

Ram Pullabhotla

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SUMMARY

Senior Software Engineer with 10+ years of experience building and scaling automation platforms and quality engineering solutions for cloud-native, distributed systems at enterprise scale. Strong expertise in TypeScript, Python, Java, and JavaScript, with a proven track record of designing test frameworks, automation tools, and CI/CD quality gates that improve software reliability and developer productivity. Deep experience in end-to-end testing, API and microservices validation, root cause analysis, and debugging complex systems at scale, with senior-level ownership delivering highly reliable platforms on AWS and Kubernetes serving millions of users.

EXPERIENCE

System Development Engineer II

Amazon, Austin, TX

December 2025 – Present

- Architected and scaled automation and quality engineering solutions for cloud-native microservices serving millions of users across multiple AWS regions.
- Integrated AI-powered testing solutions using Kiro AI and Cline, accelerating defect detection by ~20% and improving overall system reliability.
- Provided technical leadership for automation, reliability, and security-compliance initiatives across distributed services, resolving Shepherd tickets and influencing CI/CD quality standards.

Technologies: AWS (EC2, S3, IAM), Cloud Shepherd, TypeScript, Playwright, CI/CD, Microservices, GenAI Testing (Kiro AI, Cline, Agentic AI)

Quality Assurance Engineer II

Amazon, Austin, TX

May 2022 – December 2025

- Built TypeScript and Python automation frameworks that reduced regression test execution time by ~40%, improving deployment velocity.
- Implemented automated test coverage for microservices, improving team productivity by ~25% through scalable verification practices.
- Developed and executed device-level end-to-end functional, non-functional and performance testing for Fire TV OS across multiple regions.
- Owned and led defect-free Fire TV product launches across regions by delivering comprehensive end-to-end automation coverage.

Technologies: Playwright, Cypress, TypeScript, Python, Jenkins, CI/CD, Linux, Shell scripting, Android debug bridge (ADB), Performance testing

Senior Software Engineer – Test

Visa USA, Inc., Austin, TX

December 2019 – May 2022

- Designed QA strategy for a large-scale enterprise CRM migration supporting payment processing systems, delivering zero production defects.
- Built and integrated CI/CD pipelines using Azure DevOps, enabling continuous delivery for regulated financial services applications.
- Automated batch processing engine and portal applications to deliver high quality, defect-free releases.
- Developed process automation workflows that reduced manual testing effort by ~15% while maintaining compliance and audit requirements.

Technologies: Azure DevOps, Salesforce CRM, Java, C#, Microsoft Dynamics, REST Assured, SQL, Jira, Easy Repro

Software Development Engineer in Test II (QA Engineer II)

Change Healthcare (via Innova Solutions), Nashville, TN

February 2019 – November 2019

- Optimized test automation architecture, reducing overall testing time by ~30% through adoption of Serenity BDD.
- Built scalable automation frameworks for Java Spring Boot microservices deployed on AWS, covering UI and API validation.
- Integrated automated test execution into Jenkins CI/CD pipelines to support continuous delivery.

Technologies: Java, Serenity BDD, Selenium, REST APIs, AWS, Jenkins, TestNG, Postman, Cucumber, Gherkin

Application Administrator – Graduate Assistant

ITech, The University of Southern Mississippi, Hattiesburg, MS

November 2017 – November 2018

- Developed Alexa skills using AWS and Node.js, increasing university mobile application engagement by ~33%.
- Enhanced Android and iOS mobile application features, improving user experience and campus navigation systems.
- Resolved campus navigation issues by mapping and updating location data using Google Earth.

Technologies: AWS, Node.js, Alexa Skills Kit, Android/iOS APIs, Google Earth, App Development, Modo labs framework

Software Development Engineer in Test (Associate Consultant)

T-Mobile (via Capgemini), Bangalore, India

August 2016 – June 2017

- Led a 3-member automation team developing test frameworks and tooling for large-scale web applications.
- Reduced overall test cycle time by ~50% through comprehensive automation framework implementation.
- Implemented batch test execution using TestNG and Maven, improving defect detection accuracy.
- Designed reusable Page Object-based frameworks for scalable end-to-end automation.

Technologies: Java, Selenium, TestNG, Maven, Jenkins, SQL, Junit, Zephyr

QA Automation Engineer (Associate Consultant)**Thomson Reuters (via Capgemini), Bangalore, India****January 2016 – July 2016**

- Automated performance testing workflows, saving ~8 hours per test cycle through tooling and process improvements.
- Built Angular application automation suites using Protractor and Node.js for functional validation.
- Implemented performance testing and analysis using JMeter, delivering actionable performance metrics.

*Technologies: Protractor, Node.js, Angular, JMeter, Performance Testing***Test Automation Engineer (Systems Engineer)****Liberty Mutual (via Tata Consultancy Services), Chennai, India****October 2013 – December 2015**

- Delivered ~\$8,000 annual cost savings by replacing legacy HP QTP tests with Selenium WebDriver automation.
- Automated 450+ test scripts, reducing manual testing effort and improving release velocity.
- Optimized regression suites executing 1,050+ automated tests, reducing failure rates by ~8% through refactoring.
- Developed custom Java utilities to convert PDF test results into Excel reports, streamlining analysis and reporting.

*Technologies: Java, TestNG, C#, Selenium, NUnit, Jenkins, MySQL, HP QTP***SKILLS**

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|----------------------------|---|
| Languages | : TypeScript, Python, Java, C#, SQL, Shell Scripting, C++ |
| Test Frameworks | : Playwright, Cypress, Selenium, TestNG, JUnit, Cucumber (BDD), Pact (Contract Testing), Easy Repro, Mozart's RPA |
| Tools & Platforms | : IntelliJ, Postman, Jenkins, JIRA, Confluence, Docker, Amazon Q, Kiro AI, Cline, SonarQube |
| Web Technologies | : HTML5, CSS3, JavaScript (ES6+), React, Bootstrap, AJAX, jQuery |
| Databases | : MySQL, Oracle SQL, Aurora DB, DynamoDB |
| Cloud & DevOps | : Linux, AWS (EC2, S3, Lambda, EKS (Kubernetes), SQS), Azure DevOps, GitLab CI, GitHub Actions |
| API Tools | : REST Assured, WireMock, JMeter, Soap UI, Insomnia, ReadyAPI |
| Integrations | : Kafka, RabbitMQ, Hydra |
| Observability & Monitoring | : Datadog |
| Methodologies | : Agile / Scrum, CI / CD, BDD, TDD, SDLC / STLC, Shift-Left Testing |
| Source Control | : GIT, SVN (legacy) |

SELECTED ACADEMIC PROJECTS**Smart Online Exam Management System** | *JavaScript, AJAX, Bootstrap, HTML, jQuery, JSP, MySQL***Fall 2018**

- Developed a full-stack web application to automate online exam scheduling, administration, and grading.
- Generated detailed student performance analytics and reports to support academic evaluation.

Wine Classification Using Neural Networks | *Java, Neuroph Framework, Backpropagation***Summer 2018**

- Built a multilayer neural network achieving ~95% accuracy in wine variety classification.
- Engineered feature-based multi-class classification using backpropagation algorithms.

College Automation System | *C#, ASP.NET, MySQL, Visual Studio***Spring 2018**

- Designed a comprehensive student management platform with role-based access controls.
- Enabled course registration, scheduling, and real-time academic progress tracking.

EDUCATION

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|--------------------------------|------------------------------------|------------------|------------|----------------------|
| M.S in Computer Science | University of Southern Mississippi | Hattiesburg, MS | GPA: 3.64. | December 2018 |
| Bachelor of Technology | SASTRA University | Thanjavur, India | GPA: 3.68. | May 2013 |

CERTIFICATIONS

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| International Automation Tester (ISTI), | License: 98418014712166. |
| Certified Tester (ISTQB), | License: 234172265. |
| Oracle Certified Professional, Java Programmer (OCJP), | License: OC1301607. |

AWARDS & HONORS

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| QA Excellence Award, Amazon Inc. | Recognized for pioneering AI driven automation testing initiatives. |
| Best QA Award, Visa USA Inc. | Delivered a zero-defect enterprise CRM migration to production. |
| ILP KUDOS Award, Tata Consultancy Services. | Excellence recognition during enterprise training program. |