

Chandra Vijay Singh

Lead SDET / Quality Engineering Leader • 12 Years • AI Product Testing • LLM Evaluation • Mobile & Web
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PROFESSIONAL SUMMARY

Lead SDET with 12+ years across B2C mobile, healthcare SaaS, and OTT platforms — with deep recent focus on Quality Engineering. Currently lead Quality Engineering at Deutsche Telekom for OneApp — a 10M+ MAU consumer platform across 9 EU markets — managing 10+ SDET/SDE engineers, scaling automation for web and Mobile from 40% to 72%, and shipping AI-powered features (LLM Chatbot, AI Search) with robust evaluation frameworks.

Hands-on with Selenium, Appium, Playwright, Cypress, RestAssured, Java, Python, and Jenkins. Seeking Lead SDET, QA Manager, QE Manager, or AI Quality Engineering roles.

PROFESSIONAL EXPERIENCE

Deutsche Telekom Digital Labs (DTDL) — OneApp | B2C | EU Markets March 2022 – Present

OneApp: Unified consumer self-care platform across 9 EU NatCos | 10M+ MAU | iOS & Android

Product & Quality Engineering Lead

- Manage and mentor 10+ SDET/SDE engineers across multiple pods — set quality standards, run code reviews, drive engineering excellence.
- Led quality for AI-powered features (LLM Chatbot, AI Search, AI Engagement Engine) — built golden-dataset evaluation framework using LLM-as-judge methodology to validate response quality, faithfulness, and safety; integrated AI quality gates into CI/CD.
- Built an AI-Powered Monkey Testing tool to proactively detect app crashes — improved app stability by 20%.
- Scaled E2E automation coverage from 40% to 72% across iOS and Android, integrated into Jenkins CI/CD.
- Drove app performance program — reduced crash-impacting sessions from 2.8% to 0.9% (~68% reduction); cold start time 4.2s → 1.8s; store rating 3.6 → 4.2.
- Implemented shift-left defect detection across SDLC — reducing defect cost and improving engineering velocity.
- Led quality and delivery for Payments POD end-to-end — SEPA, LLM Chatbot, and Engagement Engine features across 9 NatCos.
- Led high-stakes release programs — Germany NatCo go-live (highest-stakes EU market) and new COSMOTE app launch — owning final quality gates and cross-functional sign-off.
- Built internal AI agents using Claude and GitHub Copilot to automate QA documentation, retrospectives, and release reporting — reduced overhead by 40%.
- Designed and implemented Cypress-based automation suite for the internal Release Management Platform — covering release workflows, approval gates, and dashboard validation; integrated into CI/CD for continuous regression.
- Built automation scripts for large-scale B2C mobile apps — 95%+ coverage on critical user journeys across 9 EU markets.
- Integrated automation with Jenkins CI/CD — cut regression cycle time by 30% through smarter test design.

3Pillar Global (TPG Software) — ModMed | US Healthcare SaaS March 2018 – March 2022

Module Lead — Quality Engineering

January 2020 – March 2022

- Led QA strategy for ModMed Practice Management — regulated healthcare SaaS with 3M+ patient interactions; zero P0 production defects in final 18 months.
- Managed a team of 5 QA engineers across test management, defect tracking, and UAT for quarterly releases.
- Increased automation coverage from 35% to 68% — added image comparison, expanded test data support, integrated framework with JIRA for E2E tracking.
- Built API automation framework using RestAssured + Java for complex healthcare workflows; led web UI automation using Selenium and Cypress across MMPM modules.
- Served as SME for MMPM module — partnered with ModMed product team on requirements, quality, and issue resolution.
- Automated DevTools to simulate insurance bill lifecycle — significantly reduced manual validation effort.

Senior Test Engineer

March 2018 – January 2020

- Led quality for Electronic Medical Assistant (EMA) module — increased mobile app automation coverage and contributed to UAT sessions validating product against regulatory requirements.

GlobalLogic — Ignite TV | OTT Platform

September 2017 – July 2018

Senior QA Engineer

- Owned test strategy and automation for Ignite TV (live TV, On Demand, Cloud PVR) — developed automated test scripts and improved release quality through scalable end-to-end validation.

NEC Technologies India — Equinox | Gym Management SaaS

November 2015 – September 2017

Test Engineer

- Built and maintained automated tests using Selenium + Java on Selenium Grid — improved test coverage and execution efficiency by 45%.

Web View Solutions — Hotel Management System

July 2014 – November 2015

QA Engineer

- Tested web-based HMS and POS system end-to-end — validated new features from a user perspective across the full hotel lifecycle automation solution.

SKILLS & TOOLS

Test Automation Frameworks: Selenium • Cypress • Playwright • Appium • RestAssured • POM • Hybrid • Data-Driven • Cucumber • BDD • TestNG • JUnit • API Automation • pytest

AI Product Testing: LLM Evaluation • Chatbot Testing • RAG Evaluation • Faithfulness & Answer Relevance • Hallucination Detection • Prompt-Injection Testing • AI Safety Guardrails • Golden Datasets • LLM-as-Judge • Non-deterministic Output Validation • Drift Detection • AI Quality Gates

AI-Assisted Development: AI-Powered Monkey Testing • Claude • GitHub Copilot • AI Coding Agents • AI-assisted Test Generation • Workflow Automation

Programming & APIs: Java • Python • REST API Testing • Postman • Charles (API Debugging) • JSON • XML • SQL

CI/CD & DevOps: Jenkins • Git • GitHub • CI/CD Pipeline Integration • Shift-Left Testing • Release Management • Quality Gates

Monitoring & Performance: Grafana • Kibana • OpenSearch • Crash Detection & Reporting • Performance Testing • App Stability Monitoring

Tools & Management: Jira • Confluence • Miro • Figma • draw.io • Test Planning • Defect Management • UAT Facilitation • Sprint Planning

Domains: B2C Mobile Apps (iOS & Android) • Web Testing • Healthcare SaaS • OTT Platforms • Payments • GenAI Features • EU Regulated Markets • GDPR

Core Competencies: Team Leadership (10+ Engineers) • Quality Strategy • Shift-Left Thinking • Cross-Functional Collaboration • Mentoring • Agile/Scrum

EDUCATION & CERTIFICATIONS

ISTQB® — Foundation Level

January 2018

CSPO® — Certified Scrum Product Owner

September 2024

PMP® — Project Management Professional

February 2025

B.Tech, Electronics & Communication — IIMT Engineering College, Meerut (UPTU)

2010 – 2014