

AKASH KUMAR JAISWAL

Associate SDET Manager | Data & Analytics Testing · Agentic AI · Test Automation

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SUMMARY

Results-driven Quality Engineering leader with 10+ years building test practices for complex SaaS products. Own end-to-end validation of SIERA, an enterprise reporting and analytics platform — dashboards, report builder and backend data pipelines, alongside quality strategy for AI-native products including Agentic AI, RAG, and Voice Bot platforms. Built and scaled automation frameworks handling hundreds of validation scenarios in parallel across multi-environment deployments, and built RAG and semantic-search-based evaluation tooling in Python, integrated into CI/CD. Proven track record leading QA teams and shipping high-impact products that drive measurable business outcomes.

CORE COMPETENCIES

AI-Native QA

Agentic AI · RAG · Voice Bots
RAG Validation · Semantic Search · Vector Embeddings
Hybrid Deterministic + LLM-Judge Models
Claude Code · MCP · Copilot Agents

Data, BI & Test Engineering

Playwright · Selenium · Pytest
API · Performance (k6/JMeter) · Security
CI/CD · Kubernetes · AWS
BI/Reporting Platform Validation

Leadership & Delivery

Team Management (5+)
Agile / SAFe Methodology
End-to-End Release Mgmt · Stakeholder Alignment

WORK EXPERIENCE

Associate SDET Manager | LeadSquared

Apr 2026 – Present | Bengaluru, KA

- ▶ Promoted from Staff QA Engineer to lead quality engineering and people management across three product lines, scaling the AI-native testing practice and team built in the prior role
- ▶ Own end-to-end release management across all three product lines — defining scope, running go/no-go sign-offs, and aligning engineering and CSM stakeholders on timing and risk
- ▶ Reduced regression execution time from 2 hours to 30 minutes through pooled, concurrent test execution architecture
- ▶ Improved release frequency from 3 to 8 releases per month while maintaining quality-gate and go/no-go sign-off discipline
- ▶ Reduced escaped defect rate by 5% through risk-tiered testing and root-cause-driven process improvements
- ▶ Reduced flaky test rate by 5% through deterministic environment isolation and systematic flake triage

Staff QA Engineer | LeadSquared

Aug 2021 – Apr 2026 | Bengaluru, KA

AI Systems & Emerging Tech

- ▶ Designed a hybrid assertion model for a CRM-integrated AI assistant taking real actions on live data: deterministic pattern checks by default, a semantic-similarity layer for soft assertions, a 'drift' state for ambiguous misses, and an LLM-judge fallback scoped only to that narrow slice. This keeps evaluation fast while handling non-determinism correctly
- ▶ Built a semantic search layer using OpenAI embeddings and a Qdrant vector store holding curated expected-response baselines. Chatbot responses are matched by similarity threshold instead of brittle string/regex checks, reducing false failures from paraphrased answers and limiting LLM-judge calls to a small fraction of assertions
- ▶ Validated the chatbot's RAG pipeline end to end in a Playwright + Python framework: checking that the right knowledge-base chunks are retrieved for a query, answers are grounded in them, and out-of-scope questions are handled without hallucination
- ▶ Developed reusable Python framework components (embedding client, Qdrant collection management, similarity-threshold assertions, drift-state reporting) so new chatbot test suites plug into the same evaluation pipeline
- ▶ Verify agent-initiated actions against real backend state via API round-trip checks, and run OWASP LLM Top 10-based security testing (prompt injection, authorization bypass) as standard practice
- ▶ Owned complete test strategy for a Voice Bot platform from scratch — automated into a Playwright suite (100% pass) covering full bot lifecycle campaign E2E, and dashboard/analytics coverage cross-validated against live APIs; ran concurrent-call load testing pre-launch
- ▶ Quality-certified Chat AI and the Voice Bot platform for production release — both now used as active sales differentiators in customer acquisition and expansion conversations

SIERA — Enterprise Reporting & Analytics Platform

- ▶ Core QA contributor for SIERA, LeadSquared's proprietary analytics platform built to replace a paid third-party tool — eliminating that licensing cost while shipping a product that was adopted across the entire customer base and contributed to a 2x increase in company revenue
- ▶ Led end-to-end test strategy from inception across functional, UI, API, database, performance, and security layers for a cloud-native stack (ClickHouse, MongoDB)
- ▶ Validated end-to-end BI functionality — report builder (custom expressions, joins, sub-queries), multi-type chart visualizations, data binning/grouping, and dashboard cross-widget consistency
- ▶ Owned backend validation of report aggregation logic against known seeded datasets, catching silent computation errors invisible to UI-only testing
- ▶ Architected a pooled, concurrent batch-validation engine validating the platform's full existing report base — 65 to 290+ reports depending on environment — across 8 deployment environments

- ▶ Built and own a data reconciliation service that runs daily against high-volume critical-customer datasets, validating data integrity between upstream source systems and SIERA's analytics layer
- ▶ Validate Kafka-based ingestion pipelines pulling data from multiple upstream product lines end-to-end — covering message ordering, schema consistency, delivery guarantees, consumer lag, and dead-letter/replay scenarios
- ▶ Own a 4-shard Bitbucket CI/CD pipeline with real exit-code gating and standalone k6 load/stress testing; integrated Playwright with MCP for AI-assisted test generation and auto-fixing
- ▶ Managed and mentored a team of 5 QA Engineers; handled release management for all major deployments

Senior QA Engineer | Honeywell

May 2019 – Aug 2021 | Bengaluru, KA

- ▶ Owned end-to-end QA for an OT/ICS security module validating the pipeline from industrial field-device telemetry into a security risk engine analyzing attack exposure and vulnerabilities, deployed at global energy majors
- ▶ Designed automated test plans for ICS desktop applications across Windows/macOS; executed performance testing of the Forge platform using JMeter
- ▶ Drove PI planning and Sprint prioritization in Agile SAFe ceremonies; supervised a team of 4 QA Engineers

Senior System Engineer | Cerner Corporation

Nov 2015 – May 2019 | Bengaluru, KA

- ▶ Built and maintained a Java-based Selenium automation framework for hospital EHR platforms (Soarian, Millennium); performed security and ETL data-integrity testing on patient-data pipelines
- ▶ Tested and deployed applications directly in hospital customer environments; managed full defect lifecycle in JIRA

TECHNICAL SKILLS

AI & Automation	Claude Code, MCP Server, GitHub Copilot Agents, RAG, Agentic AI Testing, OpenAI Embeddings, Qdrant, Semantic Search, Playwright, Selenium, Appium, TestNG, Pytest, Deepeval
Languages	JavaScript / TypeScript, Python
Testing	Functional, API, UI, Data Validation & Reconciliation, Kafka/Streaming Ingestion, RAG & Semantic Search Validation, Performance (k6, JMeter), Security (BurpSuite, OWASP LLM Top 10), Manual, HPA Testing
Databases	MongoDB, ClickHouse, MySQL, Qdrant (vector DB)
Cloud & DevOps	AWS, Kubernetes (EKS), Docker, Argo, TeamCity, Jenkins,, Bitbucket Pipelines
Monitoring	ELK Stack, Grafana
Tools	JIRA, Postman, TestRail, BrowserStack, VS Code, PyCharm, VMware

EDUCATION & CERTIFICATIONS

Bachelors of Technology, Electronics & Communication Engineering — Jodhpur National University, 2015

Certifications & Awards: Agile SAFe 4.0 Certified · Employee of the Quarter (x2) — LeadSquared · Multiple BRAVO & NOTT Awards — Honeywell