

WORK EXPERIENCE

QA Engineer · Lotusflare Technologies · Pune · India Sept 2025 – Present

Cloud-native telecom BSS; CMS-driven e-commerce for Smartless Mobile (T-Mobile US MVNE).

- Playwright framework & regression velocity.** Designed a Playwright/TypeScript framework (Page Object Model, BDD, reusable utilities for browser handling, fixtures, test-data factories, custom reporting and logging); cut weekly regression 3 days → 1 day (~3× faster) with 500+ deterministic pre-prod and prod smoke tests; covered Stripe payment and Google Maps geolocation flows; ran Lighthouse page-load testing; led the Selenium → Playwright migration.
- Outage resilience.** Kept the regression suite green through 7 upstream staging outages by mocking dependencies so the team stayed unblocked while the 3rd party recovered.
- Multimodal ticket triage.** Shipped a Gemini 3 pipeline that triages customer tickets filed as video plus a Jira one-liner: auto-extracts repro steps onto the ticket; rolled out cross-team via JAM MCP to cut wrong-information input from customer support.
- AIO test-case intake.** LLM pipeline normalizes manual drafts (description, preconditions, step format, filter tags) before publishing to the AIO test-case pool: queryable test data instead of free text.
- Slack RCA and Jira agents.** Deployed root-cause-analysis agent on Codex / ChatGPT Enterprise for Slack-triggered, logs-grounded summaries; built Jira agents on GitHub Copilot's org-wide MCP for per-engineer log queries and bug RCA with GitHub-identity access control; shipped a personal Jira AI agent that triages, creates, and tracks tickets end-to-end.
- LLM evaluation and AI security.** Defined model-selection rubrics: browser-action accuracy, tool-call correctness, minimum tool calls; ran Browser Use instruction-following and requirement-mapping hallucination evals for AI test-case generation; enabled action-surface hooks to control agent capabilities at runtime.
- Visual and Rest Assured API monitoring.** Paired Rest Assured API contract assertions with visual regression across pre-prod and prod to catch silent CMS regressions before the client did.
- CI/CD and bot-detection.** Stood up GitHub Actions on self-hosted runners; integrated BrowserStack for iOS and Android coverage; preserved real upstream bot-detection by running headed Playwright via MCP with request-shaping injection; later migrated to Azure Devops.
- Test tooling.** Built a Mailosaur MCP tool for email-test integration, later migrated to a budget-friendly Gmail + Google Groups setup with team-wide inbox visibility; automated proxy-based Rest Assured APIs from the front-end to compress long manual-test journeys.
- Customer Care Portal automation and integration testing.** Owned automation and testing for the internal Customer Care Portal end-to-end, including integration with the user-facing website in addition to Rest Assured API Testing.
- Process, design, and triage.** Integrated QA into Agile delivery with scrum masters and POs; coordinated release promotion across Develop → QA → Production; ran bug-triage with devs using Victoria Logs and Sentry; authored detailed test cases, traceability between requirements↔TCs↔bugs, and team test-case guidelines; performed whitebox testing through the product lifecycle; also contributing in the ad-hoc testing.
- Failure analysis & debugging.** Debugged flaky and failed runs from Playwright traces and trace viewer, HAR files, screenshots, and execution context; paired native traces with LLM-based failure summaries for faster root cause.
- adb-mcp** — authored an open-source Android Debug Bridge (ADB) MCP server enabling AI agents to drive Android devices inside the test harness. [\[github.com/mrnewdelhi/adb-mcp\]](https://github.com/mrnewdelhi/adb-mcp)
- Account-pool infra.** Built a Postgres-backed test-account pool that unblocked an entire QA pod

QA Engineer · L&T Technology Services · Bangalore · India Dec 2023 – Sept 2025

T-Mobile US program via L&T, supporting two MVNE clients: Smartless Mobile and Rocstar Wireless.

- Team leadership.** Led a 6-member QA team across iOS, Android, and Web automation; assessed workloads, drove performance reviews, and built individual career-growth plans.
- Hiring and onboarding.** Created job descriptions, conducted interviews, hired new team members, and ran onboarding and training for incoming QA engineers.
- Self-healing / AI-based locator repair.** Architected a multi-model self-healing Appium framework in production: re-identifies elements at runtime across DOM and vision models (AI-based locator repair), eliminating locator-maintenance toil on black-box mobile testing; centralized via a Flask service with SQLite.
- Parallel iOS automation.** Brought iOS Appium runs in parallel so full-device regression fit the T-Mobile US release cadence.
- Cross-stack ownership.** Owned automation across Selenium Java/Maven, Appium for iOS and Android, and Selenium Java on a Page Object Model structure and using Selenium in Python, Robots Framework, Pytest and Requests Library, delivered for the different in house client-based cloud automation solution.
- CI integration.** Configured Jenkins jobs to trigger UI and API automation on merge events; integrated test reports and logs for nightly CI visibility.
- Cross-browser coverage.** Used BrowserStack to perform cross-browser and mobile-device compatibility testing across browser-OS combinations using Selenium Grid.
- Payment integration.** Tested PayPal payment integration as part of the e-commerce checkout flow.
- Email and device tooling.** Integrated Mailosaur for OTP and transactional-email assertions; used adb MCP for direct Android control inside the automation harness.
- Black-box testing.** Drove black-box testing through the product lifecycle for two T-Mobile US MVNE clients: Smartless Mobile and Rocstar Wireless.
- Netcracker API Testing.** Tested Rest Assured API contracts in addition to Selenium in Java using Maven build
- Server Management, Selenium Grid and Appium Device Farm.** Managed virtualization platforms (XenServer, VMware) to spin up and maintain test beds for automation frameworks and also created Appium Device Farm for testing parallelly at multiple OS and OS versions with different resolutions of the screen remotely.

SKILLS

AI for QA	Playwright MCP, Playwright CLI, GitHub Copilot, Codex, ChatGPT Enterprise, Gemini, Browser Use, LLM Eval, LLM Security via Hooks, Selenium MCP, LangChain, LangGraph, OpenAI SDK, Google GenAI (Gemini) SDK, Claude SDK, DeepEval, PromptFoo, LLM-as-a-Judge, Multi-Agent Systems, n8n, AI Skills, RAG, embeddings, ChromaDB, vector DB
Automation	Playwright, Selenium, Maven, Appium, Reflect.run, Browser Stack, Cucumber, Robot Framework, Katalon Studio, XCUITest, UIAutomator2, Cypress, LambdaTest, PyTest, Selenium Grid, Appium Device Farm, Espresso, Google Scripts, Power Automate, Perfecto, Jmeter, Maestro Postman, Proxy Based Automation, Service Mocking, Rest Assured API, Requests Library, OpenAPI, Swagger, AsyncIO, Flask, JSON, XML
API and Reliability	Jenkins, Github Actions (self-hosted), Docker, Tailscale, Azure Devops, XenServer, Linux Troubleshooting, VMWare Management
CI/CD and Infra	JIRA, AIO, Victoria Logs, Sentry, OpenSearch, Lighthouse, Allure, TestNG, TestRail, Zephyr, CloudWatch, AWS IAM, AWS S3
Test Mgmt and Observability	Typescript, Javascript, Java, Python, SQL, PostgreSQL, Maven, SQLite
Languages and Data	Agile, Scrum, BDD, TDD, Whitebox, Blackbox, Exploratory, Ad-hoc, Manual, UAT, End-to-end, UI. API, Regression, Functional, Visual, Sanity, Smoke, Cross-browser, Parallel
Methods	

EDUCATION

B.Tech, Computer Science and Engineering
Lovely Professional University, Punjab, India 2019 - 2023

ACHIEVEMENT

Rising Star Award
L&T Technology Services, Bangalore, India 2024-2025