Deepesh Chandra

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[Digital CV: https://deepesh1511.github.io/dc-digital-cv/]

PROFESSIONAL PROFILE

Test Automation Manager with over 14 years of experience in designing and implementing robust automation frameworks across the business insurance (CL and P&C), Health care, and media domains. Proficient in a range of automation tools and programming languages. Proven ability to lead high-performing QA teams, streamline testing processes, and integrate CI/CD practices. Passionate about quality-driven development, innovation, and continuous improvement.

CORE COMPETENCIES

- **Test Automation & Frameworks:** PlayWright, Selenium, Cypress, Gauge, WebdriverIO
- **AI Tools:** PlayWright MCP Server, Copilot
- **CI/CD Integration:** Azure DevOps, GitHub Actions, Jenkins, GitLab Pipelines
- **Testing Methodologies:** Functional, Regression, Performance (JMeter), API (Postman, Rest Assured)
- **Programming & Scripting:** Java, JavaScript, VB, Node.js
- **Leadership & Mentorship:** Team leadership, Resource management, and Process improvement
- **Agile & DevOps:** Scrum Mastery, BDD, Shift-Left Testing, SAFe Methodology
- **Monitoring & Analytics:** Grafana, Kibana, PagerDuty, SumoLogic
- **Test Management**: JIRA, ADO, Rally, HP-ALM
- **Frameworks**: Page Object Model (POM), BDD, Keyword-Driven
- **Data Base**: SQL, MongoDB, Cosmos DB, MySQL

WORK EXPERIENCE

LTIMindTree - Hartford, CT, USA

Senior Specialist - Quality Engineering

May 2022 – Present

- Designed and executed test strategies for a **Retrieval-Augmented Generation (RAG) based GenAI model**, ensuring accurate and reliable responses for underwriting document search.
- Built automation frameworks using **Microsoft Semantic Kernel** to validate AI-generated responses against golden data set, measuring precision, recall, hallucination rate, and relevance score using the cosine similarity score.
- Developed **synthetic test datasets and prompt variations** to evaluate model robustness across multiple underwriting scenarios.

- Implemented automated regression tests for knowledge base updates (wiki documents), ensuring model output consistency after content refresh.
- Collaborated with underwriting SMEs to define acceptance criteria and quality benchmarks for GenAI answers in high-impact business workflows.
- Automated prompt testing and monitoring, **reducing manual effort by 50%** and improving early defect detection in AI model responses.
- Created CI/CD pipelines, enabling continuous validation of GenAI models.
- Documented failure cases, edge scenarios, and hallucination patterns, contributing to model fine-tuning and retraining cycles.
- Working on PoC to use Playwright MCP (Model Context Protocol) server along with Copilot to read engineered prompt files and create test specifications.
- Currently managing a team of 5 automation engineers to create a **new hybrid framework based on playwright and gauge** (for BDD) with **C# technology**.
- Efforts included in the new framework design are not just limited to converting the code from Java to C# but also include creating new **enterprise library for automation** and creating **yaml templates** to run the C# code unattended on various build and release pipelines.
- I led a team of automation engineers to develop and maintain test automation frameworks, **achieving a 75% reduction** in regression cycle time by converting E2E UI tests to API-level tests using **Rest Assured** library.
- Spearheaded the implementation of **GAUGE** based automation frameworks across multiple projects, enabling consistent test execution and reduced script maintenance.
- **Developed YAML templates for testing stages**, standardizing CI/CD pipeline configurations and improving the flexibility of automated test execution across various environments.
- Created a **feedback loop process** to let stakeholders know about the health of the application after every CI CD release.
- Enhancing the DevOps and Automation capabilities to provide more informational data after pipeline runs.
- Collaborated with cross-functional teams to ensure automation coverage within CI/CD pipelines, enhancing testing efficiency by 30%.
- Developed and implemented **QA best practices and standardized test processes**, improving defect detection and minimizing release delays by 30%.
- Developed POCs for new automation solutions, applying **shift-left testing principles** to integrate **BDD** and in-sprint automation.
- Integrated AI-based **self-healing capabilities** into automation frameworks to handle dynamic UI elements, reducing script maintenance efforts and enhancing resilience of test automation.
- Implemented AI-driven tools for automatic test case generation, covering complex user interactions and enhancing overall test coverage.
- Mentored team members, providing code reviews and facilitating skill development, contributing to a 20% productivity boost in the team.
- Conducted regular **quality audits and code reviews**, identifying areas for process improvement and ensuring adherence to project-specific testing requirements.
- Individually contributed to the shared **Selenium** automation framework to support newer functionalities as needed.
- Train and mentor junior automation testers to ensure that they have the skills and knowledge needed to perform their roles effectively. Reviewed the PRs from the team members and made sure quality code is checked in.
- Defined **test strategies and quality metrics** for each project, including detailed reporting dashboards for stakeholders to monitor defect trends, testing coverage, and release readiness.
- Provided **in-depth training and mentorship** to junior team members on quality management principles, enhancing team capabilities in test strategy, defect triage, and root cause analysis.
- Coordinated with developers, product owners, and business analysts to maintain **alignment on quality goals**, ensuring critical defects were addressed prior to production releases and customer satisfaction was achieved.

Willis Tower Watson - Buffalo, NY, USA

Lead Associate

April 2020 – April 2022

- Coordinated closely with product owners to groom user stories and ensure seamless integration of testing requirements.
- Actively managed the end-to-end **quality assurance processes** for multiple agile projects, coordinating test planning, execution, and defect management to meet high-quality standards.
- Conducted technology needs assessment and solution implementation, resulting in adoption of Cypress.
- Drove feature-based automation using **Cypress**, enhancing early defect detection and reducing manual testing by 60%.
- Performing manual testing of the application and then creating/enhancing automation test scripts for regression testing using selenium integrated with Browser Stack (only E2E tests).
- Released updates to production while delivering release notes and demoing new functionalities to stakeholders.
- Functional testing of API's under test using **Postman** and Cypress.
- Fixing low priority defects related to API and UI components.
- Monitoring the live incidents, fixing the data if required and identifying the RCA.
- Mentored junior team members on automation best practices and led initiatives to streamline test execution.

LTI - Chennai, India & Hartford, CT, USA

Quality Engineer – Test Lead

February 2015 – April 2020

- Actively participate in Agile Scrum by attending Daily Scrum, User Story Grooming, Iteration Planning, Iteration Demo and Iteration Retro meetings.
- Review and analyze User Stories and provided feedback for Definition of Done and Acceptance Criteria in an Agile Scrum environment.
- Involved in Test Planning, Test Execution and Defect management. Well-experienced in writing and reviewing Test Plans, Test Reports, Test Scenarios, and Test Cases based on documented User Stories.
- Used IntelliJ IDE for creating and modifying existing APIs to provide data for the dependent teams.
- Creating YML file for building, testing and deploy code using pipeline in GIT (Using existing templates)
- Automate Regression/Functional testing of all the APIs under test using **JMeter** and integrate the tests in pipeline.
- As part of **Performance** test, Analyzing the Load on all the services under test using **JMeter**.
- Maintaining and enhancing automation scripts for my bounded context / capability using **Selenium** POM Framework.
- Executed automated Test Cases for Regression and analyzed test failure for defects.
- Lead a crucial role in converting existing selenium framework to **WebDriverIO** based framework.
- Identify root cause for the issue reported by dependent teams and bring them to closure during onshore hours.
- Performed Back-end Testing by writing Mongo/SQL DB queries to fetch data and validate that data with front-end.
- Well versed in using Version Control System – GIT on Web-Based hosting service – GitLab.
- Assigning work and supporting the onshore/offshore team for quality related activities. Conducting internal audits on testing process on all teams to ensure compliance. Creating metrics for various presentations and supporting leadership meetings.
- Creating innovative tools and utilities to enhance the testing experience and moving more towards automation.
- Delivering the test summary report and sign off documents after completion of each iteration. Involved in creating Project Deliverables like Test Summary Report, Release Metrics and Proposals.

Cognizant Technology Solutions - Chennai, India

Associate – Quality Engineering

May 2011 – January 2015

- Testing Native, web and Hybrid applications on different devices.
- Preparing and updating Test scenarios, Test cases, Defect report and Test data documents for the testing activity to be carried out and Execution of the test cases for each build for the above applications.
- Sending status report in detail to Stakeholders after each successful test execution.
- Updating the status of test execution in client calls on daily basis.
- Preparing smoke test scripts for the applications under test to check the functionalities.
- Testing the applications compatibility on the latest iOS and android versions.
- Perform Energy diagnostics to see how much of the device's battery life each function in the application consumes.
- Performing App Store guidelines testing on the application for IOS and ANDROID.
- Automating the mobile application, finding out memory leaks and summarizing the memory allocation in the application under test using **Apple Instruments**.
- Future Sprint planning for automation and manual testing after each sprint is successfully completed.

EDUCATION

Bachelor of Engineering in Electronics and Communication
Kings College of Engineering, Affiliated to Anna University, Chennai, India

ONGOING LEARNING

- **Advanced Test Automation Techniques:** Currently exploring advanced frameworks and tools such as Playwright MCP server and Robot Framework for UI and API automation.
- **Cloud Integration & DevOps:** Gaining expertise in cloud-based testing environments and infrastructure automation using AWS and Azure DevOps.
- **Data Analytics for QA:** Enrolled in courses on data visualization and analytics tools (e.g., Kibana, Grafana) to enhance data-driven insights for testing metrics.
- **Agile & Leadership Development:** Engaging in workshops on agile coaching and leadership to strengthen team management skills and agile process optimization.
- **Programming Skills:** Continuously advancing in Java and JavaScript and expanding into Python for test automation and scripting flexibility.
- **Certifications:** AZ-900 in progress.
- **AI Tools:** Exploring python-based libraries like LangChan for Gen AI testing.

DECLARATION

I hereby declare that the information presented in this resume, including my experience in GenAI model testing, automation frameworks, and related technical skills, is accurate and true to the best of my knowledge. I affirm my commitment to uphold the integrity and professionalism reflected in this resume.