

Shivani Garg

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PROFESSIONAL SUMMARY

Senior QA Automation Engineer with 6+ years of experience in software testing, test automation, and quality assurance for large-scale enterprise applications. Skilled in developing test plans, test protocols, and automation frameworks to support full product delivery cycles. Experienced in defect tracking, regression testing, performance validation, and collaborating with development teams to ensure software quality, scalability, and reliability. Proficient in Selenium, TOSCA, REST API testing, CI/CD integration, and Agile environments.

The University of Texas at Dallas

Master of Science, Information Technology and Management

May 2026

GPA 3.7

Global Institute of Technology, Jaipur, India

Bachelor of Technology, Computer Science and Engineering

Jun 2018

GPA 3.3

TECHNICAL SKILLS

- **Programming Languages and Databases:** Java, Python, SQL, MongoDB, PostgreSQL
- **Automation Testing Frameworks and Tools:** Selenium, TOSCA, REST API Testing, Postman, JMeter, Test Automation Frameworks, Regression Testing, Smoke Testing, Performance Testing, Test Coverage Analysis, Defect Tracking, Bug Analysis
- **Development Methodologies and Tools:** Agile, Waterfall, Scrum, CI/CD, TDD, JIRA, BDD, Azure DevOps, GitHub
- **Salesforce Expertise:** Experience Cloud, Service Cloud, Sales Cloud, Admin
- **Domain Exposure:** Healthcare, Financial Services, Hospitality, Education, Enterprise CRM

PROFESSIONAL EXPERIENCE

Digital Engineering Lead, NTTDATA, Bangalore, India

Oct 2023 – Jun 2024

- Led Salesforce testing strategy for enterprise releases including test planning, execution roadmap, and quality reporting.
- Collaborated with developers and product teams during Agile sprint planning to design software test plans, test schedules, and QA protocols ensuring high quality releases.
- Performed end-to-end validation and identified automation opportunities to improve regression efficiency.

Senior Salesforce Quality Engineer, Accenture, Hyderabad, India

Aug 2021 – Oct 2023

- Led end-to-end Salesforce testing including functional, regression, integration, reporting, and UAT validation.
- Designed and implemented scalable automation frameworks using TOSCA, Selenium, and Java for the Humana client, reducing manual testing efforts by 50% and increasing regression test coverage by 30%.
- Conducted defect tracking and root cause analysis to prevent production defects.
- Conducted performance and load testing using JMeter to validate application scalability and system stability.

Salesforce Quality Engineer, Xebia, Jaipur, India

Aug 2020 – Aug 2021

- Executed end to end UAT cycles and maintained documentation and sign off reports.
- Contributed to release planning and defect triage, accelerating issue resolution and reducing time to market by 20%.

Software Engineer, NAV FUND SERVICES, Jaipur, India

Mar 2019 – Aug 2020

- Worked as Software Development Engineer in Test, contributing to feature development and quality assurance initiatives.
- Created an automation framework from scratch, automating recurring test processes and reducing test cycle time by 40%.

Trainee Engineer, SANTECH TECHNOSOFT, Jaipur, India

Aug 2018 – Mar 2019

- Gained hands-on experience in test case design, defect tracking, and automation fundamentals.
- Automated 40% of manual test cases using Selenium, reducing weekly testing efforts by 50 hours.

CERTIFICATIONS

- **Salesforce Certifications:** Sales Cloud, Service Cloud, Salesforce Admin, Salesforce Associate, PD1, Agent force Specialist
- **Automation Certifications:** TOSCA Automation Specialist Level 1, TOSCA Automation Specialist Level 2

Additional Information

- Available for full-time roles from May 2026 with 3 years of OPT eligibility, (No Immediate Sponsorship Required)