

Jackson Chelote

QUALITY ENGINEERING LEADER

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Pune, India

PROFESSIONAL SUMMARY

Quality Engineering Leader with 12+ years of experience building automation frameworks from scratch, leading QA teams, and delivering production-grade test infrastructure across fintech, marketplace, and SaaS platforms, with a strong focus on using AI in a practical way to improve decision-making, strengthen quality strategy, and help teams move faster with clarity.

SKILLS

LEADERSHIP

Team Leadership · Team Building · Mentoring · Onboarding · Performance Mgmt

AUTOMATION

Playwright · Selenium (Java) · TypeScript · TestNG · Cucumber/BDD

API TESTING

Rest Assured · Postman · Microservices

E2E DESIGN

Page Object Model · PW Fixtures · Schema-Driven Gen · Delta Validation · SFTP Automation

CLOUD/DEVOPS

GCP · GitLab CI/CD · GitHub Actions · Cloudflare Workers · Docker

TOOLS

Apache JMeter · Power Automate

PROFESSIONAL EXPERIENCE

ROLE 01

Dec 2025 – Present

QA Lead

LinkToAny (Fermyon Technologies India Pvt Ltd), Pune

Flow Marketplace E2E Test Framework

- Built an E2E test framework in **TypeScript and Playwright** from scratch for the Flow Marketplace platform, validating data migrations across **38 platforms spanning 58 active listings** — covering **schema contract validation** and **live end-to-end migration execution** against real accounts, with the catalog actively growing.
- **Designed two distinct migration execution paths** — file-based (CSV upload via ImportV2 + AWS S3 presigned URLs) and API-based (OAuth-connected integrations with sync jobs, entity mappings, and push jobs) — the framework **automatically selects the correct path** based on source system config, enabling onboarding of new migration pairs with a single config file.
- **Engineered a schema-driven contract testing layer using Zod** that auto-generates realistic fake source records, applies live JSONata transformation rules fetched from the backend, and validates output against target system schemas — eliminating manual fixture maintenance and **catching data transformation bugs before any real merchant data is involved**.

- **Built structured test observability** — runs produce expected-vs-actual error summaries with structured artifacts and a migration execution report capturing per-migration pass/fail status and run metrics, enabling fast triage without reading raw logs.
- **Built a Slack bot orchestration layer using Cloudflare Workers** (zero-infrastructure) that accepts test trigger commands, responds within the 3-second Slack timeout, asynchronously triggers GitLab CI pipelines, and posts results back — supports **on-demand triggering and scheduled runs with per-user and per-channel access control**.

PayPal Payout Reporting Validation

- **Built a financial data validation pipeline** for PayPal report ingestion that **independently recalculates all expected KPIs** — transaction fees, debit/credit aggregation, per-merchant rollups — using the same business rules the backend applies, acting as a **correctness contract for the financial calculation engine**.
- **Designed a before/after delta validation approach** capturing full dashboard KPI snapshots before each CSV upload and validating the net change matches the CSV-computed expected delta — enabling **reliable and isolated test assertions in shared environments**.

Clover ↔ Shopify Real-Time Sync Validation

- **Developed a live webhook-driven integration test suite** generating and injecting **HMAC-signed webhook payloads** from both platforms to simulate real production events — covered control-plane flows (health checks, retry, dismiss, initial sync), **duplicate delivery stability**, and data-plane sync across items, customers, inventory, orders, and refunds.

Used AI as a practical support tool to evaluate approaches faster, reduce time spent in early exploration, and move engineering decisions forward with better clarity, while continuing to own system design, quality direction, and delivery standards.

ROLE 02

Oct 2021 – Dec 2025

Senior Quality Manager

Explorex Technologies Pvt Ltd, Bengaluru

- **Led and implemented comprehensive test strategy** working closely with product engineering team (PMs, Designers, Developers, SDET/QA) from feature inception — prioritising automation while maintaining critical manual touchpoints.
- **Built QA team from ground up to 5 members**, establishing quality processes and transitioning to a **hybrid automation approach**, **reducing manual testing effort by 60%** and **increasing release frequency by 25%**.
- **Designed and maintained a robust test automation framework** using **Selenium WebDriver with Java** — Page Object Model architecture, improving **test execution efficiency by 85%** and **reducing regression testing time by 70%**.
- **Led the monolith-to-SOA migration testing effort** (~1 year), achieving **2x performance improvement**, **35% reduction in infrastructure costs**, **zero data loss**, and **100% backward compatibility** — automated API test scripts via Rest Assured integrated into CI/CD.
- **Spearheaded backend API testing strategy** using Rest Assured and Postman — **95% API coverage**, identified **50+ critical defects pre-release**, reducing production incidents by 40%.
- **Conducted extensive performance testing using Apache JMeter** — simulated **5,000+ concurrent requests/second**, identified **3 major bottlenecks**, ensuring **sub-200ms response times under peak traffic**.
- **Automated web testing using Selenium WebDriver**, covering **90% of critical user flows** across Inventory Management, Digital Dine-in, and Partner Portal platforms, integrated with CI/CD.
- **Ensured full backward compatibility for the Bridge application** across Android (5–15), Windows (32/64-bit), macOS (10.8–15), and iOS (7–16) — including Urban Piper integration for Zomato & Swiggy.
- **Led daily stand-ups for the tech team (20+ members)**, resulting in a **30% increase in sprint velocity** (20 → 26 story points/sprint) over 3 months.

Started using AI early in a practical way to identify test design gaps faster, understand unfamiliar code areas more efficiently, and speed up framework-level decision-making, while continuing to drive quality strategy, team direction, and product judgment with a hands-on leadership approach.

ROLE 03

Jan 2019 – Oct 2021

Senior QA Engineer

Broker Network (Anarock Property Consultants), Mumbai

- **Led QA for the flagship Android application, Broker Network** — high quality and consistent user experience across diverse devices and OS versions.
- **Spearheaded backend API automation using Rest Assured with Java**, achieving **95% API coverage** of critical backend functionalities.
- **Developed and executed 500+ test cases**, achieving **90% test coverage** across functional, performance, security, and usability testing.
- **Reduced application defects by 20%** through proactive identification, root cause analysis, and preventative measures.
- **Led performance and compatibility testing across 30+ devices, 10+ OS versions**, varying screen sizes and network conditions — maintained a dedicated device lab.
- **Collaborated with a team of 8 developers and 2 PMs**, providing QA expertise throughout the development lifecycle.
- **Enhanced test automation framework** with modular design patterns and reusable components, contributing to a **15% improvement in sprint velocity**.

ROLE 04

Oct 2013 – Jan 2019

QA Engineer (Tech) / Team Lead (Operations)

Housing.com (Locon Solutions Pvt Ltd), Mumbai

Tech Team — Junior QA → QA Engineer · Feb 2015 – Jan 2019

- Transitioned to the technology team, developing thorough test cases based on user stories — contributing to a significant reduction in bug occurrence rates on real estate platforms.
- Executed comprehensive manual and automated test cases across platforms, documenting results and reporting defects via bug tracking systems.
- **Proactively automated property activation workflows**, reducing manual effort.
- Progressed from Junior QA to QA Engineer, expanding technical skills and QA expertise.

Operations — Quality Analyst → Team Lead · Oct 2013 – Feb 2015

- **Led a team of 15+ operations analysts**, providing training, guidance, and performance feedback.
- Developed and implemented quality control procedures and metrics to monitor operational performance.
- **Streamlined operational workflows** — **15% improvement in processing time** and **20% reduction in errors**.

PROJECT

Cross-Platform Desktop Automation Application

Electron + React + TypeScript · Solo Initiative · In Progress

github.com/jacksonaljs/qa-automation-tool

- **Designing and building a desktop automation platform from the ground up** to enable non-technical QA analysts and ops teams to create and run browser automation without writing code — core features include **browser session recording**, a **visual drag-and-drop test builder**, and **self-healing locators with an 8-level fallback strategy**.
- **Built a built-in element inspector** that captures locators alongside annotated screenshots, creating a reusable locator library across projects — eliminating re-discovery of elements on every new engagement.
- Expanding scope to include **Appium-based mobile testing** for iOS and Android, **API testing** (REST, GraphQL, WebSocket, gRPC), and **one-click CI/CD configuration generation** for GitHub Actions, GitLab, Jenkins, and CircleCI.
- Used AI as a development accelerator throughout — scaffolding architecture, exploring trade-offs, and moving faster as a solo engineer while retaining **full ownership of system design and product decisions**.

PROJECT

Smart Commute Prediction System

Python + Scikit-learn + GCP Cloud Functions + Firestore · Deployed

github.com/jacksonaljs/determine-best-time

- **Built and deployed a serverless commute intelligence system on GCP Cloud Functions** pushing live updates every 15 minutes throughout each user's configured commute window — ran entirely within GCP's free tier for the first 7–8 months.
- **Engineered a Gradient Boosting regression pipeline** (200 sequential trees, learning rate 0.05) with features including circular sin/cos encoding of departure hour, rain volume, weather severity, Karnataka state-aware public holiday detection, and day-of-week.
- **Supports multiple user-defined routes per person**, each tracked and modelled independently — added proximity-based warm-starting using Haversine distance for fast model bootstrapping when users change address.
- **Built multi-source data fusion** combining Google Maps Directions API, public transit routing, and OpenWeather API — with **weather-aware vehicle filtering** (automatically excludes bike during rain) and **per-user vehicle preference** cost comparison.

PROJECT

Restaurant Billing Calculator

HTML + Vanilla JavaScript + Bootstrap · Internal QA Tool — Explorex

github.com/jacksonaljs/Restaurant-Calculator

- **Built a single-page billing calculator** to eliminate manual calculation errors when verifying backend billing changes at Explorex — handles multiple item categories with independent tax treatment.
- **Implements three discount models**: percentage-based general discount, fixed cash discount, and configurable tiered elite/loyalty discount with dynamic earn thresholds and stacked membership discounts.
- **Supports two distinct bill settlement modes** — one that bundles platform service fees inline with full tax treatment, and one that excludes them for separate settlement — matching the platform's production billing variants.

EDUCATION

BSc in Information Technology

Model College, Kalyan

2008–2011

High School Diploma in Science

Model College, Kalyan

2006–2008