

DARSHIT SHAH

Senior Lead QA | Agile QA Leadership | Manual, API & Automation Testing | AI-Assisted Testing | ISTQB CTFL, CTFL-AT | PSM I

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PROFESSIONAL SUMMARY

Senior Lead Quality Assurance with 15+ years of experience leading manual testing, test management, and Agile QA delivery for web, mobile, and enterprise applications, supported by 4-5 years of intermittent automation testing experience. Proven track record managing QA teams of 10-15 engineers, owning test strategy, risk-based testing, defect management, and release sign-off across multi-project portfolios. Skilled in stakeholder communication, resource planning, mentoring, and driving measurable improvements in release quality, defect escape rate, and team productivity. ISTQB CTFL and CTFL-AT certified, Professional Scrum Master (PSM I) certified, with hands-on exposure to Selenium WebDriver, TestNG, Cucumber, Playwright, Robot Framework, API testing, and AI-assisted testing practices.

CORE SKILLS

QA Leadership & Management: Test Strategy, Test Planning, Test Management, QA Team Leadership, Resource Planning, Delivery Management, Stakeholder Communication, Mentoring & Coaching, Risk-Based Testing, Defect Management, Release Management, UAT Management, Cross-Functional Collaboration

Manual Testing: Functional Testing, Integration Testing, Regression Testing, User Acceptance Testing (UAT), Exploratory Testing, UI/UX Testing, Cross-Browser Testing, Test Case Design, Test Execution, Test Reporting

Automation Testing (Supporting): Selenium WebDriver, TestNG, Cucumber (BDD), Page Object Model (POM), Java, Robot Framework, Playwright (TypeScript)

API Testing: Postman, Swagger, REST Assured, REST API Validation, API Test Scripting

Test Management & Defect Tracking Tools: Atlassian Jira, TestRail, Microsoft Azure DevOps

Databases: MySQL, SQL Server

Methodologies: Agile, Scrum, Waterfall, SDLC, STLC, Sprint Planning

AI in QA: AI-Assisted Test Case Design, AI-Assisted Test Documentation, AI-Driven Test Strategy

Domain Expertise: Logistics and Distribution, FinTech, RPA, E-commerce, Healthcare, Hospitality, Travel, Real Estate

Certifications: ISTQB CTFL, ISTQB CTFL-AT, Professional Scrum Master I (PSM I)

PROFESSIONAL EXPERIENCE

Zymr, Inc. - Ahmedabad, Gujarat, India

May 2021 - Present

Senior Lead Software Engineer - QE

Roles & Responsibilities:

- Led QA level activities across multiple Agile projects, directing manual testing strategy, release quality, and overall product quality ownership.
- Defined and executed test strategies, test plans, and test scenarios for web and mobile applications, aligning QA deliverables with sprint and release goals.
- Directed functional, regression, and exploratory testing across web and mobile platforms, ensuring full requirement coverage prior to release.
- Designed and maintained automation frameworks using Selenium WebDriver, TestNG, and Cucumber (Java) to support regression testing efficiency.
- Pinpointed high-value automation candidates and implemented selective automation for regression suites, lowering manual testing effort.
- Worked closely with product, development, and business stakeholders on requirement analysis and UAT support, ensuring alignment before release sign-off.
- Managed and mentored a QA team of 10-15 engineers, conducted bi-weekly coaching sessions, and achieved an 80% promotion rate within 2 years.
- Shipped 60+ releases annually within 3-week Agile sprints, maintaining a 98% on-time delivery rate and a 5% defect escape rate.
- Developed proofs of concept (POCs) using Robot Framework and Playwright to evaluate modern automation tools and improve testing efficiency.

- Performed API testing using Postman, including test scripting, request validation, and response verification for backend services.
- Introduced AI-assisted testing practices for test case design and test documentation, improving QA team productivity.
- Reduced regression cycle effort by 40% through optimized manual testing combined with targeted automation.
- Improved overall release quality by balancing manual testing depth with automation coverage for repetitive scenarios.
- Increased QA team productivity by adopting automation for repetitive and high-volume test scenarios.
- Participated in 50+ code reviews and flagged 15+ potential defects prior to deployment, strengthening release stability.

Encora Inc. - Ahmedabad, Gujarat, India

February 2016 - May 2021

Senior Software Engineer - QA

Roles & Responsibilities:

- Led QA teams of 5-10 engineers across multiple Agile projects, managing task allocation, mentoring, and delivery tracking.
- Worked extensively as a Manual Test Analyst, designing and executing test cases, regression suites, and exploratory testing scenarios.
- Built and ran automation scripts using Selenium WebDriver with Java on project-specific initiatives to support regression testing.
- Used TestNG and Cucumber frameworks for automation execution, reporting, and BDD-style test documentation.
- Validated 200+ REST API endpoints using Postman and REST Assured, reducing API-layer defects by 50%.
- Integrated automation scripts into regression cycles, improving test execution efficiency and release readiness.
- Partnered with 3+ cross-functional teams across Development, Product, and Business for defect triage and UAT alignment, accelerating resolution cycles by 30%.
- Cut defect leakage by 50% through rigorous manual validation, structured test coverage, and disciplined UAT support aligned with business requirements.

Technigent Software Solutions Pvt. Ltd. - Ahmedabad, Gujarat, India

September 2014 - February 2016

Senior Tester

Roles & Responsibilities:

- Led manual testing efforts including test planning, execution, defect reporting, and SQL database validation.
- Tested 10+ mobile applications across iOS and Android on 15 device configurations, achieving 95% test coverage.
- Mentored 5 QA engineers via workshops, boosting sprint completion from 70% to 92%.
- Maintained 100% requirements traceability using a Requirements Traceability Matrix (RTM) across 8+ projects, ensuring zero scope gaps at release.

Milestone Internet Marketing Pvt. Ltd. - Ahmedabad, Gujarat, India

August 2011 - September 2014

Senior Associate QA

Roles & Responsibilities:

- Executed functional and regression testing for 20+ applications, managing over 800 test scenarios across releases.
- Ran 5 test cycles per release across 20+ applications, consistently maintaining a 95% pass rate and a post-release defect rate below 5%.
- Reduced critical production defects by 30% and improved application uptime from 95% to 98% through proactive quality assurance.

Elsner Technologies Pvt. Ltd. - Ahmedabad, Gujarat, India

July 2010 - August 2011

QA Executive

Roles & Responsibilities:

- Carried out structured test case execution, defect tracking, and root-cause analysis across multiple projects.
- Coordinated with developers in daily defect triage meetings, reducing defect resolution time from 96 hours to 48 hours.
- Implemented risk-based testing covering 90% of user journeys, preventing 50+ critical defects from reaching production.

KEY ACHIEVEMENTS

- Tracked down and resolved 1,000+ critical defects across 15+ years, significantly improving product stability and user experience.
- Lowered manual testing effort by approximately 35% through optimized test design and selective automation strategies.
- Produced consistently high-quality releases with a defect escape rate under 5% and a 98% on-time delivery record, earning stakeholder sign-off.
- Established scalable QA processes aligned with organizational goals, improving delivery predictability across multiple teams.
- Drove cross-functional collaboration between QA, Development, Product, and Business teams throughout a 15+ year career in quality engineering.

AUTOMATION EXPERIENCE

- 4-5 years of hands-on Selenium WebDriver (Java) experience, building scripts with TestNG, Cucumber (BDD), and the Page Object Model (POM).
- Created proofs of concept using Playwright (TypeScript) and Robot Framework to evaluate and recommend modern automation tools.
- Applied automation selectively to regression and repetitive test scenarios, balancing manual testing depth with automation efficiency.
- Performed API automation using Postman (scripting and collections) and REST Assured, validating 200+ REST API endpoints.
- Mentored engineers and established best practices for test strategy, code reviews, and quality metrics across QA teams.

PROFESSIONAL CERTIFICATIONS

Professional Scrum Master I (PSM I) - May 2020
ISTQB Certified Agile Tester Extension (CTFL-AT) - September 2019
ISTQB Certified Tester - Foundation Level (CTFL) - June 2018

EDUCATION

M.Sc.IT - LDRP College, Kadi Sarva Vishwavidyalaya University, Gandhinagar - 2008-2010 - 70.31% (Distinction)
B.C.A - LJCCA College, Gujarat University, Ahmedabad - 2005-2008 - 66.08% (First Class)