



Roshan Singh

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📍 Home: New Delhi, 110022 Delhi (India)

WORK EXPERIENCE

QA Engineer

Rezo.ai [03/11/2022 – Current]

City: Noida, UP

Country: India

- Revamped the internal call management tool, resulting in a 30% increase in team productivity.
- Conducted ETL testing on Speech analytics and call data processing, ensuring 80-85%+ accuracy and reliability of data.
- Implemented rigorous load and stress testing methodologies, doubling the calling capability and handling 100000+ concurrent calls.
- Developed and optimized Automation Frameworks (Hybrid) for Web, API, and DB automation testing, reducing redundant work by 70% and saving 100+ hours per month.
- Collaborated closely with the development team to identify and resolve testing bottlenecks, achieving a 25% reduction in software defects.
- Mentored team members, resulting in a 20% improvement in their testing skills and productivity.

Quality Assurance Specialist

SOTI [19/09/2021 – 03/06/2022]

City: Gurgaon, Haryana

Country: India

- Led a cross-functional team of 3 members, contributing to the development and improvement of the "MobiControl" product.
- Ensured compatibility and optimal user experience on Apple devices through rigorous testing, resulting in a 15% increase in customer satisfaction.
- Instrumental in securing a \$10 million deal by effectively showcasing the product's value and capabilities, contributing to a 30% revenue growth.
- Collaborated with stakeholders to gather feedback, address issues, and implement product enhancements, resulting in a 20% reduction in customer complaints.

Software Quality Engineer -I

Mercer Mettl [12/01/2021 – 16/09/2021]

City: Gurgaon, Haryana

Country: India

- Performed API, regression, and sanity testing successfully detecting and resolving over 200 software defects.
- Implemented robust testing methodologies, ensuring 90%+ test integrity and security compliance.

- Collaborated with cross-functional teams to enhance proctoring features, resulting in a 25% improvement in user satisfaction.
- Maintained the reliability and functionality of the product for online education services, achieving 99.9% uptime.

Associate Test Engineer

KiwiTech [25/12/2018 – 11/01/2021]

City: Noida, UP

Country: India

- Developed and executed comprehensive test cases, providing thorough coverage of software functionality, totaling 1000+ test cases.
- Conducted API testing, regression testing, and sanity testing, validating performance and identifying 500+ issues.
- Integrated testing efforts, ensuring seamless interoperability across 10+ modules and systems.
- Simulated real-world scenarios through AdHoc Testing, uncovering and addressing 350+ defects.
- Executed functional and UI testing on multiple platforms, ensuring consistent user experiences on Windows, Mac, Android, and iOS.

EDUCATION AND TRAINING

B.Tech- Computer Science and Engineering

Dronacharya group of Institutions [21/08/2012 – 29/06/2017]

Address: B-27, APJ Abdul Kalam Rd, Knowledge Park III,, 201306 Greater Noida, Uttar Pradesh, (India)

Website: <https://gnindia.dronacharya.info/>

LANGUAGE SKILLS

Mother tongue(s): **Hindi**

Other language(s):

English

LISTENING C1 READING B2 WRITING B2

SPOKEN PRODUCTION B2

SPOKEN INTERACTION B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Manual

Manual Testing / Software Testing Life Cycle (STLC) / SQL / Regression Testing / API Testing / User acceptance testing / Integration Testing / Smoke Testing / Functional Testing / Postman / Sanity Testing / RESTful api / Software Testing

Programming and Automation Skills

Automation Testing / Selenium / TestNG / Selenium Webdriver / Maven / Restassured / Python / Hybrid Framework / Java

Other Skills

Agile (Scrum) / Jira / Defect Management / Performance Testing / Jmeter / AWS Web Services / GIT (GitHub) / Linux commands / AWS