Baala Murugan



QA Engineering Lead | Quality Strategy | Test Automation Architecture | AI-Assisted Quality Engineering

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Work Authorization: EU Blue Card Holder **Availability:** Immediate

Quality Engineering Lead with 10+ years of experience designing scalable test automation architectures, establishing CI/CD quality gates, and driving engineering-wide quality strategies for high-scale fintech systems. Five years of technical leadership, mentoring six SDETs while remaining hands-on across web, mobile, SDK, API, and backend automation. Experienced in AI-assisted test generation, automation development, and defect investigation using Claude, ChatGPT, and GitHub Copilot. Increased automation coverage from 15% to 85%, reduced regression execution time by 95%, and accelerated release cycles by 30–40%. Focused on building intelligent, maintainable quality engineering systems that enable faster releases without proportional increases in manual testing effort.

TECHNICAL SKILLS

Test Automation & Architecture: Playwright, Selenium, PyTest, REST Assured, Appium, Cypress, TestNG, Page Object Model, Reusable Framework Design, Parallel Execution, Test Isolation

Programming: Java, Python, TypeScript, JavaScript, SQL

Quality Engineering: Risk-Based Testing, API Testing, Integration Testing, Contract Testing, End-to-End Testing, Regression Strategy, Cross-Browser Testing, Shift-Left Testing

Backend & APIs: REST APIs, OpenAPI/Swagger, Webhooks, Asynchronous Workflows, Postman, MySQL, MongoDB

CI/CD & Infrastructure: GitHub Actions, Jenkins, Docker, Kubernetes, AWS, Maven, BrowserStack, AWS Device Farm

Quality Observability: ReportPortal, Allure, Sentry, Distributed Tracing, Production Logs, Flaky-Test Analysis, Release Quality Metrics

AI & LLM Engineering: Claude API, Claude, ChatGPT, GitHub Copilot, Slack Bot Integration, LLM-Powered Workflows, Prompt Engineering, AI-Assisted Test Generation, AI-Assisted Debugging.

Technical Leadership: Test Automation Strategy, Quality Standards, Framework Architecture, Technical Mentoring, Code Reviews, Release Readiness

WORK EXPERIENCE

10/2019 – 06/2026

Lead QA Engineer
Razorpay, Bangalore, India
Project: Fintech payment processing platform handling millions of transactions daily across web, mobile, SDK and API products.

- Technically led six SDETs across web, mobile, SDK, and API platforms, owning automation architecture, engineering standards, code reviews, technical mentoring, and framework improvements.

- Owned the quality engineering strategy and automation roadmap for Razorpay Checkout, increasing automation coverage from 15% to 85% and reducing regression execution time by 95% through scalable automation and risk-based testing.
- Designed and maintained reusable test automation frameworks using Appium, Java, Playwright, TypeScript, Python/PyTest, and REST Assured, supporting UI, API, integration, and end-to-end testing.
- Established quality observability through automation coverage, flaky-test trends, production defects, regression metrics, and release-readiness indicators to support risk-based release decisions.
- Integrated automated quality gates into GitHub Actions and Kubernetes-based CI/CD workflows, contributing to a 30–40% reduction in release cycle time.
- Built reusable Python/PyTest API automation components using fixtures, parameterization, and API abstractions to validate backend services and complex payment workflows.
- Validated event-driven payment systems, including REST APIs, webhooks, asynchronous transactions, refunds, failure handling, and service-to-service integrations.
- Investigated production defects using Sentry, distributed tracing, application logs, and API diagnostics, identifying likely root causes and converting recurring issues into automated regression scenarios.
- Improved automation reliability through parallel execution, test isolation, and flaky-test investigation to strengthen CI execution and release confidence.
- Collaborated with Engineering, Product, and DevOps teams to establish shift-left testing practices, strengthen quality standards, and identify critical release risks earlier in development.

Project: **AI-Assisted Test Authoring (Internal Initiative)** – AI-powered test creation tools for web, mobile, SDK, and API layers.

- Developed a custom Slack chatbot integrated with the Claude API to process user queries and generate contextual responses.
- Applied Claude, ChatGPT, and GitHub Copilot to support test scenario generation, automation development, code reviews, and defect investigation.
- Explored specification-driven and agentic QA approaches to identify opportunities for intelligent test generation, failure analysis, and automation improvements.

06/2018 – 10/2019

Senior QA Engineer
ZoloStays, Bangalore, India
Project: **QA Automation for Customer-Facing Products** – India-based co-living and rental management platform used by thousands of tenants for onboarding, booking, payment, and invoicing workflows.

- Designed and implemented automation suites across web, mobile web, and mobile applications, increasing automation coverage from 0% to 65% and reducing regression execution time from four days to less than six hours.
- Developed functional, integration, regression, and end-to-end test coverage for customer onboarding, booking, payment, and invoicing workflows.

- Collaborated with Engineering and Product teams to identify quality risks early, investigate production issues, and improve release reliability through risk-based testing.

09/2015 – 06/2018 **QA Engineer**
Cognizant, Chennai, India
Project: **Test Automation Framework** **–** UK-based retail e-commerce portfolio including Dorothy Perkins, Debenhams, Evans, Topman, Topshop, and Wallis, serving millions of online shoppers.

- Developed and enhanced reusable Selenium automation frameworks supporting multiple e-commerce brands with centralized components and up to 80% script reuse across brands.
- Integrated automated smoke testing with CI pipelines, improving release quality and reducing post-release defects by approximately 20%.

CERTIFICATIONS

ISTQB® Advanced Level Test Automation Engineer (CT-TAE)
ISTQB® Certified Tester Foundation Level (2025)

EDUCATION

08/2010 – 03/2015 Master of Science, Software Engineering VIT University, Chennai, India

LANGUAGE SKILLS

English (C2) | Tamil (Native) | German (A1, currently learning)