VIVEK RANJAN

13+ Years of Experience | Senior Automation and Quality Engineering Leader

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Driving innovation through scalable E2E automation frameworks, AI-enabled testing, and process optimization across enterprise Telecom and Healthcare platforms.

🎓 Education

- **2017:** Executive MBA from IIM – 'C'
- **2012:** B.Tech from SRM University - Chennai

📑 Core Competencies

- Automation Strategy Development
- Team Leadership and Mentoring
- Process Improvement Initiatives
- Quality Assurance Best Practices
- Agile Methodologies
- Risk Management in Testing
- Test Strategy & Planning
- API & Web Services Testing
- Performance Testing Techniques
- Defect Tracking and Management
- Stakeholder Communication

🏅 Achievements

- **Best Team Player Award at Tech Mahindra (08/2025)** for exceptional collaboration and support.
- **Most Humble Team Lead Award** for fostering a positive and respectful team environment.
- **Pat on the Back Award at Tech Mahindra (05/2025)** for helping the team achieve targets effectively.
- **Night Owl Award at Tech Mahindra (11/2024)** for successful automation of test cases, meeting customer expectations.
- **Accenture Celebrate Excellence Award (10/2021)** for creating the NVT tool, saving 70% of manual effort.

👤 Personal Details

Address: Hinjewadi, Pune
Languages Known: English and Hindi

👤 Profile Summary

- Senior Automation and Quality Engineering Specialist with **13+ years** of experience designing and implementing scalable end-to-end automation frameworks using Selenium (Java), TestNG, and Cucumber across Telecom and Healthcare domains.
- Proven technical leader with strong expertise in **automation strategy, test planning, defect management**, and mentoring teams in **Agile and Scrum environments** to deliver high-quality releases.
- Hands-on experience in **Selenium WebDriver Automation, API** and Regression Automation, including custom solutions for PDF verification and Telecom BRM CDR rating and reconciliation, improving accuracy and operational efficiency.
- Strong exposure to CI/CD and DevOps-enabled testing with **Jenkins, Docker,** Kubernetes, **GitHub**, and AWS Cloud, driving faster and more reliable delivery pipelines.

✏️ Technical Skills

- **Automation Testing:** Selenium WebDriver, Cucumber (BDD), TestNG, Automation Framework Design
- **DevOps & CI/CD:** Jenkins, Docker, GitHub, CI/CD Pipelines.
- **Cloud & Infrastructure:** AWS Cloud Services, REST API Testing.
- **Programming & Scripting Languages:** Java, Shell Scripting.
- **Tools & Platforms:** Salesforce CRM, JIRA.

📊 Career Timeline

Aug'12 – Apr'22 | Accenture | Assistant Manager

Since Apr'22 | Tech Mahindra | Technical Lead

💼 Work Experience

Since Apr'22 | Tech Mahindra | Technical Lead

- Designed, implemented and enhanced an end-to-end automation framework for Salesforce CRM applications, automating 1,000+ test cases to improve regression efficiency, reliability, and release quality.
- Led and mentored a team of 18 automation engineers, driving the development of scalable Selenium (Java), TestNG, and Cucumber-based automation scripts aligned with enterprise testing standards.
- Identified high-impact manual testing areas and spearheaded their automation, significantly improving operational efficiency and adherence to automation best practices.
- Owned end-to-end test estimation and planning activities for manual and automation testing, ensuring accurate effort forecasting, optimized resource allocation, and delivery predictability.
- Delivered daily, weekly, and monthly test execution status reports, metrics, and risk updates to senior client stakeholders, enabling transparent communication and effective project alignment.
- Developed an advanced automation solution for audit report PDF verification, eliminating manual validation effort and improving accuracy and audit compliance.

Aug'12 – Apr'22 | Accenture | Assistant Manager

- Led automation POCs, estimation, planning, and delivery for large Telecom programs, automating 2,000+ test cases across VATS and enterprise web applications.
- Migrated 2,000+ BDD test cases from JBehave to TestNG, defining automation methodology, test plans, and improving execution stability and efficiency.
- Automated critical Telecom billing and finance workflows including CDR opening, verification, reconciliation, BRM CDR rating, payments, and adjustments, delivering significant time and effort savings.
- Mentored automation teams and collaborated with DevOps and development teams for rapid root cause analysis, CI/CD alignment, and elimination of manual testing effort.
- Presented automation innovations at Accenture CMT-level forums, demonstrating expertise across Telecom domains including OBRM, Siebel CRM, OSS/BSS, and Mobile Networking.