Lead Software Engineer - Test

- Full-time
- Function: Software Engineering(ENG)

Company Description

About Freshworks

Freshworks makes it fast and easy for businesses to delight their customers and employees. We do this by taking a fresh approach to building and delivering software that is affordable, quick to implement, and designed for the end user. Headquartered in San Mateo, California, Freshworks has a global team operating from 13 global locations to serve more than 65,000 companies -- from startups to public companies – that rely on Freshworks software-as-a-service to enable a better customer experience (CRM, CX) and employee experience (ITSM).

Freshworks' cloud-based software suite includes Freshdesk (omni-channel customer support), Freshsales (sales automation), Freshmarketer (marketing automation), Freshservice (IT service desk), Freshchat (AI-powered bots), supported by Neo, our underlying platform of shared services.

Freshworks is featured in global national press including CNBC, Forbes, Fortune, Bloomberg and has been a BuiltIn Best Place to work in San Francisco and Denver for the last 3 years. Our customer ratings have earned Freshworks products TrustRadius Top Rated Software ratings and G2 Best of Awards for Best Feature Set, Best Value for the Price and Best Relationship.

Job Description

Overview of the Role :

Involved in every phase of SDLC, Lead SETs at Freshworks, are in complete ownership of the testing component of the organization's cutting-edge projects.

Interfacing very closely with developers, they provide expertise in the planning, constructing, execution, and the successful deployment of programs and products.

In the landscape of challenging and competitive product markets that demand high reliability, a Lead SET is responsible for writing and reviewing test cases, integrating test algorithms, automation scripts and uncovering potential bugs, before anyone else can.

They also ensure the product is secure and scalable by checking security and performance testing and contribute to product continuous Integration and deployment.

All of our Lead SETs are highly responsive, flexible, adapt to succeed, all within an open collaborative peer environment, solving problems in insightful ways.

This position offers the candidate several opportunities to learn and test world-class B2B SaaS products that are built using cutting edge technologies.

About the Team:

The Team enforces manufacturability and testability, ensuring a successful and robust end-product. Freshworks relies on this team to drive better software architecture and design, promote proper development practices, bug prevention strategies, eliminate weak spots, among others.

This is a team that knows what is right, learns from each other and is passionate about upholding Freshworks reputation in a world-class product market. Responsibilities Lead end to end Testing and Automation Process

Design and implement efficient Testing practices Conduct Testcase and Code reviews to ensure the quality of Test Cases, Test coverage and Automation Code

Participate in Planning meetings and ensure quality at all levels of SDLC Provide estimations for Manual and Automation Provide Testing and Automation Strategy for newly developed Features

Identify the right tool and set up the automation framework for UI, API, and Microservices

Increase Automation confidence by reducing random test failures Work closely with the

Development team and ensures code is delivered with high code coverage

Analyze Customer stats and implement the right tool for Cross-Browser / Platform Testing and Automation

Responsible for QA metrics and Automation ROI and report them to management

Identify Performance Application Performance bottlenecks and suggest the right tool and test strategy for Non-Functional Testing Guide and Mentor QA Team on the Testing and Automation Tools, Frameworks and Process Measure and Investigate

Defect Leakage and provide preventive measures Identify CI / CD tools, define branching strategies, setup CI / CD pipeline

Responsible for providing QA Tech debts and Automation Roadmaps Identify QA Risk and Mitigation Plans and ensure product delivery as per the release timeline

Qualifications

7-10 yrs of experience in automation testing Passionate about QA and breaking software systems

Good knowledge on Software Testing concepts and methodology

Good Understanding of Web fundamentals (MVC, HTML, JavaScript, CSS, Server Side Programming and Database)

Good programming skills (Java / Ruby / Python / node. js / JavaScript)

Good knowledge on Object Oriented Programming concepts and Design Patterns Hands on Knowledge of Test Automation approaches, Frameworks and Tools Hands on experience in UI, API, Cross browser Testing Tools and Automation Hands on any of performance Testing and Tools (Jmeter / Loadrunner / Gatling)

Hands on knowledge on Continuous Integration & Continuous Deployment and Continuous integration tools (Jenkins / Travis/ Teamcity)

Good Analytical and Problem Solving Skills Good verbal and written communication skills

Qualifications

API testing(Manual & Automation), UI Automation, Programming, Data structures, Test Cases, Non Functional Testing, Performance Testing, Debugging skills, Test Severity and Priority, Test Planning, Test Estimation, Test Reporting, Code review, Team mentoring

Additional Information

All your information will be kept confidential according to EEO guidelines.

At Freshworks, we are creating a global workplace that enables everyone to find their true potential, purpose, and passion irrespective of their background, gender, race, sexual orientation, religion and ethnicity. We are committed to providing equal opportunity for all and believe that diversity in the workplace creates a more vibrant, richer work environment that advances the goals of our employees, communities and the business.