

# HEMANT GANDHI

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## Professional Experience

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### Fynd (Shopsense Retail Technologies Ltd.)

Aug 2024 – Present

Senior QA Engineer (SDET-II)

Mumbai, India

- Architected and launched **TestSmith**, an LLM-powered agentic testing platform built with Claude Code, Cursor, Playwright-MCP, and Chrome-DevTools-MCP. Teams trigger smoke, sanity, and end-to-end workflow validations via natural-language chat, cutting manual regression effort by **60%** with live execution logs and automated Allure reports.
- Engineered **agentic AI workflows** and autonomous LLM-driven test agents that self-execute critical business flows including style creation, vendor costing, PM approvals, and reconciliation, accelerating release readiness by **40%** and driving the org's shift toward generative AI-adaptive quality engineering.
- Leveraged **Model Context Protocol (MCP)** integrations (Playwright-MCP and Chrome-DevTools-MCP) for browser-level automation, intelligent debugging, and prompt-engineered AI-assisted execution workflows, reducing flaky-test triage time by **50%**.
- Designed the org's **first Playwright automation framework from scratch** for the Costing team, eliminating manual regression for critical workflows and accelerating release cycles by **35%**.
- Independently developed and maintained an additional **Robot Framework automation suite** for the CMT team, sustaining **90% regression coverage** which continues to be actively used for business-critical regression validation.
- Owned end-to-end QA as the **sole QA engineer** across 4 product verticals (Costing, CMT, Reconciliation, and Command Center) with **100% release sign-off ownership**.

### Turtlemint

2022 – 2024

Lead Test Engineer

Mumbai, India

#### Sr.Automation Test Engineer (2022–2023):

- Pioneered the inception and development of the organization's **automation setup from scratch**, architecting the framework end-to-end, leading to a **50% reduction in testing time**.
- Orchestrated seamless establishment of an **AWS virtual machine** to host the automation suite and configured **Jenkins CI/CD pipeline** for continuous test execution.
- Implemented **robust error handling strategies** to enhance test stability and reliability by **20%**, reducing flaky test occurrences.

#### Lead Test Engineer (2023–2024):

- Following the successful implementation of automation frameworks, promoted to **Lead Test Engineer**, managing testing efforts to ensure consistent quality and efficiency across the organization, reducing overall testing efforts by **30%**.
- Led a **team of 18 testers**, providing technical guidance and mentorship to meet quality standards and deadlines, while developing tailored test strategies that identified potential issues early, achieving **95% test coverage**.
- Performed **root cause analysis** to resolve defects and performance issues, implementing corrective actions that improved system stability and overall performance.

### Reliance Jio - Haptik

2019 – 2022

Senior Quality Assurance Expert

Mumbai, India

- Transitioned the **Machine Learning department from manual to automated testing**, streamlining processes and improving overall efficiency by at least **50%**.
- Developed a **Machine Learning Test Tool** for bot testing, which is now used across the company to ensure consistent quality, reducing test cycle time by **30%**.
- Assisted in setting up a **Bot Testing Tool API**, enabling external clients to independently test bots and improve their testing capabilities.
- Developed **test suites for Bots in multiple languages**, including Hindi, Marathi, Gujarati, Arabic, and more, ensuring multilingual quality coverage.
- Led end-to-end **quality assurance for AI-powered chatbot workflows**, including NLP validation, intent accuracy, regression testing, and conversational flow testing across multiple enterprise clients.

**Zeta (2017–2019):**

- **Single-handedly tested the entire payment gateway** for Zeta, ensuring seamless functionality and security across all transactions, reducing transaction failure rates by **15%**.
- Led the complete testing of **Card Management**, including Card Activation, Card Transactions, and the Card Life Cycle, ensuring optimal performance and reliability across all processes.
- Conducted comprehensive **functional testing for Zeta on Android and iOS platforms**, ensuring cross-platform consistency.

**Flock (2015–2017):**

- Performed **functional testing for the Flock app** across multiple web clients (Chrome, Safari, Firefox), ensuring consistent performance and user experience on each browser, reducing critical bugs by **25%**.
- Led **Payment Gateway testing** for Flock and served as the **POC for the major Monetization project**, ensuring seamless integration and functionality.
- Carried out **User Acceptance Testing (UAT)** across both Android and iOS platforms, validating functionality and ensuring the apps met user requirements, achieving a **95% client satisfaction rate**.

**Ringo (2015–2017):**

- Executed **client-side testing for Ringo** across Android and iOS devices, ensuring optimal app performance and reducing app crashes by **15%**.
- Performed **back-end testing for Ringo**, validating processes like accurate balance deductions, proper profile creation and deletion, referral rewards, and other essential back-end functions.
- Tested **Payment Gateway for Ringo**, ensuring smooth transaction processing and verifying payment-related functionalities, achieving a **98% transaction success rate**.

**Media.net (2013–2015):**

- Executed **A/B Testing strategies** to analyze performance, maximizing ROI for each publisher through data-driven insights.
- Validated **UI/UX consistency** across different browsers and devices to enhance cross-platform compatibility.
- Conducted comprehensive testing for **Media.net's website**, ensuring smooth functionality and optimal user experience.

**Technical Skills**

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**Languages :** Python, Java, C / C++

**Automation Testing :** Selenium, Appium, Playwright, Robot Framework, API Automation, Framework Development

**AI Tools :** Claude Code, Cursor, ChatGPT (LLM-powered tooling & test agent development)

**Tools :** JIRA, Git/Github, Jenkins, AWS, Postman, Kibana, Grafana, Metabase, Sonarqube, pgAdmin/PSequel, Allure

**Soft Skills :** Team Leadership, Decision-Making, Problem-Solving, Critical Thinking, Time Management

**Education**

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**K.J. Somaiya Institute of Engineering and Information Technology**

*Bachelor of Engineering - Electronics and Telecommunication*

**2012***Mumbai, India*