

# KRITHIKA R

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## PROFESSIONAL SUMMARY

- Certified QA Engineer (Manual & Automation Testing) with 3+ years of experience in software quality assurance
- across web, mobile, and API testing. Skilled in Cypress (JavaScript), Selenium, Appium, Postman, SQL, and Jenkins
- CI/CD pipelines. Strong knowledge of STLC, SDLC, Agile Scrum, and defect management. Expertise in functional, regression, integration, smoke, and UAT testing. Experienced in building automation frameworks, validating REST APIs, debugging production issues using AWS CloudWatch, and collaborating with DevOps for continuous delivery.
- Hands-on with mobile automation (Android/iOS), cloud-based testing, and AI QA workflows (Prompt Engineering, NLP validation). Adept at delivering high-quality software with a focus on performance, usability, and compliance.

## PROFESSIONAL EXPERIENCE

QA Engineer | Datman | Bangalore | Aug 2022 – Present

Domain: FinTech | Payment Processing

- Validated RESTful APIs using Postman; automated refund scenarios across multi-currency support (€ / £ / \$).
- Designed and developed custom automation frameworks in Java + TestNG for Android, iOS, and Web platforms.
- Automated critical payment gateway workflows for 7+ countries (UK, USA, Australia, New Zealand, Canada, Mexico, Ireland).
- Implemented parallel regression execution across multiple devices, reducing execution time significantly.
- Automated mobile apps using Appium, Espresso, and XCUITest; web apps using Selenium.
- Integrated test execution with Jenkins pipelines and configured Docker + Kubernetes for scalable execution.
- Generated detailed reports using Extent Reports and Allure Reports.
- Solely handled Mobile + Web automation projects and collaborated closely with development and DevOps teams.
- Received 3 Quarterly Awards for timely delivery and quality contributions.

## ROLES AND RESPONSIBILITIES

### Test Planning & Monitoring:

- Designed and maintained comprehensive test plans, test strategies, and test scenarios based on business and technical requirements.
- Identified test scope, test data requirements, entry/exit criteria, and risk areas for payment gateway releases.
- Actively monitored application health, transaction failures, and system behavior using AWS CloudWatch dashboards and logs.
- Analyzed operational metrics and payment trends using Grafana and AWS Quick sight for release validation and production monitoring.
- Collaborated with DevOps and backend teams to identify anomalies, performance issues, and root cause of production defects.

## **Manual Testing & API Validation:**

- Designed and executed manual test cases and test scenarios for payment gateway APIs.
- Performed end-to-end manual testing of card payment flows including sale, refund, partial refund, void, and payouts.
- Validated API request/response payloads, headers, HTTP status codes, and error messages using Postman.
- Conducted negative testing, boundary value testing, and edge-case validation for failed and timeout transactions.
- Verified backend transaction data using SQL to ensure data accuracy across payment and settlement tables.
- Performed regression testing after releases to ensure no impact on existing gateway functionalities.
- Supported UAT and production validation by analyzing logs and transaction behavior using AWS CloudWatch.

## **PROJECTS**

- Tirk AI – Intelligent Knowledge Base Chatbot (Ongoing)
- Designed, developed, and QA-tested Tirk AI, a Progressive Web App (PWA) knowledge chatbot.
- Automated chatbot workflows: user prompts, NLP response validation, audio input testing, and offline support.
- Conducted prompt engineering, NLP fine-tuning, regression testing, and knowledge accuracy validation.
- Performed multi-device testing, dynamic keyword search validation, and responsiveness testing.
- Integrated Cypress automation with continuous deployment pipelines for production readiness.

## **TECHNICAL SKILLS**

- Testing: Manual Testing, Functional, Regression, Smoke, Integration, UAT, E2E Testing
- Automation Tools: Cypress (JavaScript), Appium, Selenium (basic), TestNG, Maven, Docker, Jenkins
- Programming/Scripting: Java, JavaScript, SQL, HTML/CSS, Linux (basic)
- API Testing: REST APIs, Postman, Swagger, API Automation
- DevOps & Cloud: Jenkins, Git, AWS CloudWatch, AWS Lambda, CI/CD pipelines
- Defect Tracking & Agile Tools: Jira, Agile Scrum, Sprint Planning, Bug Triage
- Special Skills: PWA Testing, Prompt Engineering, AI Chatbot QA, Cross-Browser Testing, Mobile Testing
- (Android/iOS), Database Validation

## **CERTIFICATIONS**

- Qspiders – Software Testing
- Automation Testing with Cypress – Udemy

## **EDUCATION**

- Bachelor of Commerce (B.Com), Finance SJR College for Women, Bangalore | 2018 – 2021

## **AWARDS**

- Top performer award – 2023 & 2024
- Rising start award -2023
- Collaboration excellence award – 2024