SWATI SALUNKHE

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SUMMARY

AI-Focused Software Engineer with 12+ years of experience across full-stack development and Agile environments. Specialized in validating and optimizing AI/ML-integrated systems, including NLP-driven virtual agents, LLM-powered chatbots, and scalable cloud-native applications. Skilled in designing resilient frameworks, building and maintaining CI/CD pipelines, and collaborating with cross-functional teams to test inference pipelines, prompt orchestration, and data workflows. Passionate about improving model reliability, scalability, and user experience through data-driven validation, continuous monitoring, and real-time feedback mechanisms

TECHNICAL SKILLS

- **AI/ML Testing: NLP testing, Chatbot validation, AI behavior validation, Accessibility AI tools (AXE, JAWS), LLM pipeline validation (Ollama integration)**
- **Programming Languages: Python, Java, TypeScript, JavaScript, Shell Scripting**
- **Cloud & DevOps: AWS (S3, AI clusters), Azure, GitHub Actions, Jenkins**
- **Web Technologies: HTML, CSS, Angular, Node.js, Next.js**
- **Databases: MongoDB, MySQL, SQL Server**
- **Test Automation: Cypress, Selenium WebDriver, Playwright, WebdriverIO, Rest Assured, JMeter**
- **Tools: Jira,, Mercurial, Bugzilla, VSCode, Pycharm**

EXPERIENCE

Company Name: Stealth Mode Startup   May 2023 to Present
Software AI Engineer, Santa Clara, CA

- Pioneered the architecture of MissionPeak, an AI-native outdoor engagement platform featuring generative content suggestions, and behavior-driven social graph recommendations, scaling to 100K+ users.
- Directed full product lifecycle — from AI model integration (LLaMA 3.1, Ollama, custom embeddings) to cloud-native deployment and monetization.
- Built and led a globally distributed engineering team across India, Nigeria, and the U.S., delivering complex, scalable consumer and enterprise-grade systems.
- Delivered and tested cross-platform web clients using Angular, with robust end-to-end automation using Cypress and performance/load testing with JMeter, ensuring high-quality user experiences across browsers and devices
- Led AI/ML strategy to power personalized activity tracking, automated engagement, and dynamic content ranking using embeddings, retrieval models, and analytics.
- Implemented behavioral analytics, ranking algorithms, and community insights that significantly increased content visibility and user retention.
- Launched a subscription-based monetization model using AI-generated engagement metrics and real-time insights to drive retention and recurring revenue.

ServiceNow   Jan 2019 to Jan 2023
Software Engineer, Santa Clara, CA

Product A - ServiceNow Vendor Manager Workspace
ServiceNow's ITSM Vendor Management capabilities empower organizations to effectively manage vendor relationships, optimize vendor performance, mitigate risks, and ensure compliance with regulatory requirements.

- Developed and maintained microservices scripts for Angular web applications.
- Providing an optimized solution for the failure and stabilizing the test to run on all the service now platform application tracks.

- Monitoring code coverage using SonarQube dashboards and analyzing test coverage impact due to test failure.
- Writing JAVA integration tests using Seismic component drivers and RestAssured API framework.
- Conducting continuous platform upgrade testing from N-2 releases.
- Conducting accessibility/WCAG 2.0 testing using AXE, JAWS for issues like color contrast, form labels, PDF accessibility.
- Analyzing existing framework implementation and updating framework methods while fixing flapper tests.
- Helping developers by analyzing system logs and narrowing down the root cause of failure.
- Automatically deploy application changes to various environments (e.g., staging, production) using GIT and Jenkins.
- Providing automation training to team members and guidance on maintaining Java coding standards.
- Listen for events such as code commits, pull requests, or merge requests to initiate the CI/CD pipeline.
- Coordinate and conduct integration and UAT testing with other IT systems and tools that interact with ATF ServiceNow, ensuring seamless data flow.
- Experience in testing web environments on AWS, which includes working with services like S3.
- Used JMeter and LoadRunner to execute load testing against AIX, JAVA/J2EE, WebSphere, DB2 environments of an enterprise application.
- Participated in code design and code reviews to ensure performance best practices are embedded in design.
- Evaluated and recommended appropriate actions where possible to improve the performance process and overall performance of the system.

Product B - ServiceNow Virtual Agent
ServiceNow's Virtual Agent is a chatbot platform that allows you to create and deploy chatbots within the ServiceNow ecosystem. These chatbots can be used for a wide range of service management and automation tasks. Here are some key points related to ServiceNow chatbots testing

- Collaborate with AI/ML engineers and data scientists to understand the AI/ML system's objectives and requirements for chatbot testing (using AI model training with AI clusters on AWS).
- Performed Natural Language Processing (NLP) Testing and ensured that the chatbot integrates seamlessly with ServiceNow and any other third-party services or systems.
- Conducts experimentation—feature engineering, model training, validation, and analysis of model monitoring results.
- Tested the conversation flow and the chatbot's ability to handle multi-turn conversations.
- Performed Multi-language and Localization Testing by Verifying that the chatbot can handle different languages, dialects, and localization

Tintri Inc.   **Apr 2015 to Dec 2018**
Automation Engineer, Mountain View, CA

Product A-Tintri VMstore: VMstore is Tintri's flagship product, designed to provide high-performance storage solutions for virtualized environments. It offers VM-level insights, automation, and management features that help organizations optimize their virtual infrastructure.

Product B-Tintri Global Center (TGC): TGC is Tintri's centralized management platform for VMstore systems. It provides administrators with a single interface to manage multiple VMstore appliances, monitor performance, and automate tasks across the virtualized environment.

- Integrate automated tests into the CI/CD pipeline to facilitate continuous testing and feedback.
- Configure and manage CI servers (e.g., Jenkins, GitLab CI) to trigger automated tests whenever code changes are committed to the version control system.
- Developed and executed end-to-end test automation based on the test specifications using Sikuli and Python.
- Employed automation to test back-end system management capabilities, including snapshot, cloning, failover, replication, and VM management AWS On premise.
- Designed and developed REST API and UI end-to-end tests for Tintri Global Center using Selenium and Python.
- Contributed to the development of automation infrastructure and libraries to support automation efforts.
- Automated test cases and analyzed defects, assessing severity and prioritizing them for resolution.
- Successfully tested PostgreSQL update from 8.4 to 9.4 and schema updates.
- Conducted tests for AWS cloud and on-prem data replication.
- Monitor network performance metrics such as latency, throughput, packet loss, and retransmissions using packet capture data.

Symantec Corporation   **Apr 2014 to Apr 2015**
Software QA Engineer, Mountain View, CA

Product: Symantec App Center

Symantec App Center is a mobile application and content management solution that secures all corporate data on mobile devices.
(MDM and App wrapping)

- Responsible for building and executing test framework for Symantec SaaS Mobile Manager product.
- Designed, developed and executed automated tests for Symantec SaaS Mobile Manager for Android and iOS.
- Used Sikuli to develop Python/Jython scripts.
- Android and iOS app installation/removal, settings, debugging network issues, and understanding of device logs.
- Automated tests for web APIs (REST), UI, and system-test; integrated them into the build system.
- Proficient in using project management and issue tracking tools like Jira, and Confluence to manage and document testing efforts effectively.
- Capable of writing SQL queries to interact with databases and retrieve data for testing and validation.

Refresh Inc. / LinkedIn   **July 2013 to Apr 2014**
Software QA, Palo Alto, CA

- Primary engineer responsible for automated test design, front-end and backend feature implementation.
- Developed test automation framework, which used a combination of Xcode, JavaScript, XHTML and XML.
- Tested various external APIs like facebook graph api, linkedIn, twitter and crunchbase APIs.
- Created and maintained unit test cases in TestNG.
- Skilled in continuous integration and deployment tools, including Jenkins, Maven, and GIT, to streamline the testing process and ensure timely delivery.

Hewlett-Packard   **Nov 2011 to Jun 2013**
QA Consultant, Sunnyvale, CA

- Integration testing of HP app preloaded with MS Windows 8 image.
- Created Automation test framework using Selenium RC.
- Integration testing on HP Apps and online streaming services, AWS Cloud data transformation testing.
- Executed Cassandra Queries to test Data Integration, Data Validity, Data consistency and data redundancy.
- Tested coverage under various platforms like windows 7/8 across Mobile phones, Tablets, laptops and desktops.

EBay Inc. (PayPal)   **July 2011 to Nov 2011**
Software Test Intern, San Jose, CA

- Used Selenium GRID to execute test cases parallely on different target machines.
- Tested various HTTP Request and Response API using OO scripts.
- Reviewed, enhanced, and executed test scripts (test cases) in preparation for Production.
- Designed and developed deployment automation tools for software deployments and upgrades.
- Extensively used SQL joins and other complex statements for validation and retrieving data from Oracle db.

EDUCATION

Coleman University, San Diego, CA,   **June 2010**
Master of Science – Management Information Systems

RGPV University, Jabalpur, India,   **May 2007**

Bachelor of Engineering – Mechanical Engineering