

PANKAJ PRATIM SARMAH

✉ pankajuae1988@gmail.com 📞 +971 521781275

🌐 [pankaj-pratim-sarmah](https://github.com/pankaj-pratim-sarmah) 🌐 [pankajsarmah10](https://www.linkedin.com/in/pankajsarmah10)

SKILLS

- **QA Expertise:** Automation (Web/Mobile/API), Manual Testing, Performance Testing, AI/ML Testing
- **Programming Expertise:** Javascript, Typescript, Python, Java, Ruby, C#
- **Testing Tools & Frameworks:** Selenium, Cypress, Playwright, Protractor, WebDriverIO, QTP, Appium, XCUITest, Espresso, Flutter Integration Tests, DeepEval, Postman, RestAssured, Supertest, Pytest, JMeter, Locust, TestNG, Mocha, Chai, Cucumber, Jasmine, NUnit, JUnit, QTP, Coded UI Tests.
- **CI/CD & DevOps Tools:** Github Actions, Jenkins, Docker, Bitrise.
- **Test Management & Reporting:** TestRail, HPQC, Zephyr, MTM, Azure Test Plans
- **Project & Workflow Management:** Jira, Linear, Asana, Trello
- **Additional Skills & Technologies:** AWS, GCP, Kubernetes, PostgreSQL, MongoDB, Kibana, Sentry, Github, Bitbucket, Figma, Miro, BeautifulSoup, QA Leadership, GraphQL, QA Strategy, QA Leadership. QA Process, AI/ML QA Pipeline.
- **AI tooling:** Claude code, Cursor, Antigravity, Openclaw, Playwright MCP, N8N, Ollama, AI agents.

WORK EXPERIENCE

Noah, Dubai, UAE, Remote

SDET, Apr 2025 – Present

- Led the migration of legacy **WebdriverIO test suites to Playwright**, leveraging Cursor AI for intelligent code refactoring - reduced test execution time by 40% and improved maintainability.
- Sole QA owner for a crypto-fiat payments platform processing across multiple payment rails and PSP integrations and blockchain networks
- Built and maintained 100+ automated tests (Jest API + Playwright E2E) covering onboarding (KYC/KYB), deposits, payouts and webhook conformance - running across dev, preprod and production environments
- Designed tests harness to catch money-loss bugs before they reach production.
- Built custom AI agent skills and automation for multiple workflows and investigation assisted workflows - truning multi-step manual processes into single-command operations
- Investigated and resolved production transaction failures end-to-end using Datadog, AWS Step functions execution history, and Dynamo DB queries, often tracing issues across multiple services.
- Contributed code fixes in both Typescript (React frontend, Playwright and Jest) and Go (backend handlers, state machines) within an Nx monorepo with 200+ projects.

Upwork Inc
Senior QA Engineer

Remote, Dubai, UAE
Oct 2022 - Oct 2024

- **Acted as a Domain QA Specialist**, leading testing efforts for **20+ new products and features**, ensuring **100% test coverage** for critical functionalities and reduced defect rates by **25%**.
- **Enhanced automation framework**, increasing coverage by **40%** and enabling faster release cycles with improved product reliability.
- Automated testing for **web, backend, and mobile**, reducing manual testing by **30%** and streamlining QA processes across platforms.
- Collaborated with cross-functional teams, driving a **20% improvement** in deliverable quality, ensuring **zero critical defects** in **95% of releases**.

Prismetic Group
QA Lead & Consultant

Remote, Dubai, UAE
July 2021 - Present

- Led the creation and implementation of **test automation frameworks** for web and mobile using **Selenium** and **Cypress**, improving test efficiency by **40%**.
- Conducted **end-to-end testing**, ensuring compliance with industry standards and reducing critical defects by **30%** through effective test case design.
- Integrated **continuous testing** into the **CI/CD pipeline**, achieving a **50% reduction** in release cycle time, and improved defect reporting and tracking, reducing defect lifecycle time by **35%**.
- Trained and mentored a team of **5 junior QA engineers**, increasing test coverage by **25%**, created detailed test documentation and reports, and performed **load and performance testing** with **JMeter** and **LoadRunner**, leading to a **15% improvement** in application response time.

CGI
Test Lead

Hybrid, Bengaluru, India
Aug 2020 - Dec 2021

- Developed an **E2E test framework** using **Protractor** and **TypeScript**, increasing test automation coverage by **60%** and reducing regression testing time by **50%**.
- Implemented **performance testing** for **API** and **UI**, identifying bottlenecks and improving system response times by **30%**, and automated **API testing** with **Python** and **Pytest**, reducing API validation time by **40%** and increasing test accuracy.
- Led a team of **automation and manual testers**, defining a QA strategy that improved test efficiency by **35%**, tracked and managed defects using **Azure DevOps** and **Confluence**, improving issue resolution time by **25%**.
- Actively participated in a **SAFe Agile team**, introducing new testing methodologies that enhanced QA efficiency by **20%** and reduced QA cycle times by **30%**, while ensuring **100% on-time delivery** for sprints.

PSiDEO SA
QA Automation Engineer

Onsite, Bengaluru, India
Aug 2015 - Aug 2020

- Led **POCs on automation frameworks**, selecting **Selenium WebDriver** and **Visual Studio Coded UI**, improving automation efficiency by **50%**.
- Developed **automation frameworks**, reducing test execution time by **60%** and increasing test coverage by **70%**, and integrated **CI/CD workflows**, cutting deployment time by **30%** and ensuring seamless releases.
- Built **regression suites**, reducing post-release defects by **40%** and achieving a **98% defect-free release rate** while managing testing and reporting using **MTM** and **Azure**, improving tracking efficiency by **45%**.
- Authored **technical documentation**, reducing onboarding time by **50%**, mentored team members, boosting productivity by **30%**, and held **client discussions**, resolving **90%** of issues within SLA and reducing escalations by **40%**.

Wells Fargo
QA Specialist

Onsite, Bengaluru, India
Aug 2011 - Aug 2015

- Developed an **automation framework** using **Microsoft Visual Studio Coded UI (C#)**, reducing manual testing efforts by **60%**.
- Restructured the framework, improving execution efficiency by **40%** and reducing maintenance efforts while automating **100+ test cases**, increasing test coverage by **70%** and reducing post-release defects by **35%**.
- Performed **defect analysis** and reporting, improving bug resolution time by **25%**, and evaluated automation tools, enhancing framework flexibility and ensuring **100% on-time delivery** for testing cycles.
- Collaborated with offshore teams, reducing requirement ambiguities by **20%** and increasing defect detection by **30%**.

Toptal (Freelance Positions)
Senior QA/QA Lead/QA Manager

Remote, Dubai, UAE / Bengaluru, India
Nov 2020 - Oct 2024

- **Toptal**: Developed and executed a comprehensive **QA strategy** for **AI/ML** applications, improving test efficiency by **30%** and integrating automated **API tests** for **LLM** applications into **CI/CD** pipelines, reducing manual testing efforts by **40%**. Provided **Go/No-Go certifications** for the LLM orchestration application (Dify), maintaining a **98%** release success rate and conducted **load** and **performance** testing, improving application response times by **15%**.
- **GreyOrange**: Ensured **98%** stability for an omnichannel retail app by **leading manual** and **automated** testing efforts, reducing post-release defects by **30%**, and developing an **automation framework** that increased test automation coverage by **50%**. **Mentored** a team of 8+ QA engineers and developers, improving team performance by **20%** and integrating automated tests into **CI/CD** pipelines to accelerate release cycles by **40%**.

- **HeadChef:** Led **end-to-end manual testing** for the Chef Marketplace platform, ensuring **99% bug-free** deployments in production and reducing manual testing efforts by **40%** with **no-code UI automated tests**.
- **Prudential Services Asia:** Improved test coverage by **35%** across critical insurance modules and reduced post-release issues by **30%** by conducting **regression testing** and reviewing design requirements for alignment with updated architectures.
- **LYKA:** Increased test execution efficiency by **40%** by developing **UI automation** using **XCUITest (iOS)** and **Kaspresso (Android)**, while reducing **API testing** time by **50%** with **Postman/Newman**. Led testing for key modules scheduled for go-live, ensuring **99% defect-free** releases and setting up **performance testing** with **Locust** to identify and improve system bottlenecks by **20%**.
- **GrowthDay:** Reduced post-release defects by **35%** by **leading QA** for web, mobile, and backend components, and developed **CypressIO and SuperTest automation**, increasing **regression test** coverage by **50%**. Integrated automated tests into **CI/CD pipelines**, accelerating deployment cycles by **30%**, and contributed to automated **code reviews**, helping to resolve **20%** more defects in the early stages of development.

EDUCATION

BTech in Information Technology
Sikkim Manipal Institute of Technology

Sikkim, India
2007 - 2011