

NACHIKET KSHIRSAGAR

Manager, QA

📞 8378977554 @ nachiketk21@gmail.com 📍 Pune

SUMMARY

With over 14 years of experience in QA, I excel in creating robust automation frameworks and managing high-performing teams. My expertise spans AI-enabled processes, team building, and quality assurance practices across diverse domains. I am committed to enhancing product quality and user experience, while also bridging the gap between academic learning and professional QA methodologies

EXPERIENCE

02/2024 - Present

Pune

• Manager, QA

Domo Inc

Company focused on Data visualization and AI

- **AI Enablement:** I drove AI transformation across my QA teams by instituting standardized test templates and scalable reusable automation components that empowered teams to fully leverage AI coding assistants. By embedding AI-driven development workflows—including Claude Code—into our engineering processes, I accelerated automation script creation from several days to a matter of hours. This initiative elevated team performance, strengthened delivery predictability, and improved organizational efficiency at scale.
- **Team Building:** I successfully scaled the QA team from 2 to 10 skilled and high-performing engineers by driving strong hiring practices, establishing clear expectations, and fostering a collaborative, growth-oriented team culture.
- **Team Management:** I manage multiple QA teams, overseeing daily activities, workload distribution, project planning, and technical issue resolution. I design individualized development plans, conduct appraisals, and deliver structured feedback to support both professional growth and organizational performance goals.
- **Automation:** Contributing directly to the Playwright/Python automation framework by increasing regression coverage, optimizing existing scripts, and introducing modular, reusable functions that improve maintainability, enhance stability, and reduce long-term development effort.
- **Training & External Collaboration:** I collaborated with CDAC on their pilot QA training initiative, mentoring trainees who completed real-world projects at our office, giving them valuable corporate exposure while strengthening our industry-academia partnership.
- **POC & Tool Ownership:** I led the complete POC and evaluation process for new testing tools, assessing three different platforms for cross-browser testing and test management. I selected and onboarded BrowserStack, managing the transition end-to-end—including technical assessment, vendor coordination, and commercial negotiations—to ensure the organization adopted the most effective solution.

10/2016 - 02/2024

Pune

• Senior QA Manager

Zinrelo

A company focused on customer loyalty and enterprise solutions

- **Automation Framework Development:** Designed and implemented robust automation frameworks using Python and Selenium, improving product quality and significantly reducing manual testing efforts. Strengthened testing accuracy and enabled faster, more reliable releases.
- **QA Practices and Workflows:** Established efficient QA processes aligned with project goals, incorporating automation best practices and comprehensive test coverage. Implemented Jenkins CI pipelines to automate daily sanity and regression suites, ensuring consistency and faster feedback cycles.
- **Team Leadership:** Built and led high-performing QA teams by fostering open communication, collaboration, and continuous improvement. Implemented Jira workflows for efficient bug lifecycle management and created detailed dashboards for actionable engineering insights.
- **Startup Problem Solving:** Addressed complex issues across loyalty and enterprise solutions with adaptability and strategic thinking. Created Jira boards for multiple product swim lanes—including automation and customer tickets—to optimize visibility and streamline bug tracking.
- **Customer-Facing Responsibilities:** Supported Customer Success by resolving engineering issues, analyzing customer-reported defects, and recommending effective solutions. Improved query and bug resolution time from days to hours through better coordination and ownership.
- **Jira Configuration & Reporting Expertise:** Customized Jira workflows and dashboards to support project needs, enabling data-driven decision-making. Generated and analyzed detailed Jira reports to identify process gaps, drive improvements, and enhance team efficiency.

EXPERIENCE

03/2016 - 10/2016

Gurgaon

SDET

Blinkit (Formerly Grofers)

- **Integral team member:** Collaborated as the sole QA team member of the merchant signup process for Blinkit (formerly known as Grofers), a prominent player in the B2C industry. Spearheaded the manual testing efforts for the product, ensuring rigorous testing protocols and high-quality standards were met.
- **QA Automation:** Designed and executed an automation framework, helping testing procedures to enhance efficiency and product quality. This automation framework significantly reduced manual testing efforts and improved testing accuracy.
- **QA Processes:** Established and implemented comprehensive QA processes from scratch, as this initiative marked the formation of a new team. This included defining quality assurance standards, creating test plans, and fostering a culture of thorough testing and continuous improvement.
- **Introduction to Jenkins:** Introduced and configured Jenkins to facilitate the automated execution of the test suite, ensuring seamless integration into the development pipeline. This CI/CD implementation enhanced the efficiency and consistency of testing procedures.

10/2015 - 02/2016

Pune

QA

Hem

- Conducted thorough manual testing for supply chain management product
- Built and implemented automation framework
- Leveraged Jenkins for orchestrating automated test execution

05/2013 - 10/2015

Pune

Senior Software Engineer - QA

Vertis Infotech

- Executed manual testing according to client specifications
- Enhanced automation suite by developing scripts in Ruby and Selenium

08/2012 - 04/2013

Pune

Test Engineer

GlobalStep

- Conducted manual testing for software used by English Premier League teams
- Performed manual testing for NCAA basketball game analysis software

EDUCATION

07/2006 - 07/2012

Pune

Bachelor of Engineering (Computer Science)

Sinhgad Institute of Technology (Savitribai Phule Pune University)

SKILLS

Jenkins

API testing

Team Building

Resource Planning

AI

Playwright

Team Management

Manual Testing

Selenium

Ruby

Python

JIRA

Agile

POC

Automated Testing