SHEENAM BAJAJ

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Lead Quality Engineer-Test Automation

Collaborative QA Engineering Leader with 12+ years of experience driving quality across the full software development lifecycle, specializing in **automation strategy**, cross-functional collaboration, and **AI/ML-focused testing.** Proven success in managing globally distributed teams and aligning QA initiatives with customer goals and KPIs. Hands-on expertise in building scalable automation solutions (**Selenium, Cypress, Appium, RestAssured, Java, Gherkin, Testim, BDD Cucumber**) integrated within **CI/CD** and **DevSecOps** environments. Strong background in usability, component design, and Requirements Specifications analysis for complex product development. Passionate about leveraging artificial intelligence, big data, and machine learning to optimize testing lifecycles and ensure high-impact, user-centric software delivery.

WORK EXPERIENCE

ChargeItSpot
Lead QA Engineer/QA Manager • Philadelphia   01/2025 - Present

ChargeItSpot builds smart kiosk systems that securely charge and manage mobile devices, primarily for large retailers like Walmart, Sam's Club, and Lululemon. Their solutions include locker-based charging stations and software tools that help businesses engage customers and support staff operations.

- Led QA team of 5 QA engineers for flagship products Onyx, CurrentGen and Client Portal ensuring robust end-to-end testing of microservices-based architecture, UI components and New Features using automation tools.
- Led the development of a high-performing QA team, enhancing quality standards through regular check-ins, mentorship, and active engagement in strategic task assignments.
- Designed and maintained automated regression suites for all the tracks to support health check jobs, CI/CD pipelines for Continuous Integration using Gitlab, reducing manual effort and increasing test reliability.
- Conducted defect triaging, root cause analysis, and contributed to sprint planning and retrospectives as part of the Agile process.

Infosys Ltd
Technical Test Lead   08/2024 - 12/2024

Project: Sysco Shop, USA - Sysco Shop is Sysco Corporation's digital platform that enables foodservice businesses to order products, track deliveries,and manage billing online, offering 24/7 access to Sysco's extensive product catalog.

- Led a team of 8 QA engineers, driving cross-functional quality initiatives for Sysco's e-commerce application, which serves more than 500,000 users.
- Built and maintained a Mobile Automation Framework, enhancing test coverage and reducing testing time significantly within 6 months.
- Collaborated with stakeholders to define test strategies, aligning test plans with business and requirements analysis, leading to a 15% improvement in defect detection.
- Experience on developing Automation test framework and test scripts for iOS (Swift) and Android (Kotlin) for Sysco Shop app using Appium, Selenide on Cucumber based BDD framework and using Java as a binding language.
- Troubleshoot various build issues using Android Debug Bridge (ADB) tool for setting test environment, run emulator tests, & pulling device logs using HTTP Proxyman or Charles Proxy.

Technical Test Lead • Canada   11/2021 - 07/2024

Project: Burlington Northern Santa Fe Railway(BNSF), USA- BNSF Railway is a leading North American freight transportation company, operating approximately 32,500 miles of trackacross 28 U.S. states and three Canadian provinces.

- Led a QA team in implementing intermodal transport systems across 10+ U.S. states, engaging with customers daily to ensure seamless, defect-free deployments.

- Performed comprehensive API testing and UI automation automating 70% of manual tasks, which reduced testing time by 25%.
- Worked closely with stakeholders and development teams, reducing QA turnaround times by 20% through optimized processes and automated regression testing.
- Led testing activities for assigned modules, including functional, integration, system, regression, performance testing, unit testing and user acceptance testing (UAT).

Test Analyst   07/2020 - 11/2021

Project: Estee Lauder, UK - Estée Lauder is a global leader in high-quality skincare, makeup, fragrance, and haircare products. It operates in over 150 countries and includes brands like Clinique, M·A·C, La Mer, Bobbi Brown, Jo Malone London, Tom Ford Beauty etc.

- Designed and maintained an automation framework that decreased manual testing efforts by 40%, improving project delivery times by 15% for multiple brands including MAC, Clinique, GlamGlow, Jo Malone etc.
- Automated 80% of backend API tests using RestAssured and Postman, leading to 20% faster release cycles and 30% reduction in critical bugs in production.
- Mentored a team of 5 testers while leading end-to-end testing, achieving 100% test case coverage across front-end and back-end services within 3 months.
- Analyzed data and executed full lifecycle schema validation, collaborating with cross-functional teams to enhance accuracy and drive software engineering excellence.

Test Analyst   05/2017 - 06/2020

Project: Walmart, USA - Walmart is a global retail leader operating over 10,750 stores in 19 countries, serving approximately 270 million customers weekly.

- Oversaw the testing of web and mobile platforms, executing 150+ test cases for each sprint, achieving 95% on-time delivery for testing milestones.
- Automated regression testing for mobile applications using Appium and Selenium WebDriver, which resulted in a 25% reduction in manual testing efforts.
- Collaborated closely with stakeholders for requirements gathering process and ensure alignment between business objectives and test strategies.
- Executed sanity testing, smoke testing, regression testing, compatibility testing and system testing for iOS and Android platforms using real mobile devices, emulators, and simulators for web, native and hybrid applications.
- Coordinated defect management processes, reducing critical defects by 20% through thorough root-cause analysis and collaboration with the development team.

Test Engineer   06/2016 - 04/2017

Project: American Express (AMEX), USA - American Express is a global financial services company specializing in payment card products, travel services, and financial solutions.

- Developed an automation framework using a Hybrid model combining Page Object, Keyword, and Data-Driven approaches.
- Created and managed Test Plans and Traceability Matrix in TestRail, streamlining task allocation and enhancing collaboration with clients and offshore teams.
- Conducted functional testing, black-box testing, regression testing, GUI testing, smoke testing and end-to-end testing of applications.

Test Engineer   07/2013 - 05/2016

Project: Royal Bank of Scotland (RBS), UK - The Royal Bank of Scotland (RBS), founded in 1727 in Edinburgh, is a major retail and commercial bank in Scotland and a subsidiary of NatWest Group.

- Actively contributed to the Group Mortgages System (GMS) team, managing, and maintaining customer mortgages in accordance with RBS protocols.
- Identified customers not adhering to guidelines post-QA validation and backend database testing for transfer to the third-party bank, William & Glyn.
- Leveraged UNIX/LINUX, PL/SQL, and Oracle (via Toad) for backend data testing, including the creation and execution of complex queries with joins.

EDUCATION

Panjab University • Bachelor of Science • Chandigarh, India   04/2009 - 04/2012

CERTIFICATIONS

Core Java for Automation Testers   03/2021 - Present
Infosys Certified DevOps Professional   08/2020 - Present
Infosys Certified Advanced Selenium Automation Tester   06/2020 - Present

AWARDS & SCHOLARSHIPS

The Wall   12/2019
Infosys

SKILLS

Automation tools: Appium, Cypress, Jmeter, Nightwatch.js, Postman, RestAssured (Java), SauceLabs, Selenium Grid, Selenium Web Driver

Languages/Scripting: C, Gherkin, Groovy, HTML, Java, Javascript, JSON, Linux/Unix Shell Scripting, Mainframe, Python, SOAP, SQL, Typescript, XML

Methodologies & Frameworks: Agile, DevSecOps, JUnit, Kanban, Karate BDD Cucumber, Lean, Nightwatch.js, Page Factory, Page Object Model (POM), Rest API, RestAssured, SAFe, Scrum, TestNG, Waterfall Methodology, XCUITest, XP

Build, CI/CD & DevOps Tools: ANT, Apache Kafka, Bitbucket, Bitrise, Docker, Github, Gitlab, Gradle, Jenkins, Log4j, Maven, SonarQube, testNG

Version control: Bitbucket, Github, Gitlab

Testing/Bug Tracking Tools: Confluence, HP ALM, JIRA, Postman, QMetry, Quality Center, ServiceNow, Test Rail, Trello, Zephyr

Databases: Mainframe, MySQL, Oracle, SQL Server

Operating Systems: Android, iOS, Linux/Unix, Mac OS, Windows

Cloud Technologies: Amazon AWS (EC2/S3), Microsoft Azure, Sauce Labs

Virtualization: Docker, Kubernetes

Debugging/Troubleshooting tools: Charles proxy, HTTP Toolkit, JSON/XML, Proxy

Business Domain: Banking, Credit Card, E-commerce, Finance, Investment Banking, IoT, Railroad Logistics, Retail, RetailTech, SaaS

Development & IDEs: Android Studio, Eclipse IDE, IntelliJ IDEA, Visual Studio Code, Xcode

AI/ML tools: Agents, Applitools, Claude, Gemini, OpenAI, Sauce Labs, Testim (AI-driven tool)