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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 Automation  Global e-Commerce Testing  System Integration Testing  Performance Testing  Black Box Testing  SAP Integration  Security Testing  Agile Methodologies  CI/CD Integration  Test Strategy Development  DevOps Collaboration  Scalability Testing  Quality Assurance Leadership  Team 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 Collaborator    Leader & Planner  Change Agent  Sr. 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**   |  |  | | --- | --- | |  | **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**   |  |  |  | | --- | --- | --- | | * 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 |   **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** | |