**Paulomi Pandya**

*QA Engineer*

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# Summary

# Highly skilled and results-driven ISTQB Certified Software QA Engineer with over 9 years of experience in all phases of Software Quality Assurance. Specializing in manual and functional testing of web and mobile applications within Agile environments. Demonstrated leadership and mentorship abilities, having guided newly hired compliance team members and served as a managerial resource for intern candidates.

# Proficient in all stages of the Software Testing Life Cycle (STLC) and experienced in various stages of the Software Development Life Cycle (SDLC). Exceptional problem-solving skills, keen attention to detail, and a strong ability to quickly master new technologies. Committed to continuous improvement and delivering high-quality results in fast-paced, collaborative settings.

# Technical Skills

**Type of Testing**: Visual, Functional, Integration, Regression, UAT

**Tools**: Postman, SQL, Jenkins, HTML, CSS

**Project Management Tools**: Jira, Confluence, Airtable, Hive, Trello, Rally

# Experience

**Senior QA Engineer** Apr 2023 – May 2024

*Designory (Omnicom Production) Chicago, IL*

* Collaborated in a fast-paced Agile environment, partnering with project managers and the development team to identify opportunities that are aligned with business needs, optimizing resource utilization and mitigating risks by 30%.
* Executed complex SQL queries to validate the defined criteria and ensure data accuracy and consistency across systems.
* Developed and maintained test scripts to detect issues early in the development cycle and during regression testing, ensuring faster release cycles and higher quality.
* Led and mentored a summer intern, providing guidance and support during their tenure and assisting with hands-on training on tools and processes.
* Led daily stand-up meetings, assigning resources for incoming projects in the absence of the QA Manager, ensuring projects stayed on track and resource allocation was efficient.

**QA Engineer** Apr 2021 - Apr 2023

*Designory (Omnicom Production) Chicago, IL*

* Represented the Compliance team during lead meetings, contributing technical insights and ensuring that QA processes aligned with regulatory and compliance standards.
* Executed 100+ complex SQL queries to validate data integrity and ensure accuracy across systems, contributing to 100% compliance with defined criteria for retail operations.
* Investigated and resolved 50+ nightly Jenkins tests within a CI/CD pipeline, analyzing issues in detail and providing comprehensive reports to Project Managers and Developers, enabling prompt issue resolution and minimizing downtime.
* Designed and implemented processes, risk management strategies, and test cases to ensure that cost, quality, and delivery goals were met for the retail point-of-sale (POS) system, contributing to the successful launch and ongoing support of the system.

**QA Tester** Jan 2019 - Apr 2021

*Designory (Omnicom Production) Chicago, IL*

* Developed 10+ comprehensive test plans to ensure 100% coverage of project specifications, improving overall test efficiency.
* Identified and logged 150+ software defects through manual testing across various browsers and platforms, ensuring cross-browser and cross-platform compatibility.
* Documented detailed issues and defects using Jira, providing clear reproduction steps and supporting information, reducing issue resolution time by 25%.
* Collaborated with Project Managers and Developers to prioritize and resolve issues, achieving a 98% defect closure rate within project timelines.

**Software QA Analyst** Dec 2016 - May 2018

*Liquidus Marketing (via acquisition) Chicago, IL*

* Designed and executed 100+ detailed test plans, cases, and scripts, ensuring traceability and alignment with project requirements.
* Conducted 50+ regression tests across multiple environments and browsers, identifying and resolving critical defects before deployment.
* Monitored and improved team performance using quality metrics, achieving a 15% improvement in defect detection rates.
* Performed accessibility testing using NVDA to ensure compliance with WCAG guidelines, enhancing usability for individuals with disabilities.

**Software QA Analyst I** Jan 2015 - Dec 2016

*Cofactor/Shoplocal/G/O Digital, a TEGNA Company Chicago, IL*

* Performed 200+ functional, regression, UAT, and integration tests, ensuring software reliability in real-world use cases.
* Tested 50+ REST APIs using Postman, validating response formats and ensuring endpoint functionality, with a 95% adherence to performance benchmarks.
* Designed and implemented regression testing frameworks, improving release stability by 30% and reducing post-release issues.

# Education

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| **Gujarat University** | Gujarat, India |
| *Bachelors in Mathematics* | *1993 - 1996* |
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# Certifications

∗ **Certified Tester – Foundation Level (CTFL)**

**ISTQB – International Software Testing Qualification Board)**

*Issued Dec 2016*

∗ **Professional Scrum Master Level 1**

**Scrum.org**

*Issued Nov 2018*