Shivam Sachdeva

QA Automation Engineer

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SUMMARY

Results-driven QA Engineer with 4+ years of experience in test automation, API testing, and manual testing. Proven expertise in developing automation frameworks using Selenium and Appium, with significant reductions in manual testing time and improvements in test coverage. Skilled in Agile methodologies, test case designing, and troubleshooting, with a strong commitment to enhancing product quality. Currently pursuing an Executive Postgraduate Program in AI and Machine Learning from IIIT Bangalore, aiming to integrate advanced AI strategies into QA practices. Certified in ISTQB and passionate about leveraging AI/ML technologies in testing frameworks.

KEY SKILLS

Automation Tools: Selenium, Appium, Hybrid Automation Framework
Programming Languages: Java, Python, Gherkin Scripting Language
Testing: Manual Testing, Automation Testing, API Testing
Frameworks: Cucumber BDD Framework, TestNG Framework
Database Technologies: MySQL, MariaDB, MongoDB
Version Control & CI/CD: Jenkins, GIT
Project Management: Agile Methodology, Test Planning/Reports, Defect Management
Data Analysis: Hadoop-Hive
Certifications: ISTQB, Executive PG in AI/ML
Tools: Postman, Jira, GIT, Maven

PROFESSIONAL EXPERIENCE

QA Engineer 2 (E-Commerce Domain)   Jun '20 - Present

Rakuten India Enterprise Pvt Ltd   Bengaluru, IN

- Applied industry-standard **Testing Methodology** to analyze complex requirements, defining comprehensive test scope/strategy for **SIT/UAT** phases.
- **Designed end-to-end testing scenarios** for critical business processes, ensuring coverage of positive, negative, and edge case conditions across **web and mobile platforms.**
- **Proactively identified requirement ambiguities** during test design, facilitating clarifications that prevented potential defects downstream.
- **Developed performance test scripts (JMeter and Gatling)** for key user journeys, identifying bottlenecks prior to production deployment by Analyzing **Grafana Dashboard** and **Kibana logs.**
- **Mentored junior QA engineers** on test case design techniques and automation script development, elevating team capability.
- **Initiated the creation of a centralized test artifact repository**, improving team access and version control for test cases and scripts.
- Increased test **coverage by 30%** through the design and execution of automated test scripts using Selenium
- Analyzed results throughout the testing process, *p*erformed root cause analysis on test failures, reducing bug recurrence by **25%**.
- **Authored detailed test summary reports**, highlighting defect trends, coverage metrics, and risk assessments to inform release decisions.
- Contributed actively to cross-functional **testing discussions** within QA guilds, sharing automation best practices.
- **Enhanced existing testing collateral** by documenting automation framework standards and troubleshooting guides based on project experiences.
- **Integrated automated API tests (REST Assured and GraphQl)** into the regression suite, validating backend services and improving overall system reliability.
- **Optimized test execution cycles** by parallelizing Selenium Grid tests within the **Jenkins CI/CD pipeline**, cutting nightly regression time by **40%**.

- Performed API testing and automated mobile testing using **Appium for Android and iOS** applications, thus reducing Effort **from 3 days to 1 day**
- Managed test environments, ensuring accuracy and efficiency in testing software applications, **leading to a 20% reduction** in testing time
- Awarded **Individual Excellence** and **Spot Awards 2 time** in row, for achieving the tasks within stipulated time and maintaining the Quality of product
- **Developed over 500 reusable test cases and scripts** aligned with technical specifications, significantly enhancing test asset maintainability.
- **Engineered robust test data sets** covering diverse user profiles and transaction types, crucial for effective scenario execution and data-driven testing.
- **Consistently delivered assigned test execution and defect logging tasks** with high accuracy, meeting **100%** of project deadlines over **2 years.**
- Investigated and troubleshoot customer-reported issues, improving **customer satisfaction by 15%**

Quality Assurance Engineer   Aug '18 - Dec '19

Vidhyut Control (India) Pvt Ltd   Ghaziabad, IN

- Collaborated testing and verification of electrical panels, **ensuring compliance** with design specifications and safety standards
- Verified **Bill of Materials (BOM)** for **100%** accuracy and completeness, reducing errors in procurement and manufacturing processes
- Estimated costs and resources for electrical installations, contributing to efficient project planning and execution
- **Directed** the installation and commissioning of electrical systems at **client sites**, ensuring adherence to **timelines and quality standards,** and make sure **100%** satisfaction.
- Amalgamated with cross-functional teams to **address quality issues,** enhancing overall project outcomes and **customer satisfaction**

EDUCATION

Executive PG in Machine Learning & Artificial Intelligence   Mar '23 - Mar '25

**International Institute of Information Technology, Bangalore &
LJMU, England**

- This program focuses on advanced AI and ML techniques, covering topics such as supervised and unsupervised learning, deep learning, and data science. It emphasizes practical applications in real-world scenarios, with hands-on experience in implementing AI models and integrating machine learning into software solutions. As part of the curriculum, I am working on projects that aim to enhance automation and quality assurance through AI-driven approaches.

Bachelor of Technology (B.Tech) in Electrical and Electronics   Aug '13 - Aug '17
Engineering

Krishna Institute of Engineering & Technology   Ghaziabad, IN

- A comprehensive program that provided in-depth knowledge of electrical systems, electronics, power generation, and distribution. I gained hands-on experience in circuit design, electrical panel testing, and power systems analysis. Key projects included developing energy-efficient solutions for electrical infrastructure and conducting research on renewable energy systems. This foundation has been instrumental in my role as a QA Engineer in the electrical sector, ensuring high-quality testing and installation processes.

Certification & License

- **Executive Postgraduate Program in Machine Learning & Artificial Intelligence** | IIIT, Bengaluru
- **ISTQB Foundation Level Certification** | ISTQB
- **Performance Testing Using Gatling** | Udemy
- **Rest Api Automation**| Udemy
- **Mobile Testing Automation using Appium**| Udemy
- **Software Testing Training using Java & Selenium** | Test Yantra, Noida
- **Advance Industrial Training on PLC, SCADA, HMI, VFD** | NSIC, Delhi
- **Google AdWords Certification** | Google