

KRITI CHAWLA

Senior QA Engineer | ISTQB Certified | 5+ Years Experience

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PROFESSIONAL SUMMARY

Results-driven QA Engineer with 5+ years of hands-on expertise in end-to-end software quality assurance for enterprise-grade web, mobile, and embedded applications, spanning both manual and automated testing disciplines. Skilled in designing robust manual test strategies, performing in-depth API testing via Postman and browser Developer Tools, and driving automation frameworks from the ground up. Experienced in leveraging AI tools such as Claude to accelerate test case design and bug report documentation, improving testing efficiency and defect clarity. ISTQB-certified with a strong track record at Samsung R&D Institute — a Tier-1 MNC — covering mission-critical platforms including Samsung Knox and a government-approved IRIS biometric system. Proficient across the full modern QA toolkit: Selenium, Java, TestNG, Cucumber BDD, Maven, Jenkins CI/CD, Postman, JIRA, and GitLab. Collaborative team player who thrives in fast-paced Agile environments and communicates clearly with developers, business analysts, and stakeholders.

KEY ACHIEVEMENTS

- ★ Awarded Employee of the Month at Samsung R&D Institute for exceptional contribution to QA processes and product quality.
- ★ Led government AADHAR-IRIS biometric field testing; achieved STQC certification by successfully validating FAR/FRR thresholds — a high-stakes, first-time product approval.
- ★ Primary QA engineer on Samsung Knox — a security platform used by millions of enterprise users globally — with zero critical post-release defects during tenure.
- ★ Built end-to-end Selenium automation frameworks from scratch during DUCAT training, covering 5 real-time projects across multiple domains.
- ★ Adopted AI-assisted testing workflows using Claude to generate structured, edge-case-aware test scenarios and clear, developer-friendly defect reports, improving test coverage and turnaround time.

TECHNICAL SKILLS

Test Types: Functional, Regression, Smoke & Sanity, Integration, UAT, Performance, Stress, UI/UX, Manual API Testing, Black Box, Cross-Browser, Database

Manual Testing: Exploratory Testing, Test Case Design & Execution, Functional & Regression Cycles, Defect Reproduction & Re-testing, Cross-Browser/Cross-Device Validation

API Testing: Postman (manual API testing), Browser Developer Tools (Network/Console for request-response debugging), REST APIs, JSON, Request/Response Validation, Status Code & Schema Verification

Automation: Selenium WebDriver, TestNG, Cucumber (BDD/TDD), Maven, Jenkins (CI/CD), Page Object Model (POM), Data-Driven Testing, Eclipse IDE

AI-Assisted QA: Test case generation and bug report drafting using AI tools (Claude); accelerating edge-case identification and improving defect documentation clarity

Languages: Core Java (OOP, Collections, Exception Handling), SQL

Defect & Source Mgmt: JIRA, GitLab (Issues & Merge Requests), Mantis, Git & GitHub, MS Excel — test case design, defect lifecycle, reporting

Database: MySQL, SQL Workbench — backend validation, query execution

Methodologies: Agile/Scrum, Waterfall, SDLC, STLC — Sprint planning, retrospectives, stand-ups

Domains: Telecom / Mobile (Samsung Knox, IRIS Biometric), Barcode/GS1, Travel & Hospitality, CRM, Food Tech, E-Commerce / Retail (iD Design UK)

PROFESSIONAL EXPERIENCE

Software Tester (Remote)

Apr 2026 - Present

iD Design UK • United Kingdom (Remote)

- Performing end-to-end manual testing for iD Design UK's e-commerce web platform as a remote QA contributor, collaborating with the UK-based product and development team across time zones.
- Delivering manual and API testing across multiple iD Design UK products/platforms, including **Uptrue**, **Unhide**, **JustHire** (recruitment/hiring tool), and an **eSIM tool**, alongside AI-assisted testing using Claude for test case design and defect documentation on each.
- Executing functional, regression, smoke, and sanity test cycles across product listing, checkout, order management, and customer account modules.
- Validating UI/UX consistency and cross-browser compatibility across Chrome, Firefox, Edge, and Safari on both desktop and mobile viewports.
- Conducting manual API testing using Postman to validate RESTful endpoints for product catalogue, inventory, and order processing workflows; verifying request/response payloads, status codes, headers, and data integrity.
- Using browser Developer Tools (Network, Console, and Application tabs) to inspect live API calls, debug frontend/backend data flow, and validate session and authentication behaviour during testing.
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- Raising and tracking defects in JIRA and GitLab Issues with detailed reproduction steps, severity/priority classification, and supporting screenshots; performing re-testing and regression validation on resolved issues.
- Leveraging AI tools such as Claude to accelerate test case design and bug report documentation — generating structured, edge-case-aware test scenarios and clear, developer-friendly defect reports.
- Contributing to test case design and maintenance in MS Excel; preparing test execution reports and communicating QA status to stakeholders via remote stand-ups and async updates.

Software Test Engineer

Aug 2015 – Sep 2020

Samsung R&D Institute India • Noida, UP

- Served as primary QA engineer for Samsung Knox — enterprise-grade mobile security platform — executing comprehensive functional, UI, backend, smoke, sanity, and regression test suites across product release cycles.
- Spearheaded field testing for a government AADHAR-based IRIS biometric identification project; rigorously validated False Acceptance Rate (FAR) and False Rejection Rate (FRR), securing product approval under STQC (Standardisation Testing and Quality Certification) guidelines.
- Architected and maintained test documentation including test strategies, test plans, test cases, and execution reports; operated within Agile/Scrum framework with cross-functional teams.
- Executed advanced stress tests (SCST), current consumption testing, and device aging tests on 2G/3G/4G VoLTE & LTE smartphones and tablets across Qualcomm Snapdragon, Samsung Exynos, and MediaTek chipset platforms.
- Collaborated closely with developers and product owners to triage defects, prioritise fixes, and validate patches through re-testing and regression cycles.

★ Recognised with the Employee of the Month award for consistently delivering high-quality test outcomes and proactively identifying critical defects before product release.

Software Tester

Mar 2023 – Jun 2023

GS1 India • New Delhi

- Executed end-to-end manual testing for a GS1-based product traceability system involving QR code and barcode validation used in supply chain management.
- Verified QR code generation integrity, validated encoded product metadata (GTIN, batch number, expiry date), and ensured data accuracy post-scan across real-world scanning scenarios.
- Conducted cross-device scanning tests on Android mobile devices; validated backend data consistency against the database using SQL queries.
- Identified and logged defects including data encoding mismatches, non-scannable code failures, and backend-frontend discrepancies — maintaining complete traceability in the defect lifecycle.

QA Automation Engineer (Training & Live Projects)

Oct 2025 – Mar 2026

DUCAT Institute • Noida, UP

- Designed and implemented automation frameworks from scratch using Selenium WebDriver, Java, TestNG, Cucumber BDD, and Maven, applying industry-standard Page Object Model (POM) and Data-Driven Testing design patterns.

- Developed Gherkin-format BDD test scenarios (Feature files, Step Definitions) bridging business requirements with automated test coverage.
- Performed manual and automated API testing with Postman — validated RESTful endpoints, request/response payloads, status codes, and schema integrity.
- Integrated Selenium test suites with Jenkins for Continuous Integration (CI/CD), enabling automated nightly regression runs; used Git/GitHub and GitLab for source control, issue tracking, and team collaboration.
- Participated in full Agile Scrum ceremonies: sprint planning, daily stand-ups, sprint reviews, and retrospectives; raised and tracked defects in JIRA throughout the test lifecycle.

PROJECT PORTFOLIO (DUCAT — LIVE TRAINING PROJECTS)

Project 5: Travelling & Hospitality Portal — Automation Testing

Stack: Selenium WebDriver, Java, TestNG, POM, Maven, Jenkins, Postman, JIRA, GitLab, MS Excel | Agile Scrum

- Architected Data-Driven Test framework; created modular function libraries for reusable automation components across test suites.
- Executed nightly regression runs via Jenkins CI/CD pipeline; analysed build-over-build deltas and updated scripts for new features.
- Performed manual and automated API validation with Postman for booking and payment endpoints; logged all defects with reproduction steps in JIRA and GitLab Issues.

Projects 3 & 4: CRM Platform & Food Delivery Website — Manual + Automation Testing

Stack: Selenium, JIRA, GitLab, MS Excel | Agile Scrum

- Developed comprehensive test cases and executed functional, regression, and UI tests across CRM workflows and food ordering user journeys.
- Documented actual vs. expected outcomes with supporting screenshots; raised defects with severity/priority classification in JIRA and GitLab.
- Actively participated in sprint demos, retrospectives, and stakeholder status calls; delivered clear test summary reports.

Project 2: Travelling & Hospitality Portal — Manual Testing

Stack: JIRA, GitLab, MS Excel | Agile Scrum

- Owned end-to-end manual testing lifecycle — from test case creation to execution, defect reporting, and closure verification.
- Covered Smoke, Sanity, Functional, Retesting, and Regression cycles across multiple sprint releases.

Project 1: BMS, SHPS, SSPS & VMS — Business Platforms — Manual + Automation Testing

Stack: Mantis Bug Tracker, MS Excel | Waterfall Methodology

- Translated Business Requirements Documents (BRDs) into detailed test cases and automation scripts; performed Functional, UI, and Integration testing.
- Delivered test summary reports and managed issue resolution with direct reporting to product owners and clients.

CERTIFICATIONS & AWARDS

- ★ ISTQB Certified Tester – Foundation Level (CTFL)
- ★ NIELIT O Level & CCC Level — Cleared 2025
- ★ Employee of the Month — Samsung R&D Institute

EDUCATION

Bachelor of Computer Applications (BCA) — IGNOU, Delhi — 64.4% — 2023

Diploma in Computer Engineering — Kasturba Gandhi Polytechnic, Delhi — 76.68%