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QUALITY ENGINEERING EXECUTIVE | AUTOMATION TESTING | PERFORMANCE TESTING | API & SOA TESTING | ETL & DATABASE VALIDATION | MOBILE & WEB APPLICATION TESTING

“Accomplished, Results-Driven & Strategic Quality Engineering Leader Driving Enterprise Test Transformation, Automation Excellence, Performance Optimization, and Digital Quality Assurance Across Global Organizations.”

AREAS OF EXPERTISE

- Quality Engineering
- Test Strategy & Governance
- Test Automation Frameworks
- Selenium Automation Testing
- UFT / BPT Automation
- API & SOA Web Services Testing
- Performance & Load Testing
- ETL & Data Warehouse Testing
- Database & SQL Testing
- Mobile Application Testing
- Release & Environment Management
- Agile / Scrum Delivery
- Defect & Quality Management
- Salesforce & Oracle EBS Testing
- CI/CD & DevOps Support
- QA Metrics & Reporting
- UAT Management
- Enterprise Application Testing
- Risk & Compliance Testing
- Onsite-Offshore Team Leadership

PROFILE SUMMARY

- **Accomplished QA leader with 20+ years** delivering enterprise-scale Automation, API, ETL, Database, Mobile, and Performance Testing solutions.
- **Visionary and Results-Oriented quality engineering evangelist**, spearheading enterprise-wide test transformations through innovative automation and continuous testing frameworks.
- **Strategic and Accomplished testing professional**, orchestrating end-to-end quality assurance programs across Banking, Healthcare, Public Sector, Insurance, Retail, SaaS, and E-Commerce domains.
- **Dynamic and High-Impact automation champion**, driving testing excellence through Selenium, UFT, BPT, Salesforce Automation, and advanced enterprise testing accelerators.
- **Analytical and Forward-Thinking QA leader**, directing large-scale API and SOA testing initiatives to ensure seamless integration, interoperability, and service reliability.
- **Performance-Driven and Innovative testing expert**, optimizing application scalability, stability, and responsiveness through advanced Load, Stress, Volume, and Performance Testing methodologies.
- **Detail-Oriented and Quality-Focused data validation specialist**, engineering robust ETL and Database Testing frameworks that ensure exceptional data integrity, accuracy, and regulatory compliance.
- **Collaborative and Transformational people leader**, managing global onsite-offshore teams while fostering governance, process maturity, operational excellence, and delivery success.
- **Innovative and Forward-Thinking Quality Engineering leader**, leveraging AI and Generative AI technologies to accelerate test design, test data generation, and quality assurance processes.
- **Strategic and Results-Driven testing professional**, driving AI-powered test automation, predictive defect analytics, and intelligent quality engineering solutions across enterprise applications.
- **Visionary and Technology-Savvy QA expert**, utilizing ChatGPT, GitHub Copilot, Visual AI Testing, and ML-based testing techniques to improve test coverage and delivery efficiency.
- **Transformational and Data-Driven quality leader**, championing AI-enabled anomaly detection, autonomous testing frameworks, and continuous quality engineering practices to enhance software reliability and business outcomes.
- **Influential and Business-Focused quality strategist**, partnering with executive stakeholders to drive data-driven decisions through quality metrics, risk mitigation, release governance, and continuous improvement initiatives.

TECHNICAL & TESTING SKILLS

- **Test Management & Leadership:** Test Strategy, Test Planning, Test Execution, Test Governance, QA Management, Test Metrics, Defect Management, Release Management, UAT Coordination, Offshore-Onsite Coordination, Risk Management, Resource Planning
- **Performance & Automation Tools:** LoadRunner, Performance Center, JMeter, Neo Load, MS VSTS, Selenium WebDriver, UFT/QTP, UiPath, Tosca, Cypress, Playwright, cFactory.
- **Automation Testing:** Selenium WebDriver, HP UFT/QTP, Business Process Testing (BPT), Test Automation Frameworks, Keyword-Driven Testing, Data-Driven Testing, Regression Automation, Continuous Testing
- **API & SOA Testing:** REST API Testing, SOAP Web Services Testing, SOA Testing, Service Virtualization, API Validation, XML Testing, JSON Testing, Interface Testing, Integration Testing
- **Performance Testing:** HP LoadRunner, Performance Center, Load Testing, Stress Testing, Volume Testing, Endurance Testing, Scalability Testing, Performance Monitoring, Bottleneck Analysis
- **ETL & Data Warehouse Testing:** Informatica, IBM DataStage, SSIS, SSRS, Data Validation, Data Reconciliation, Data Migration Testing, Data Integrity Testing, Data Warehouse Testing
- **Database Testing:** Oracle, SQL Server, PL/SQL, SQL Query Development, Stored Procedures Testing, Data Validation, Backend Testing, Database Performance Validation

- **Functional Testing:** Smoke Testing, Sanity Testing, System Testing, Integration Testing, Regression Testing, End-to-End Testing, UAT, GUI Testing, Security Testing, Usability Testing
- **Mobile Application Testing:** Android Testing, iOS Testing, Mobile Web Testing, Cross-Platform Testing, Device Compatibility Testing, Mobile Functional Testing
- **Web Application Testing:** Browser Compatibility Testing, Cross-Browser Testing, Responsive UI Testing, XHTML Validation Testing
- **Test Management Tools:** HP ALM/Quality Center, Jira, TFS/Azure DevOps, Bugzilla, Salesforce CRM, Test Director
- **DevOps & Release Management:** Build Management, Release Engineering, CI/CD Support, Environment Management, Code Migration, Deployment Validation, Configuration Management
- **Programming & Scripting:** Java, J2EE, VB Script, SQL, XML, Shell Scripting, Automation Scripting
- **Cloud & Enterprise Applications:** AWS Cloud Practitioner, Oracle EBS Testing, SAP Application Testing, Salesforce Testing, Enterprise Application Validation
- **Methodologies & Frameworks:** Agile, Scrum, Waterfall, Iterative Model, SDLC, STLC, Defect Lifecycle Management, Test Driven Quality Practices
- **Infrastructure & Support:** Environment Setup, Production Support, Incident Management, Root Cause Analysis, Application Support, System Monitoring
- **Reporting & Documentation:** Test Plans, Test Cases, RTM, Defect Reports, KPI Dashboards, Status Reporting, Quality Metrics, Audit Documentation.

RESPONSIBILITIES THROUGHOUT THE TENURE

AUTOMATION TESTING

- Architected enterprise-scale automation frameworks for UI, API, Integration, and End-to-End testing across complex business applications.
- Led Shift-Left quality initiatives by integrating automated testing into Agile, DevOps, and CI/CD delivery pipelines.
- Developed and maintained automation solutions using Selenium WebDriver, UFT/QTP, UiPath, Tosca, Cypress, Playwright, and cFactory.
- Leveraged AI-driven testing capabilities including ChatGPT, GitHub Copilot, Applitools, predictive defect analytics, and flaky test detection.
- Established automation governance, test orchestration, parallel execution, and quality gates to accelerate release cycles and improve test coverage.

PERFORMANCE TESTING

- Directed enterprise-wide Performance, Load, Stress, Volume, Capacity, Reliability, and Resilience Testing programs.
- Designed scalable performance testing strategies for Web, Mobile, API, Microservices, Oracle EBS, SAP, Salesforce, and Cloud applications.
- Utilized LoadRunner, Performance Center, JMeter, NeoLoad, and MS VSTS to validate system scalability, availability, and SLA compliance.
- Performed performance engineering, bottleneck analysis, capacity planning, workload modeling, and infrastructure optimization.
- Implemented observability and AIOps practices using Datadog, Prometheus, Open Telemetry, and AI-driven anomaly detection tools.

FUNCTIONAL TESTING

- Led enterprise Functional, Integration, System, UAT, Regression, API, SOA, Mobile, and Cross-Platform Testing initiatives.
- Defined QA strategies, governance models, test plans, risk assessments, and quality metrics for global delivery programs.
- Executed API and Service-Level Testing using Postman, SOAP UI Pro, Parasoft, REST APIs, and SOA-based architectures.
- Managed end-to-end testing across Oracle EBS, SAP, Salesforce CRM, Mainframes, J2EE, .NET, and Microservices ecosystems.
- Drove Agile, SAFe, Change Management, and Quality Transformation initiatives to improve product reliability and customer experience.

ETL & DATABASE TESTING

- Managed end-to-end ETL, Data Warehouse, Data Migration, Data Conversion, and Database Testing programs for enterprise platforms.
- Validated data extraction, transformation, reconciliation, integrity, and reporting processes across complex business systems.
- Performed advanced SQL, PL/SQL, Stored Procedure, Data Validation, and Backend Testing activities.
- Supported enterprise reporting solutions involving SSIS, SSRS, Informatica, Oracle, SQL Server, SAP, and Salesforce data platforms.
- Developed automated data validation frameworks and quality controls to ensure regulatory compliance, accuracy, and business continuity.

WORK EXPERIENCE

Tek Basic | New Jersey, USA | Manager (Test & Delivery) | May 2026 - Present

Deloitte Consulting LLP, US & USI Offices | Manager | Apr 2011 – May 2026

Job roles: Automation Test Lead | Automation BPT Test Lead | UAT Lab Coordinator | SOA test engineer | Performance test Lead | Functional Manual Test Engineer | Project Build/Release Engineer | Infra Tech Support Roles

McCain Foods Canada – SAP One GL | Performance Test Manager | Mar 2026 – Present

Responsibilities: Led performance testing strategy, load/stress testing, automation governance, stakeholder reporting, and performance optimization for SAP-based food industry applications.

Technologies Used: LoadRunner, SAP GUI, SAP Fiori, Appvance, Performance Center, JMeter

Liberty Mutual – SAP One GL | UiPath Automation Test Manager | Dec 2025 – Mar 2026

Responsibilities: Managed UiPath automation framework development, regression automation, delivery governance, stakeholder communication, and quality assurance.

Technologies Used: UiPath, SAP, Jira, Automation Frameworks

Private Client Services (Instanda) | Performance Test Manager | Sep 2025 – Dec 2025

Responsibilities: Led performance engineering, automation strategy, workload modeling, scalability testing, and stakeholder management.

Technologies Used: Selenium, LoadRunner, JMeter, Instanda, Performance Center

Corbridge Financial Group | Transition Manager | Jul 2025 – Aug 2025

Responsibilities: Managed large-scale transition, onboarding, knowledge transfer, resource integration, stakeholder coordination, and delivery governance.

Technologies Used: Mainframes, Jira, SharePoint, MS Office

AMGEN – 340B Program | QA Manager & Performance Test Manager | May 2025 – Jun 2025

Responsibilities: Directed SIT, UAT, performance testing, integration validation, compliance testing, and quality governance for life sciences systems.

Technologies Used: Salesforce, SAP ECC, SAP PO, MuleSoft, Model N, Jira Zephyr

Vanguard IIG Modernization | Project Manager | Aug 2024 – May 2025

Responsibilities: Led modernization, cloud migration, Agile delivery, SIT coordination, resource planning, and stakeholder management.

Technologies Used: AWS, Java, DB2 LUW, Mainframes, GitHub, Terraform, Jira

Connecticut Child Welfare (CCWIS) | Delivery Manager & Performance Test Manager | Jul 2024 – Aug 2024

Responsibilities: Managed QA strategy, performance testing, Salesforce implementation testing, UAT support, and release readiness.

Technologies Used: Salesforce, Oracle ESB, Talend, Azure AD, DocuWare

Indiana Child Care (INKIDS) | Delivery Manager | Jul 2023 – Jun 2024

Responsibilities: Led Agile delivery, Salesforce implementation, requirement management, stakeholder engagement, and project execution.

Technologies Used: Salesforce, AWS, Jira

ZoomInfo SAP BRIM Implementation | Delivery Manager | Nov 2022 – Jun 2023

Responsibilities: Managed SAP testing, SIT delivery, integration validation, defect governance, and stakeholder communication.

Technologies Used: SAP BRIM, SAP S/4 HANA, Salesforce, MuleSoft, Jira, Zephyr

Trans America Finance Tower | Delivery Manager | Oct 2022 – Nov 2022

Responsibilities: Led data warehouse testing, project planning, Agile delivery, resource management, and stakeholder coordination.

Technologies Used: AWS, Azure, Hadoop, Hive, SQL Server, Jira

My VMware – Opportunities | Delivery Manager | Jan 2022 – Sep 2022

Responsibilities: Directed Salesforce automation testing, API validation, framework development, defect management, and delivery oversight.

Technologies Used: Selenium, Java, Rest Assured, Salesforce CRM, Perforce

Hewlett Packard Enterprise (HPE) | Offshore Functional Test Manager | Jul 2021 – Dec 2021

Responsibilities: Managed functional, automation, mobile, and regression testing for UI/UX transformation initiatives.

Technologies Used: UFT, ALM, Azure, SAP, iOS, Android

Ben E. Keith (BEK) | Offshore Performance Test Manager | Mar 2021 – Jun 2021

Responsibilities: Led performance engineering, automation testing, SIT management, and SAP Hybris migration validation.

Technologies Used: SAP Hybris, LoadRunner, UFT, SAP S/4 HANA, J2EE

Costco Membership Portal | Offshore Automation Test Manager | Nov 2020 – Feb 2021

Responsibilities: Managed cloud migration testing, automation strategy, SIT delivery, and Agile QA governance.

Technologies Used: Microsoft .NET, Azure Cloud, iOS, Android, J2EE

Colorado Benefits Management System (CBMS) | Onshore Functional Test Manager | Jun 2019 – Oct 2020

Responsibilities: Led SIT delivery, Salesforce transformation testing, mobile application testing, and release management.

Technologies Used: Salesforce, Selenium, Jira, ALM, AWS

Anthem WGS Claims | Onshore Test & Performance Test Manager | Sep 2017 – May 2019

Responsibilities: Directed SIT execution, performance testing, defect governance, release validation, and healthcare claims testing.

Technologies Used: Mainframes, RTC, Jira, RPT

TJX Oracle EBS Transformation | Onshore Automation & Performance Test Manager | Feb 2017 – Aug 2017

Responsibilities: Led Oracle EBS automation, performance testing, BPT implementation, and onsite-offshore delivery.

Technologies Used: Oracle EBS, UFT, BPT, cFactory, HP ALM

Charter Communications | Onshore Performance Test Engineer | Jan 2017 – Feb 2017

Responsibilities: Executed performance testing, workload analysis, scalability validation, and performance reporting.

Technologies Used: LoadRunner, Performance Center

North Dakota & Tennessee SPACES | Onshore Test Manager & Automation Lead | Mar 2016 – Jan 2017

Responsibilities: Managed SIT, UAT, automation testing, web services validation, release coordination, and Oracle migration testing.

Technologies Used: Selenium, SOAP UI, Oracle DB, LoadRunner, Jama, Jira

Kentucky & Oregon Health Exchange (KYHIX/ORHIX) | Onshore Performance Test & DevOps Lead | Jun 2014 – Feb 2016

Responsibilities: Led performance engineering, DevOps automation, build management, mobile testing, and release governance.

Technologies Used: TFS, VSTS, SQL Server, BizTalk, SharePoint, Mobile APIs

Massachusetts DUA (MA QUEST) | Onshore Performance Test & DevOps Lead | Oct 2012 – May 2014

Responsibilities: Directed performance testing, automation implementation, DevOps support, and release validation activities.

Technologies Used: LoadRunner, Selenium, Oracle SOA Suite, Oracle DB, HP QC

CNO Financial Group | Offshore Performance Test Engineer | Jun 2012 – Sep 2012

Responsibilities: Executed Oracle EBS performance testing, workload analysis, reporting, and system optimization activities.

Technologies Used: Oracle EBS R12, OBIEE, LoadRunner, HP QC, Oracle DB

My VMware Portal Redesign | Offshore Support Module QA Lead & Automation Test Engineer | Apr 2011 – May 2012

Responsibilities: Led SOA testing, automation testing, ETL validation, regression testing, and quality assurance activities.

Technologies Used: Salesforce CRM, Oracle SOA Suite, Selenium, SOAP UI, Oracle DB, J2EE

Goldstone Technologies India Pvt Ltd | Software Engineer | Aug 2006 – Feb 2008

I-Many Contract Management & Enterprise Content Management Applications | StayTop Systems Applications | National Training Network (NTN)

Job roles: Worked as an SOA test engineer | Performance test engineer | Functional Manual/Automation Test Engineer | Release engineer.

Technologies Used: Core Java, J2EE, C#.NET, VB.NET, ASP.NET, ADO.NET, VB6.0, SQL Server, Oracle 9i, XML, JavaScript, VBScript, DHTML, MathML, IIS, Tomcat, Linux, UNIX, Citrix, Documentum, Enterprise Content Management (ECM), Salesforce Management Systems, UFT, Quality Center (ALM), LoadRunner, Automation Testing, Functional Testing, API/SOA Testing, ETL Testing, Database Testing, Performance Testing, Load Testing, Stress Testing, Release Management, WinCVS, Visual Studio, Crystal Reports.

- Delivered Software Development, Automation, Performance, API/SOA, ETL, Database, and Functional Testing for enterprise applications and content management systems.
- Managed releases, deployments, technical support, defect resolution, data migration, and stakeholder coordination to ensure quality software delivery.

Bank of America Continuum Solutions India Pvt Ltd | Sr. Technical Associate | Mar 2008 – Aug 2011

HLIT Mortgage & Nexos SOA Framework Programs

Job roles: Worked as an SOA test engineer | Performance test engineer | Functional Manual/Automation Test Engineer | Release engineer.

Technologies Used: HP UFT, HP Quality Center (ALM), Performance Center, SOA Testing, API Testing, ETL Testing, SSIS, SSRS, Database Testing, SQL Server, Performance Testing, Load Testing, Stress Testing, Functional Testing, Regression Testing, UAT, Release Management, TFS, PVCS, WinCVS, XML, XPath, XQuery, JavaScript, VBScript, C#.NET, ASP.NET, VB.NET, Oracle, MVC, MVP, UML, SOA Frameworks, Unix Shell Scripting, Linux, IIS, MSMQ, Waterfall, Iterative, Six Sigma, PMP Methodologies.

- Led Automation, Performance, API/SOA, ETL, Database, and Functional Testing activities for enterprise mortgage banking and SOA framework applications.
- Managed release deployments, test execution, defect resolution, stakeholder coordination, and quality assurance processes to ensure successful project delivery.

Cognizant Technology Solutions | Project Associate | Aug 2010 – Mar 2011

PR Newswire – US Editorial System (USES)

Job roles: Worked as an SOA web services test engineer, XHTML content validation testing, Functional Manual/Automation Test Engineer.

Technologies Used: UFT, LoadRunner, Quality Center (HP ALM), Service Test, Test Track, SOA Web Services Testing, ETL Testing, Database Testing, Automation Testing, Functional Testing, Performance Testing, XHTML Testing, XML, VBScript, JavaScript, TFS, SharePoint, BizTalk Server, Oracle, MS SQL Server 2005, IIS, C#.NET, VB.NET, ASP.NET, ADO.NET, Visual Studio, HTML/XHTML, CSS, Windows Environment.

- Led Functional, Automation, SOA Web Services, ETL, Database, XHTML Validation, and Performance Testing activities to ensure high-quality software delivery.
- Designed test strategies, managed defect resolution, and collaborated with onsite-offshore teams to improve release quality, test coverage, and project delivery efficiency.

EDUCATION

- Bachelor of Technology in Electronics and Communications Engineering from Jawaharlal Nehru Technological University, Hyderabad | 2006

CERTIFICATIONS

- Project Management Professional (PMP)
- Certified Manager in Software Testing (CMST)
- Agile Scrum Foundation Professional Certificate (SFPC)
- AWS Cloud Practitioner Certification (AWS)
- Microsoft certified technology specialist (MCTS): Transcript ID (775690) and Access Code (SajidIbrahim)
- Public Sector Industrial Certification Level -1 at Deloitte Consulting LLP, India
- BSFI certifications from New York Finance Industries
- Level -1 at Deloitte Consulting LLP, India
- TMT Industrial Certification Level -1 at Deloitte Consulting LLP, India
- Certification Completed in Harvard Stepping Up to Management, from Harvard Business School.
- Certification Completed in Harvard Leadership Transition, from Harvard Business School.
- Certification Completed in Harvard Leadership Essentials, from Harvard Business School.
- Certification Completed in Harvard Management Essentials, from Harvard Business School.
- International Software Testing Qualifications Board (ISTQB)

INDUSTRIAL DOMAIN EXPERIENCE

BFSI:

- 28+ months of experience in Bank of America's Home Loan and Insurance Technology
- 08 + months of experience in CNO bank Oracle Finance module
- 03 + months of experience in Trans America Insurance and Financial module

Public Sector:

- 18+ months of experience in the Unemployment Insurance (UI) Commonwealth of Massachusetts, Boston, USA
- 16 + months of experience in Kentucky & Oregon Health Exchange projects. Frankfort (KYHIX, ORHIX), KY, USA
- 12 months of experience in North Dakota Integrated eligibility systems (SPACES). Bismarck, ND, USA
- 12 months of experience in Colorado Integrated eligibility systems (CBMS). Denver, CO USA
- 12 months of experience in Child Care eligibility systems (CCS, CCL, Provider, Family, Referral, Trainings), IN, KY and CO States in USA

Commercial:

- 12 months of experience in Oracle EBS applications testing. TJ Maxx, Marlborough, MA, USA
- Information Services, Media, and Entertainment: 8 Months of Experience – CTS, Hyderabad, India
- 12 + months of experience in petroleum contracts management industry – GTL, Hyderabad, India
- 12 + month of experience in e-Commerce domains worked Costco, Ben E Keith, Zoominfo, HPE commerce applications.

Healthcare:

- 24 months of experience in Healthcare, WGS Claims system. Anthem Inc, Atlanta, GA, USA.

AWARDS & RECOGNITIONS

DELLOITE:

- Received 31+ prestigious awards and recognitions from Deloitte, VMware, HPE, ZoomInfo, Anthem, TJX, CBMS, Ben E. Keith, CNO, KYHIX, and State Government clients for outstanding contributions in Quality Engineering, Test Automation, Performance Testing, Delivery Excellence, Innovation, and Leadership.
- 2014 - 2024: Applause Award
- 2021: Outstanding Performance Award (HPE), Shout-Out Award and Applause Award (Ben E. Keith).
- 2013: R4T Award (Eminence & Innovation Category) and multiple Applause Awards for MA DUA and CNO projects.
- 2012–2011: Multiple VMware Client Awards, Team Terrific Awards, and Applause Awards recognizing exceptional performance, leadership, and project delivery excellence.
- **Cognizant:** Appreciation from PR Newswire for Adams's Release | Jan 2011
- **Bank of America:** Best Performer of team ATLAS HLIT Framework | Dec 2010
- **Gold Stone Technologies:** Star performer | Jun 2007 & Jan 2008

WHITE PAPERS SUBMITTED IN DELOITTE

- Secured SOA Infrastructure on Public Cloud
- MVC and MVP Architecture
- SOA Test Methodology
- Automation Test Strategy