

BHASKAR REDDY PALA

QA Lead | Full Stack QA - SDET | Automation Test Engineer (Web, Mobile, API & Desktop) & Manual Testing

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Skills

Automation Testing:

Web Automation(Selenium & Playwright) · Appium(Mobile Automation) · Api Automation(Rest Assured & Soap UI) · Postman

Framework Development Tools: Cucumber(BDD) · TestNG · Junit · Spring Boot · Maven · Gradle · Allure Report

Programming Languages: Core Java · Python · JavaScript · TypeScript · C# · SQL · MongoDB

Manual Testing:

Functional Testing · Accessibility Testing · Localization Testing · End To End Testing · Jira · TestRail · Database Testing · AI in Testing · AI/ML Model Evaluation

Devops:

GitHub · CI/CD tools(Jenkins · Circle CI & Argo CD) · Docker · Kubernetes · Cloud Platforms(AWS & Azure) · Logging(Kibana · Grafana & Splunk) · Messaging(RabbitMQ & Kafka)

AI Tools/Agents: Cursor · GitHub Copilot · JetBrains AI Assistant · OpenAI Evals · LangSmith

Summary

- **A highly specialized Full Stack QA Lead and AI SDET with over 10 years of experience**, focusing on quality assurance for complex systems and **Agentic AI/LLM solutions**. Proven expertise in designing, developing, and maintaining robust automation frameworks (Web, Mobile, API) **and specialized evaluation strategies for LLM-based systems using LangSmith and OpenAI tools**

As a QA Lead

- **Designed, developed, and maintained** robust test automation frameworks and automated test scripts for various applications (Web, Mobile, API).
- **Established** automation standards, best practices, and guidelines for the QA team.
- **Conducted code reviews** of automation scripts, ensuring quality and adherence to standards.
- **Troubleshoot complex automation issues**, providing solutions and driving innovation in automation practices.
- Researched, evaluated, and **implemented new automation tools and technologies** to enhance efficiency.
- **Seamlessly integrated automated tests** into CI/CD pipelines for continuous quality assurance.
- **Provided training and mentored** QA teams on automation tools, frameworks, and best practices.
- **Led, mentored, and provided technical guidance** to QA team members, fostering a culture of quality.
- **Delegate tasks, managed workload distribution, and ensured efficient resource allocation** within the QA team.
- **Defined testing criteria, acceptance standards, and key quality metrics** for projects.
- **Estimated, prioritized, and coordinated testing activities**, ensuring alignment with project timelines and resource constraints.
- **Monitored test execution, analysed results, and provided regular progress updates** on coverage and quality metrics to stakeholders.
- **Managed project risks related to quality and testing**, implementing mitigation strategies.
- **Established quality metrics and reporting mechanisms** to track, analyse, and continuously improve software quality.
- **Drive process improvement initiatives**, including the adoption of new testing tools and methodologies.
- Collaborated closely with **cross-functional** teams including project managers, developers, and stakeholders to align on project goals, timelines, and quality expectations.
- Leveraged strong **communication skills** to effectively convey QA status, risks, and issues to stakeholders, including senior management.
- **Prepared and presented detailed test reports** and quality metrics, managing stakeholder expectations regarding deliverables.

Summary

- **Act as a Quality Advocate for AI-driven features**, collaborating with researchers and product teams to define evaluation metrics aligned with business, ethical, and safety goals.

As a SDET

- Developed and executed **automated test scripts** for **web (Selenium)**, **mobile (Appium)**, and **API (Rest Assured, SOAP API)** applications.
- Well versed in writing **Xpath and CSS expressions** for identifying **dynamic objects**.
- Experience in **cross-browser testing** by using **Grid, BrowserStack, and AWS** for executions.
- **Troubleshoot automation failures** and **identify root causes**.
- Generate **test reports and metrics** to track automation progress and effectiveness.
- Perform **regression testing** using **automated test suites**.
- Analyzed **requirements, specifications, and technical design documents** to create comprehensive **test plans and test cases**
- Performed a wide range of **testing types**, including **functional, integration, system, regression, accessibility, and usability testing**.
- Demonstrate strong **technical skills** and a deep understanding of the **system under test**.
- Analyze **complex issues, troubleshoot problems, and identify root causes**.
- Participate in **Agile/Scrum ceremonies**, including **sprint planning, daily stand-ups, and retrospectives**.
- Communicate **test results, defect status, and quality risks** clearly and concisely.
- Provide **constructive feedback** on **software design and requirements** from a testing perspective.
- Stay up-to-date with **industry trends and best practices** in **software testing**.
- In-depth knowledge of **Airlines, Retail, and Insurance-eCom Domains** with expertise in **Functional Testing, Regression testing, and Automation Testing**

Key Achievements

 Award Received 'Rising Star' award in 2016 from Valuelabs	 Award Received 'Super Team Player' award in 2017 from United Airlines team	 Award Received 'Helping Hand' Award in 2019 at Gap Inc
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Experience

 Endowus – URL Senior QA II	Hyderābād, India 06/2025 - Present
Endowus is a platform that allows users to invest CPF, SRS, and cash within advised portfolios of globally diversified funds. It currently operates in Hong Kong and Singapore. • Roles and Responsibilities: • Designed and executed LLM evaluation strategies using LangSmith for trace analysis, and OpenAI APIs within custom Python frameworks to assess agent performance on financial tasks. • Analyzed AI model outputs for correctness, bias, safety, and hallucination using qualitative and quantitative methods to proactively reduce financial risk escalations. • Collaborated with PMs and engineers to define evaluation metrics (e.g., accuracy, compliance adherence) for new AI-driven financial features, ensuring alignment with ethical and business goals. • Developed automated pipelines for regression testing, prompt evaluation, and model comparison using LangSmith datasets and Jupyter/Pandas for detailed analytics.	

Experience



Paytm Insurance – <https://paytminsurance.co.in/>

Noida, India

QA Lead

03/2023 - 06/2025

Paytm Insurance is an E-com for insurance products. It offers you a wide variety of insurances ranging from motor insurance, health insurance, life insurance, sachet insurance products and so on.

Roles and Responsibilities:

- Evaluate customer requirements and ensure that these are met in the QA plans and standards
- Communicate quality standards to the QA team, product development team, and other stakeholders
- Estimate/Plan QA effort and manage QA resources on various projects
- Review customer feedback and complaints or defect trends
- Create and manage automation framework
- Define different methods and procedures for test automation of Web and mobile applications
- Balancing multiple tasks and projects is a challenge
- Conducted comprehensive **embedded testing** for the insurance product, which included integration and functionality testing of the 'buy insurance' feature within all utility flows and its deployment onto the **Paytm Sound Box**.
- **Built reusable test harnesses and synthetic datasets** for benchmarking AI capabilities (e.g., policy recommendation logic) and evaluating **RAG pipelines** accuracy on insurance documentation.
- **Mentored junior team members** in LLM evaluation best practices, focusing on testing model alignment and safety concerns specific to the insurance product domain.
- Contributed to the **development of internal tools** for **prompt engineering, evaluation visualization, and feedback loops** to quickly address model misalignments.
- Challenges:
 - Balancing multiple tasks/projects and prioritizing effectively.
 - Coordinating with stakeholders (project managers, developers, teams) to meet testing needs.
 - Meeting tight deadlines without compromising quality.



ZENOTI

Hyderābād, India

Senior Software Engineer

03/2021 - 12/2022

Zenoti provides an all-in-one, cloud-based software solution for the spa, salon and med spa industry. It has the following specialties Appointment scheduler, billing, marketing, inventory, employee management, customer loyalty, Mobile Solution, Management Software, salon, spa, fitness, and wellness

Roles and Responsibilities:

- Worked on resolving escalations from customers regarding the application and took initiative to reduce escalations by 30% by efficiently addressing application concerns and providing documentations to CE teams.
- Work on new feature development and testing for the Zenoti application.
- Developed Automation Scripts for Regression Testing and smoke.
- Conduct research and provide solutions to reduce incoming escalations from customers, e.g., drafting Confluence pages and developing macro-enabled Excel reports.
- **Challenges:**
 - Triaging the product escalation is very challenging.

Experience

	GAP Business Systems Analyst	Hyderābād, India 03/2019 - 03/2021
<i>Product E2E Testing validates application along with Integrations with external interfaces. In PETE We will validate upstream/downstream systems</i>		
Roles and Responsibilities:		
• Creating automation test scripts using E2E framework. • Updating scripts as per new business requirements and UI changes. • Developed scripts for regression testing and smoke testing. • Coordinating with onsite members. • Performing smoke execution and regression of test cases and sending reports to stakeholders every day. • Reaching out to individual product teams during issues.		
Challenges:		
• During issues, instead of directly reporting to developers, checking the Splunk logs to find the root cause. Checking the RabbitMQ queue as well to ensure all systems are properly integrated.		
	ValueLabs Software Engineer QA	Hyderābād, India 07/2015 - 02/2019
Worked for the client United Airlines for the products Compass, ETA(Employee time and attendance), AWS Webservices(Loyalty Services), United Mobile App(Android & iOS) and United Web		
• Creating Automation Test Scripts using E2E Framework • Develop Scripts for Regression Testing • Co-ordinate with onsite members • Application is accessible to machines connected to United server only		

Education

GIET (JNTUK affiliated) B.Tech in Electronics and Communication Engineering	04/2011 - 01/2015
Narayana Junior College Intermediate	06/2009 - 04/2011
Kainrads Public School SSC	06/2008 - 04/2009