

MS

# MURALIKRISHNA SURAM

## Quality Assurance Lead

### Professional summary

Quality Assurance with 15.3 years of comprehensive experience in managing quality assurance processes and leading cross-functional teams. Expertise in developing robust testing strategies and implementing process improvements that drive efficiency and enhance product quality. Proficient in test automation and agile methodologies. Committed to maintaining high standards of quality and continuous improvement in all QA initiatives.

### Accomplishments

- Designed and implemented an AI-integrated test automation framework of Playwright with typescript, showcased PoC and implemented across organization.
- Led mobile test automation using Appium, achieving a 65 % of cross-platform test coverage across Android and iOS, significantly reducing manual testing cost efforts.
- Delivered robust end-to-end mobile automation suites for iOS and Android platforms using Appium and XCUITest, enhancing test coverage and accelerating release cycles.
- Successfully validated seamless data migration and ensured system reliability by performing reconciliation tests and high-volume transaction simulations during critical banking application upgrades.
- Designed and implemented Web automation frameworks using BDD, Robot Framework, and Rest Assured (API), reducing regression testing time by 50% and increasing release confidence by 40%.
- Led end-to-end QA transformation by shifting delivery teams from Waterfall to Agile/DevOps, enabling continuous testing and reducing release cycles by 40%.
- Developed and delivered comprehensive dashboards and test reports providing actionable insights on test effectiveness, defect trends, and failure root cause predictions, enabling data-driven quality improvements.

### Work history

#### STG Labs - Quality Assurance Lead

Bangalore

02/2022 - 07/2025

- Led end-to-end QA efforts across multiple agile teams and guiding them, driving daily Scrum meetings and ensuring 100% sprint test coverage and

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### Certifications

Foundation Level, ISTQB  
American Software Testing  
Qualifications Board, ASTQB  
Certified Scrum Master (CSM)

### Education

MCA, Andhra University

### Skills

Selenium WebDriver, Appium &  
XCUITest

Native, Hybrid and Flutter apps of  
Android & iOS

BDD Cucumber, POM & Robot  
Framework and Playwright

Java, Python and typescript

API Testing - Rest Assured & Postman

Test Data Analysis, UAT & Regression

Waterfall model, V-Model and Agile  
scrum

Gitlab, Bitbucket, GitHub Copilot

JIRA Zephyr, TFS, ALM & Testrail

Browser Stack & Perfecto Mobile

Google Firebase Crashlytics & Test  
Flight

- Designed and implemented as an automation architect frameworks like BDD, Robot Framework, Playwright and Rest Assured (API), reducing regression testing time.
- Managed the defect lifecycle in JIRA, ensuring 95% on-time resolution and cross-team alignment through structured bug triage meetings.
- Implemented an effective defect triage process that prioritized critical issues and optimized development resource allocation, resulting in faster bug turnaround time by 20%.
- Developed comprehensive test strategies incorporating risk-based testing, traceability analysis, and reusable test asset creation.
- Generated detailed test execution and defect reports, enhancing transparency and accelerating stakeholder decision-making.
- Facilitated successful build deployments to QA and production, ensuring zero rollback incidents across multiple release cycles.

### **Capgemini India Pvt Ltd - Manager**

Bangalore

01/2017 - 02/2022

- Implemented risk-based testing models and introduced KPIs like Defect Density, Test Effectiveness, and Coverage Index, driving 20% improvement in quality metrics over three quarters.
- Adoption of Selenium and Rest Assured frameworks and integrated CI/CD pipelines with Jenkins and AWS, reducing manual effort by 40% and increasing release velocity by 30%.
- Reengineered legacy QA processes, eliminating bottlenecks and improving team productivity by 20%.
- Owned QA strategy from initiation through post-production, reducing post-release defects by 30% across all projects.
- Worked as TCoE lead and coordinating with solution architect for RFP's and Automation solutions along with efforts estimation.
- Transformed QA into Quality Engineering by up-skilling team members from manual testers to SDETs, establishing coding standards and code reviews for automation.
- Led hiring, on-boarding, and up skilling efforts, contributing to a 15% reduction in attrition and building a pipeline of automation-ready QA talent aligned with Capgemini's long-term goals.

### **Oakton Global Technology Services Centre India - Consultant**

Hyderabad

02/2015 - 01/2017

### **3i Infotech Pvt Ltd - Senior Test Engineer**

Bangalore

11/2010 - 02/2015

### **Artech Info Systems - Test Engineer**

Bangalore

03/2010 - 11/2010

CI/CD, Docker

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## **Domains**

Hospitality & Logistics

BFSI - Wealth Management, Mutual Funds, Insurance

e-Commerce

B2B & B2C

Travel

Telecom

CRM