENCIES

- Manual Testing
- Automation Testing
- API Testing & Validation
- Karate API testing
- Back-end & Database Testing
- Test Planning & Strategy Development
- Defect Tracking & Management
- Agile & Scrum Methodology
- UI Testing & Validation
- Continuous Integration & Deployment
- Regression, Sanity, and Smoke Testing
- Test Automation Framework Development & Maintenance

EDUCATION

- 2014: M.Sc. Software Technology – St. Aloysius College of Management and Information Technology [A.I.M.I.T], Mangalore
- P.G. Diploma in Computer Application – St. Aloysius College, Mangalore
- 2011: B.C.A. – St. Agnes College, Mangalore
- 2008: Pre-University – P.U. College, Kota

CERTIFICATIONS

- Certified Scrum Master – Scrum Alliance
- Advanced Excel & Google Sheets – Koenig Solutions
- Software Testing – QSpiders
- Technical Writing – Surabhi Technologies

SOFT SKILLS



PERSONAL DETAILS

- Date of Birth: 8th September 1990
- Languages Known: English, Hindi, Tulu, Kannada
- Address: Bangalore, Karnataka

Project 4: Telecom – Rich Communication Services (RCS), Messaging Bots

- Manually tested UI, server-side logs, and back-end flows of DotGo Developer Portal, a cloud-based platform for building and deploying RCS business messaging bots.
- Validated bot onboarding, sender ID registration, content template uploads, and conversation workflow per Google's RCS protocol.

Key Result Areas:

- Analyzing new features and creating detailed test scenarios from functional specifications and server logs across telecom and enterprise platforms.
- Testing telecom APIs for voice blog uploads, SMS fallback, missed call alerts, and routing logic under various network conditions.
- Conducting back-end and server-side testing of communication flows using tools like Postman, Karate Framework, and RemoteNG.
- Validating API request/response integrity, back-end behavior, and edge cases including failure recovery and data consistency.
- Executing file validations (CSV, PDF, ZIP) and email delivery checks for bulk campaign APIs.
- Verifying UI elements for bot management, OAuth login, and form validations on the Developer Portal.
- Authoring test strategies, execution reports, and defect logs; ensuring regression, sanity, and smoke testing coverage on Web, Android, and iOS.
- Contributing to automation scripts in Selenium WebDriver, Karate, and Java for both API and UI testing with batch and parallel executions.
- Collaborating with developers and network teams for build deployments, server upgrades, and issue triage in production and staging environments.
- Actively participating in Agile ceremonies (standups, sprint planning, backlog grooming, retrospectives).
- Leading production deployment validations and supporting hotfix verification post-release.
- Coordinating with DevOps and QA teams to troubleshoot environment issues and ensure infrastructure readiness.
- Logging and tracking defects in JIRA, HP ALM, Bugzilla; working closely with developers for timely resolutions.
- Mentoring junior QA engineers and reviewing test scripts for quality and coverage.

Jun'17 – Nov'17: Software Test Engineer | DellEMC (Magna Infotech – Queso Corp), Bangalore

Project: Transformational e-Licensing Solution (TeS) (ERP Domain)

- Engaged in manual and automation testing of a cross-functional ERP program enhancing Dell EMC's software management capabilities.
- Tested Usage Intelligence and Remote Connectivity features allowing programmatic license registration and appliance management.

Key Result Areas:

- Participated in Agile ceremonies including sprint planning, grooming, sizing, daily stand-ups, and retrospectives.
- Collaborated with Product Owners and Developers to clarify backlog items and acceptance criteria.
- Maintained task progress and test documentation in VersionOne.
- Authored, reviewed, and executed manual test cases based on functional and technical requirements.
- Logged defects in HP ALM and managed defect lifecycle including retesting and closure.
- Executed Selenium WebDriver automation scripts, thus integrating ApachePOI and TestNG frameworks.
- Performed regression and integration testing with batch and parallel executions.
- Coordinated with cross-functional teams to ensure interoperability and timely delivery of features.