Shivani Shukla

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# Professional Summary

**Functional Tester** & AI Testing Lead with over **9 years of experience** in **Web, Mobile, API, and Database testing**, including strong exposure to **AI/ML workflows** and validation processes. Skilled in testing AI-driven applications, verifying ML pipelines, and ensuring data integrity across systems. Proficient in **API testing**, **database validation**, and version control using **GitHub/GitLab**. Experienced in collaborating with cross-functional teams, managing stakeholders, and driving quality improvements through effective test strategies and detailed reporting. Experienced in AI/ML workflow validation, agentic AI testing, and automation of AI-driven applications, ensuring accuracy, reliability, and compliance in complex systems with cross-functional teams, managing stakeholders, and improving quality metrics to deliver high-performing products at scale.

# Key Skills

* **AI Testing & Validation**: AI model validation, Agentic AI workflow testing, ML pipeline verification, LLM evaluation, RAG-based system testing, LangFuse monitoring
* **API Testing**: API validation using Postman ,endpoint verification
* Programming & Databases: Core Java, SQL -Toad , Database Testing
* CI/CD & DevOps: GitHub/ GitLab, Azure DevOps, AWS S3
* QA Leadership & Management: Test strategy & planning, stakeholder communication,
* quality metrics, reporting, resource management
* Testing Expertise: Functional, API, Regression, Sanity , Manual testing, JIRA -Confluence ,Agile/Scrum methodologies
* Soft Skills: Team leadership, cross-functional collaboration, mentoring, problem- solving

# Work Experience

## QA Team Lead

## Randstad India Pvt Ltd, Gurugram | Nov 2024- Present

* Defined test strategy and aligned QA processes with business objectives, ensuring delivery of high-quality fintech and AI products.
* Managed resource allocation, sprint planning, and stakeholder communication across multiple AI and automation projects
* Designed and executed end-to-end strategies (Web, API, and AI workflows) ensuring 99% accuracy in eligibility checks and portfolio validations.
* Partnered with product and engineering teams to validate Agentic AI workflows for affordability, intent detection, improving user experience and reducing drop-offs.
* Worked on new products and updated functionality of Peer Comparison and Projection software systems and worked on Api testing.
* Expertise in Bug Reporting & Tracking Process, Bug Reporting and Tracking using Bug tracking tools like JIRA ,Bugzilla and Issue Tracker.
* Mentored junior testers, conducted code reviews, improving overall team productivity by 25%.

## Senior Test Engineer

### Accolite Digital., Gurugram | Mar 22 – Oct 24

* Collaborated with global cross-functional teams in Agile/Scrum environments, consistently meeting delivery deadlines across 60+ releases.
* Led **functional testing** efforts for 5G network modules, validating service provisioning, network slicing, and subscriber management workflows across British Telecom’s infrastructure.
* Performed **API testing** for telecom service endpoints, ensuring accurate data exchange between OSS/BSS systems and 5G core components.
* Prepared and executed test scenarios , SIT and UAT cycles and validated between multiples modules .
* Maintained QA documentation, traceability matrix , test summary reports and execution dashboard on JIRA -confluence

## Software Analyst

### Tata consultancy services | Aug 2016 – Feb 22

* Collaborated with global cross-functional teams in Agile/Scrum environments, consistently meeting delivery deadlines across 60+ releases.
* Excellent Communication, Interpersonal Skills. Quick Learner, versatile, adaptable and process-oriented with high customer orientation. Understanding, Analyzing and Streamlining Test Requirements.
* Perform on different Levels of Testing (Integration Testing, System Testing and Acceptance Testing, Regression Testing ,Sanity Testing ,Functional Testing ).
* Created test data for valid scenarios based on requirement.
* Expertise in Bug Reporting & Tracking Process .
* Collaborated with team members to ensure that the successful project completion.

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# Projects

* Peer Comparison - Performed API-driven functional testing of financial benchmarking modules, validating comparative analytics across sovereign and sub-sovereign entities using dynamic data inputs and scoring algorithms.
* Scorecards – Worked in Lucent mapping / spreading application and conducted functional testing of scoring algorithms used in credit risk assessment and customer profiling across banking platforms.
* **Vm02**– Validated internal modules for data processing and visualization, ensuring seamless integration with enterprise reporting systems.
* 5G - Led functional testing of 5G network components including service provisioning, network slicing, and subscriber workflows in telecom infrastructure.
* ​CIBC (Banking ) - ​ Performed end-to-end testing of banking applications, focusing on transaction workflows, compliance checks, and customer onboarding processes.
* ABN AMRO (Banking **)** – Executed functional and data base testing for core banking modules, ensuring data integrity and regulatory compliance across financialoperations.
* CMS – Eidos Media – Conducted end-to-end testing of content management workflows for media publishing systems .

# Education

* BCA – Computers | BBD University | 2016

# Languages

* English – Fluent
* Hindi – Native / Professional Proficiency