Sameer Kumar

Hyderabad, India | sameerkumarg508@gmail.com/sameerkumarg2025@gmail.com
https://www.linkedin.com/in/sameer-kumar-753279132/

Senior Software Quality Assurance Professional

About Me: A detail-oriented and dynamic Professional offering over 13 years of pragmatic experience in Quality Assurance/ Control through Test Engineering (both Manual (9 years) & Automated (3 years) initiatives), with competence in Testing Tools/ Functionality/Processes, Test Case planning & creation, Test Scheduling, actual Test Execution (UI/ API/ Performance/ Functional/Regression) and defect management. Also, having a record of conducting Quality Audits in the current industry, along with business process re-engineering/ improvement and executing various methods for physical Test Execution to deliver high-quality Software Products.

Target: Now seeking a Challenging assignment to drive IT initiative for Testing Services delivery of Corporate Solutions (Senior Engineer) with a reputable organisation to achieve their business objective.

Leadership Strengths

✔ Emerging QA professional with practical experience in manual and automation testing, transitioning from a process-oriented, compliance-driven background into software quality assurance.
✔ Skilled in test planning, test case execution, defect tracking, and reporting in both Agile and Scrum environments.
✔ Knowledgeable in test automation frameworks, bug lifecycle management, and functional/regression testing across web and cloud-based applications.
✔ Familiar with SDLC, STLC, and CI/CD workflows, ensuring seamless integration with cross-functional development and DevOps teams.
✔ Committed to continuous learning and upskilling in automation tools, software testing methodologies, and QA best practices.
✔ Recognized for strong attention to detail, analytical thinking, and the ability to contribute to quality-driven deliverables in fast-paced environments.

Excellence Sphere

✔ Software Quality Assurance (QA)
✔ Manual Testing
✔ Automation Testing
✔ Test Case Design & Execution
✔ Bug Tracking & Defect Management
✔ SDLC & STLC Processes

✔ Agile & Scrum Methodologies
✔ Regression & Functional Testing
✔ Test Planning & Documentation
✔ Test Automation Frameworks
✔ Version Control

✔ Continuous Integration/Continuous Deployment (CI/CD)
✔ Web Application Testing
✔ Cloud-based Testing
✔ Defect Reporting

Technical Skills

✔ **Automation & Testing Tools:** Selenium WebDriver, TestNG, JUnit, Postman, Appium, QTest, Jenkins
✔ **Cloud Technologies:** AWS (EC2, Lambda, S3, CloudWatch, CloudTrail), Azure, Google Cloud
✔ **Programming & Scripting:** Python, JavaScript, Shell Scripting, Java
✔ **Testing Methodologies:** Agile (Scrum, Kanban), Waterfall, DevOps, Continuous Integration/Continuous Delivery (CI/CD), Test-Driven Development (TDD), Behavior-Driven Development (BDD)
✔ **Version Control & CI/CD:** Git, GitLab, Jenkins, Bitbucket
✔ **Issue Tracking & Collaboration:** JIRA, TestRail, Confluence, Zendesk, ServiceNow, Salesforce
✔ **Security & Compliance:** ISO 27001, GDPR, PCI DSS, HIPAA, AWS Security Best Practices
✔ **Cloud-Native Testing:** Microservices, Docker, Kubernetes, Serverless Architecture
✔ **Data Analytics:** Google Analytics, Excel, Tableau (Basic)

Professional Experience

Senior Microsite Associate - Amazon Development Centre (I) Pvt. Ltd., Hyderabad, India (Feb 2011 to Dec 2023)

Achievements:
✔ Achieved 100% client data security & compliance, reducing data-related incidents by 30%.
✔ Increased team proficiency by 25% through best practices and idea-sharing initiatives.
✔ Led Six Sigma and LEAN projects, cutting defect resolution time by 25% and boosting product quality and process efficiency by 20%.
✔ Boosted efficiency by 15% through audits and continuous process optimization.
✔ Reduced issue escalations by 20%, enhancing overall service stability.
✔ Enhanced seller experience by 25% through effective defect resolution.
✔ Cut onboarding time by 30% by optimizing new process launches.
✔ Increased team productivity by 20% with the implementation of performance scorecards.
✔ Drove 15% site performance improvement through data-driven insights.
✔ Recognized with multiple Best Performer awards for consistent excellence.

Key Deliverables:
As Senior Microsite Associate (Feb 2023 - Dec 2023):
✔ Led the design, execution, and maintenance of test cases for web-based applications and web services, ensuring high software quality and compliance with industry standards such as ISO 9001 and CMMI.
✔ Developed and implemented automation frameworks using tools like Selenium WebDriver, Java, and TestNG, reducing manual testing efforts by 35% and improving overall test efficiency.

- Collaborated closely with DevOps teams and cross-functional agile teams to identify, troubleshoot, and resolve software defects across web applications and microservices architectures.
- Architected and implemented a Quality Framework aligned with cloud security best practices (AWS, Azure), focusing on data privacy, GDPR compliance, and regulatory requirements.
- Managed continuous integration (CI) and continuous delivery (CD) pipelines using Jenkins and GitLab CI to streamline the software development lifecycle (SDLC).
- Utilized AWS Cloud services like EC2, S3, Lambda, CloudWatch, and CloudTrail for test environments, automated testing, and logging to ensure cloud-native application testing.
- Provided data-driven insights using tools like JIRA, TestRail, and Confluence to report on defect trends, test execution results, and resource allocation to senior management.
- Led a team of 30+ members in an Agile Scrum framework, conducting daily stand-ups, sprint planning, and retrospectives to drive the delivery of high-quality software products.

As Senior Quality Auditor (Jun 2018 - Feb 2023):
- Led comprehensive quality audits and compliance reviews to ensure adherence to internal testing standards and industry regulations (e.g., HIPAA, ISO 27001, PCI DSS).
- Analyzed test documentation, including test plans, test cases, and defect reports, ensuring compliance with established Agile QA processes and software development lifecycles (SDLC).
- Championed the use of cloud-based testing tools and virtualized environments to support both manual testing and automated testing across multi-platform systems.
- Collaborated with cross-functional teams (Development, Product Management, Security) to align on test automation strategies and improve test coverage for cloud-native applications.
- Implemented Agile testing methodologies, including Behavior-Driven Development (BDD) and Test-Driven Development (TDD), resulting in a more collaborative and efficient testing process.
- Enhanced team skills and knowledge transfer by providing coaching on cloud technologies, automation frameworks, and best practices for software testing.

As SPS Advisor (Dec 2017 - Jun 2018):
- Managed defect resolution and incident management processes for seller support systems, leveraging cloud-based platforms and automation tools for rapid issue resolution.
- Applied root cause analysis (RCA) techniques to identify key areas of improvement, reducing customer-reported issues by 15%.
- Played a key role in test planning, execution, and release management, ensuring successful delivery of software releases within time and budget.
- Worked closely with product management and engineering teams to identify testing requirements and validate product functionality before release.

As Seller Support Associate (Mar 2014 - Dec 2017):
- Managed high-volume case handling (40+ cases daily), applying troubleshooting methodologies and technical problem-solving techniques to ensure timely issue resolution.
- Engaged in user acceptance testing (UAT) to ensure newly developed features met functional requirements and contributed to an improved user experience.
- Assisted in functional testing, regression testing, and system integration testing (SIT) to ensure the performance and stability of critical business applications.
- Enhanced operational efficiency by utilizing case management tools (Zendesk, Salesforce) to streamline issue tracking and customer communication.

As Technical Support Associate (Feb 2011 - Mar 2014):
- Provided expert technical support by leveraging cloud-based troubleshooting tools (e.g., AWS, Google Cloud) to diagnose and resolve software and hardware issues.
- Engaged with customers to resolve complex technical queries, translating technical jargon into simple, understandable terms for non-technical users.
- Contributed to cloud infrastructure testing, focusing on cloud storage and data management tools, ensuring service availability and data integrity.
- Increased customer satisfaction by resolving technical issues efficiently, contributing to a 10% improvement in NPS.

Previous Assignments

- **Process Associate**, Core Logic Global Services, Hyderabad, India (Jun 2010 to Feb 2011)

Education

- **M.Sc. (Data Science - AI & ML)**, from Woolf University, USA (Online course from scaler.com) (2024)
- **B.Tech. (Computer Science & Engg.)**, from Royal Institute of Technology & Science, JNTU, Hyderabad, India (2010)

Certifications & Training Attended

- Certified Green Belt in Lean Six Sigma
- Software Testing certification
- Certification in Agile (Foundation)
- Certified Project Management Professional (PMP-Pursuing)

- Trained on Selenium and Cloud computing
- Further Trained in PowerBI, SharePoint, CSS, HTML & JavaScript

Personal Profile

- **Nationality:** India
- **Preferred Location:** Hyderabad/Bangalore/Rest of India

- **Languages known:** English, Telugu and Hindi

Refer to Annexure for Select Project Details