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| **MANISH JAIN****Principal QA Architect** +91 9871681288  manish.jain1610@gmail.com **in**: https://www.linkedin.com/in/manishjain1610/ |
|  **CORE COMPETENCIES** QA AutomationGlobal e-Commerce TestingSystem Integration TestingPerformance TestingBlack Box TestingSAP IntegrationSecurity TestingAgile MethodologiesCI/CD IntegrationTest Strategy DevelopmentDevOps CollaborationScalability TestingQuality Assurance LeadershipTeam Management  **EDUCATION*** Master of Computer Application (MCA) from Jiwaji University, Gwalior in 1998
* B.Sc. in Computer Science from Delhi University in 1995

 **CERTIFICATIONS*** Brain-bench Certification in C++ Programming.
* Sun Certification in Java2 Programming.
* STQC Certification in Software Test Management. (Granted by DIT, Govt. Of India)

 **SOFT SKILLS**Cross-Functional CollaboratorLeader & PlannerChange AgentSr. Level Communicator **PERSONAL DETAILS****Languages Known:** Hindi & English**Present Address:** Noida, Uttar Pradesh | **Seeking roles as QA Architect & QA Manager in leading geographically diverse teams, implementing advanced testing frameworks, and optimizing performance for high-traffic applications. Looking to contribute to innovative QA processes in a dynamic, forward-thinking organization.****Location Preference: Delhi NCR** **PROFILE SUMMARY*** **A results-driven Principal QA Architect with over 25 years of hands-on experience in delivering end-to-end software testing solutions**, specializing in global e-commerce and cross-border shipping.
* **Adept at managing complex QA processes across diverse geographical teams** while ensuring seamless system integration, performance, and stability testing for high-traffic, mission-critical applications.
* **Spearheaded QA teams in multi-country projects**, overseeing integration testing, automation strategies, and vendor management; successfully led QA for Pitney Bowes’ global e-commerce platform, streamlining billing, reconciliation, and cost management systems for **300+ international clients handling over 6 million parcels weekly**.
* **Instrumental in creating robust automated testing frameworks** using cutting-edge tools like Selenium, Playwright, and Ready API, resulting in reduction in manual test efforts. Developed a ChatGPT-powered chatbot to optimize test scenario generation, enhancing productivity and efficiency across teams.
* **Proficient in multiple testing frameworks and languages**, including JavaScript, TypeScript, Python, Selenium, TestNG, and JMeter. Demonstrated ability to architect testing environments that ensure flawless performance, security, and system integration for both web-based and desktop applications.
* **Led QA initiatives for complex, high-volume e-commerce systems** involving SAP integration, billing automation, and vendor payments; successfully managed large-scale test deployments that **supported up to 80 vendors globally**, improving system performance and reducing downtime during critical release cycles.
* **Strong advocate for agile methodologies and cross-functional collaboration**, driving QA excellence across various platforms. Experienced in mentoring teams, resource planning, and coordinating with deployment teams to ensure successful product rollouts and continuous improvement in quality metrics.

 **NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER**

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|  | **Multiple Ace Awards & Star Award at Pitney Bowes India**: Recognized for exceptional performance, consistently exceeding expectations and delivering outstanding results across projects, earning both Ace and Star Awards for contributions to the company’s success. |
|  | **Star Award at R Systems International Ltd.**: Honored with the prestigious Star Award for demonstrating exemplary commitment, innovation, and leadership in driving key projects to successful completion. |

 **CAREER TIMELINE (RECENT 4)** C:\Users\alankrita.gautam\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\F1583E46.tmpC:\Users\alankrita.gautam\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\D4FD99D0.tmpC:\Users\alankrita.gautam\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\FEDD3CF2.tmpC:\Users\alankrita.gautam\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\F30BAA44.tmp**Sep’02-Sep’03** **Jan’09-Oct’24** **Sep’03-Feb’05** **Mar’05-Dec’08**  |
|  **TECHNICAL SKILLS**

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| * Global e-Commerce
* Selenium
* TestNG
* Playwright
* Ready API
* Soap UI
* AWS (Amazon Web Services)
* Test Automation
* JavaScript
* TypeScript
 | * Python
* Quality Metrics
* Postman
* JMeter
* MSSQL
* MYSQL
* Burp Suite
* Web Services
* REST & Soap APIs
* Protractor
 | * JIRA
* Maven
* Splunk
* Gitlab
* ChatGPT Chatbot
* Snowflake
* Bug Tracking
* Confluence
* Sumo Logs
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 **WORK EXPERIENCE** **Jan 2009 – Oct 2024: Principal QA Architect****Pitney Bowes India****Growth Path –** Senior QA Engineer 🡪 QA Architect 🡪 Principal QA Architect & Manager **KEY RESULT AREAS:*** **Leading QA Efforts**: Spearheading quality assurance across multiple release cycles for global e-commerce, focusing on system integration and billing processes using SAP.
* **Oversight of Financial Transactions**: Managing customer invoicing, billing, and transaction feed files for both domestic and international deliveries, returns, and fulfillment. Oversee the invoicing of over 300 clients weekly, covering approximately 6 million parcels.
* **Vendor and Cost Management**: Conducting QA activities for vendor payments, reconciliation, and cost management systems, supporting nearly 80 vendors.
* **Team Leadership and Coordination**: Estimating efforts, planning resources, providing guidance and mentoring to team members, and coordinating and integrating efforts across geographically dispersed teams.
* **Test Case and Automation Development**: Authoring comprehensive test cases, developing automation scripts and testing frameworks, preparing detailed test reports, and supporting deployment teams. Achieved over 70% reduction in test effort through automation initiatives.
* **Innovative Solutions:** Developed a ChatBot using ChatGPT to analyze client contracts and generate test scenarios based on contractual details, enhancing test scenario generation efficiency.
* **Technology Roadmap Alignment**: Collaborating with senior management and cross-functional teams to align technology roadmaps with business goals. Ensuring that the architecture supports and enhances operational efficiency, user experience, and the long-term vision of the company.
* **Leadership and Governance**: Overseeing architectural governance and best practices across multiple product lines, ensuring adherence to industry standards. Mentoring and guiding quality assurance teams in testing domain-driven design, microservices, and event-driven architectures that promote scalability and maintainability.
* **Innovation and Product Development**: Spearheading the integration of advanced technologies, such as AI-driven insights and predictive analytics, into cloud-native solutions. Aiding the development & testing of new product features and enhancements that leverage AWS's capabilities to create competitive advantages in the market.

**PREVIOUS WORK EXPERIENCE** **Mar 2005 – Dec 2008: Lead QA Engineer Adobe Systems, Noida, UP****Sep 2003 – Feb 2005: Lead QA Engineer R Systems International Ltd., Noida, UP****Sep 2002 – Sep 2003: QA Automation Engineer Quark Media House, Mohali, Punjab****Jul 2000 – Jun 2002: QA Engineer Armillaire Technologies Inc., Naperville, IL, US****Oct 1998 – Jun 2000: Developer Hughes Software Systems, Gurugram, Haryana** |