**Balaji Prabhakaran**

Lead QA Engineer

**EXPERIENCE**

**Softcrylic Technology Solutions,** Chennai — **Lead QA Engineer**

SEPTEMBER 2019 - PRESENT

**Capgemini India Pvt Ltd,** Chennai— **Consultant**

SEPTEMBER 2016 - AUGUST 2019

**Softcrylic Technology Solutions,** Chennai— **Test Engineer**

AUGUST 2013 - AUGUST 2016

**EDUCATION**

**Odaiyappa College of Engineering & Technology,** Theni— **Bachelor of Technology in Information Technology**

AUGUST 2008 - JULY 2012

**PROJECTS**

**Waggle** — [**Houghton Mifflin Harcourt**](https://www.hmhco.com/programs/waggle)

* Lead a team of QA analysts in designing, developing, and executing comprehensive test plans and test cases for multiple software projects.
* Managing the Agile model and partaking the agile ceremonies on daily basis. Project level activities likes analysing the testing strategy and capability of team.
* Preparing measurements and metrics of the team, product and individual’s w.r.t effort, activities, utilization etc.
* Defining scope of testing within the context of each release / delivery.
* Discussing with Clients, Product Owners, Developers and gathering requirements and betterment improvements to be implemented.
* Producing the healthy delivery on timely basis and make sure no leakages or spill overs on scrum tasks.
* Perform manual testing of web across different platforms and devices.

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**SKILLS**

**Manual Testing​**

​Functional testing, Regression testing, Integration testing

**Test Management Tool​**

​Microsoft Test Manager, qTest

**Defect Management Tool**

JIRA, Rally

**Deployment Tool**

Build Master, Jenkins

**Database**​

MySQL, Amazon Redshift

**Automation Testing**

Selenium

**API Testing Tool**

Postman, Swagger

**Design**

Figma

**Performance Testing** jMeter

**Domain Expertise**

e-Learning,   
e-Commerce, Cards and Payments

**LANGUAGES**

English, Tamil

* Manage defect tracking and resolution process, ensuring timely resolution of issues and maintaining accurate documentation.
* Provide mentorship, guidance, and training to junior QA team members to enhance their skills and capabilities.
* Communicate testing progress, results, and quality metrics to stakeholders and senior management.
* Conducted regression testing, performance testing, and user acceptance testing as needed. Prepared Excel templates to increase the accuracy of validation in reports.
* Directed Automation team with regression test cases and reduced Manual effort in regression to less than 2 days.
* Co-ordinated with Performance engineers on execution of jMeter scripts and enhancing the existing scripts with recent requirements.

**Atlas** — **Heartland Payment System**

* Executed test plans, test cases for web applications, identifying and documenting defects and issues.
* Managing the Agile model and partaking in agile ceremonies on daily basis.
* Collaborated with development teams to analyse requirements and provide input on design and implementation from a testing perspective.
* Creating Excel templates to reduce the manual efforts in testing
* Effective coordination between development and testing team.
* Performing Functional, Regression, Pre- production and Post- production testing
* Participating in release’s Go / No go meet.
* Mentored and supported three junior QA team members to enhance their skills in Database testing.

**The Pampered Chef** —[**Pampered Chef**](https://www.pamperedchef.com/)

* Performed Functional, Regression, Pre- production and Post- production testing.
* Partaking the Agile ceremonies on daily basis.
* Understanding the functionality and consolidating the already existing test cases which suits for automation.
* Executing the automation scripts given by the automation team and validating it with the manual Test cases
* Execution of Selenium Automation scripts in different environments and reporting the bugs to Developers.
* Mentored two junior QA team members to enhance their skills in manual testing and test case management.