

ADITYAA S. CHANDRAMOHAN

Senior Quality Engineering Leader | Senior QA Lead | GenAI QA Strategist

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PROFESSIONAL SUMMARY

Senior Quality Engineering Leader with 10+ years architecting enterprise testing solutions across financial services, healthcare, government, and security sectors. Expert test architect with experience leading and delivering hands-on testing across GenAI, RAG-based systems, agentic AI, microservices, on-premises, and hybrid solutions — with a strong focus on test strategy development and test automation. Proven track record leading teams of up to 10 engineers, with direct coaching and mentoring of 5 full-time employees within a structured automation program, delivering 30,000+ hours in efficiency gains and measurable career development outcomes. ISTQB-certified Test Manager and Technical Test Analyst with niche expertise in ML and cloud architecture, backed by GCP Professional ML Engineer, GCP Cloud Architect, and Azure Solutions Architect Expert certifications. Results-driven and innovation-focused — relentlessly delivering measurable value to clients and end users while building new approaches to enterprise quality.

KEY ACHIEVEMENTS

- Designed a multi-agent AI system (three specialized agents) that reverse-engineered test coverage from undocumented legacy code during a legacy modernization program — mapping existing automation, generating new test cases, and onboarding a team unfamiliar with the application on what and how to test
- Contributor to a North American Software Testing Award (NASTA) 2022-winning program (Best Use of Technology in Project) — built the Python event-simulation framework validating data integrity across Kafka ingress and egress topics for a 2M+ daily-transaction SAP-to-microservices modernization
- Architected agentic AI contact center QA for a Fortune 100 healthcare organization — production deployment to 500+ agents, with HIPAA-compliant evaluation incorporating 6,000 production transcripts across human annotation rounds to improve agentic AI response quality in production
- Delivered 30,000+ annual hours in productivity gains by leading an enterprise automation program — accelerated release cadence from quarterly to bi-weekly across 30+ regression cycles
- Engineered two automation frameworks for Crown Corporation modernization — a Spock (Java) BDD and data-driven test suite executing 100,000+ legacy-to-new API response comparisons, uncovering 30+ business rule defects before production; and a Python event-simulation framework generating load and validating ingress and egress Kafka messages

CERTIFICATIONS

AI & ML: GCP Professional ML Engineer | GCP Generative AI Leader | AWS Certified AI Practitioner

Cloud Architecture: Azure Solutions Architect Expert | GCP Cloud Architect

Quality Leadership: TMMi Professional | ISTQB Advanced Test Manager | ISTQB Technical Test Analyst | Professional Scrum Master I

CORE COMPETENCIES

AI Testing: GenAI/LLM Validation • Agentic AI Systems • Human-in-the-Loop Evaluation • AI Judges • Prompt Engineering Testing • RAG Evaluation • AI Observability

Quality Leadership: Test Strategy • Exploratory Testing • Test Data Management • Production Incident Management • Vendor Coordination

People Development: Mentoring & Coaching • Career Development • Technical Enablement • Knowledge Transfer

CCaaS & Contact Center: Genesys Platform Testing • Multi-Channel QA (Voice, Chat) • Agent Assist Validation • Conversational AI Testing

Automation: Selenium • Playwright • TestComplete • Rest Assured • Spock • BrowserStack • Jenkins • Azure DevOps • CI/CD Integration • Contract Testing • WireMock

Non-Functional: Performance Testing • Disaster Recovery Testing • Load/Scalability Validation

PROFESSIONAL EXPERIENCE

DELOITTE CONSULTING | Ottawa, ON

Senior QA Lead — Major Canadian Financial Institution (Top-5 Bank) | Dec 2025 – Present

- Own test strategy and quality delivery for a legacy modernization program at a top-5 Canadian bank, migrating back-end services to cloud so that CSR and FSM workstation applications route to cloud-hosted services in place of on-premises servers; lead a 6-member distributed QA team across Poland and India as technical authority on testing standards, tooling, and defect governance
- Designed and built a multi-agent AI system — three specialized agents — to accelerate test discovery on an undocumented legacy codebase: a code-analysis agent that reads application code and maps it to existing TestComplete coverage; a verification agent that independently researches and confirms those findings; and an automation-architect agent that generates new test cases and surfaces the metadata required to execute manual tests — enabling a team new to the application to learn what and how to test where no functional documentation existed

- Write API automated tests for newly migrated APIs using Rest Assured and execute them on the CI/CD pipeline; refactor existing TestComplete test cases for regression coverage
- Perform contract testing using WireMock to validate API interactions between migrated cloud services and dependent systems; validate data integrity across migration boundaries to ensure accurate data transformation and migration at enterprise scale
- Mentor and coach distributed QA team members through structured knowledge-sharing sessions and technical guidance

GenAI QA Lead — Fortune 100 Healthcare Organization | Jun 2025 - Dec 2025

- Led 14-member cross-functional team (10 client + 4 Deloitte offshore) delivering QA for production-grade agentic AI contact center deployed to 500+ agents on GCP
- Architected end-to-end AI test strategy covering environment configuration, test data management, and multi-channel testing (voice, chat); applied LLM evaluation metrics — relevance, accuracy, completeness, helpfulness — to assess AI outputs against contact center workflows
- Operated a sampling-based human-in-the-loop evaluation pipeline over 6,000 production transcripts — capturing AI responses on sampled conversations in Label Studio for annotator review — and evaluated AI Judges for continuous model quality assessment
- Built tooling to compute inter-annotator agreement across evaluator scores, surfacing annotator disagreement that flagged the need for rubric and calibration refinement; evaluation also exposed a knowledge-coverage gap — while the AI handled generic documentation queries, a category of questions required supporting data and context the system lacked
- Validated HIPAA-compliant PII handling on real-time transcripts using Google Cloud Monitoring and Data Loss Prevention (DLP) — verifying PII was not transmitted, configuring egress alarms, and running manual verification tests; conducted exploratory testing of AI outputs across edge case dialogue flows
- Owned overall QA for the program — delivered evaluation findings and quality insights to client leadership; channelled annotation findings to the AI engineering team to drive prompt tuning and model optimization; partnered with ML engineers and data scientists to validate multi-channel production readiness

Non-Functional Test Manager — Federal Government (IBM Cúram Platform) | Jan 2024 - Jun 2025

- Created the performance, disaster recovery, and failover test plans for Canada's largest social development program — defining scope, SLA targets, and risk thresholds, and aligning the plans with the client
- Orchestrated disaster recovery and failover test execution by coordinating across Accenture (infrastructure), client teams, and the architecture team — aligning environment readiness, test sequencing, and go/no-go decisions to verify a 2-hour RPO and 24-hour RTO for a mission-critical system processing 50K+ daily transactions
- Directed an IBM vendor performance engineering team, providing technical direction on baseline, load, and stress test design and execution; monitored solution performance and analysed results using Azure Application Insights
- Led cross-functional coordination across infrastructure, architecture, and development to establish environment readiness; supported production incident management with capacity planning advisories and SLA risk mitigation
- Served as primary non-functional testing stakeholder interface — presented test findings, risk assessments, and go/no-go recommendations to program leadership and government executives

Automation Manager — Federal Government (IBM Cúram Platform) | Jan 2023 - Dec 2023

- Led a 10-member team (5 full-time employees and 5 contractors) to develop a JavaScript-based automation framework featuring CI/CD integration, BrowserStack cross-browser execution, and Azure DevOps test case updates
- Championed career development through structured coaching and mentoring of QA engineers on automation best practices, framework design, and CI/CD patterns — accelerating engineer capability and reducing onboarding ramp time
- Delivered 1,350+ automated test cases achieving 54% coverage of 2,500-case regression suite
- Partnered on production incident management to close automation coverage gaps via defect escape analysis
- Accelerated release velocity from quarterly to bi-weekly, delivering 30,000+ annual hours in productivity gains across 30+ regression cycles

Quality Architect — Crown Corporation Client | Aug 2021 - Dec 2022

- Architected the microservices testing strategy for a SAP-to-Lightbend reactive microservices migration handling 2M+ daily transactions
- Designed and built a Python event-simulation framework that ingests diverse load scenarios and validates data integrity across ingress and egress Kafka topics — with gRPC endpoint verification and PostgreSQL persistence — catching message inconsistencies before production
- Established event-driven testing as a repeatable validation approach across the migration; led post-incident analysis translating root-cause findings into targeted test coverage enhancements
- Mentored the SDET team on event-driven testing patterns and Python framework design; designed an exploratory testing approach for Kafka and gRPC edge cases in event sequencing beyond scripted regression
- Contributed to the program's NASTA 2022 win (Best Use of Technology in Project)
- Executed two POCs to extend the testing toolchain: built a custom JAR to serialize Protobuf messages and ingest them into Kafka topics via JMeter; and enabled SMS validation in the Python framework by integrating Twilio to trigger and verify SMS flows

Software Development Engineer in Test — Crown Corporation Client | Apr 2021 - Jul 2021

- Designed parallel Spock API testing framework executing 100,000+ data point validations in under 5 minutes
- Uncovered 30+ business rule discrepancies preventing critical data corruption (recognized by client leadership); enabled zero-defect API production release

Quality Assurance Lead / Test Developer | Aug 2016 – Mar 2021

- Led QA for QRadar SIEM platform — 80% product coverage across authentication, authorization, log management, event management, and flows modules
- Expanded test coverage by authoring automated test scripts within a keyword-driven automation framework; extended into API testing using the Spock library for BDD and data-driven test design; adopted Geb for UI automation, leveraging its BDD and data-driven capabilities consistent with the Spock approach
- Tested different QRadar device types by installing software versions on varying hardware, configuring deployments to mimic client environment patterns, and executing regression test runs each release cycle
- Supported production incident management for QRadar enterprise customers — reproducing, triaging, and validating hotfix releases for critical security defects; performed hardware system integration and on-premises disaster recovery testing

EARLIER EXPERIENCE

Quick Service Software | QA Analyst (Co-op & Contract) | May 2015 – Mar 2016

- Worked as a QA Analyst on a Point-of-Sale SaaS platform used by restaurants across Canada — creating test plans, executing test cases, and performing exploratory testing across release cycles

NB Department of Justice | Co-Op Junior Developer | May 2014 – Dec 2014

- Designed and developed SharePoint pages for a government KPI management application, implementing page layouts, custom workflows, and form logic for employee performance tracking; updated and refined report structures in SQL Server Management Studio (SSMS) to align with business reporting requirements

Cognizant Technology Solutions | Programmer Analyst | Jul 2012 – Jul 2013

- Completed full-stack .NET training; supported PepsiCo on Identity and Access Management ticket processing

EDUCATION

Master of Computer Science | University of New Brunswick | GPA: 3.7/4.3 | 2013 – 2016

Bachelor of Engineering | Anna University, India | GPA: 7.79/10 | 2008 – 2012

TECHNICAL SKILLS

Testing: JMeter, k6, Selenium, Playwright, Cypress, Spock, BrowserStack, Rest Assured, TestComplete, Geb, Label Studio, Cucumber, WireMock

AI/ML: LangChain, OpenAI SDK, Claude AI, Google Vertex AI, Arize

Cloud/DevOps: Azure, GCP, AWS, Docker, Kubernetes, Jenkins, Azure DevOps, Azure Application Insights, Dynatrace, SonarQube, GitHub Copilot, Grafana

Programming: Python, Java, JavaScript, Groovy, Gradle

Data: PostgreSQL, Cassandra, Kafka, gRPC, Protobuf

Security Clearance: Secret Level II | **Languages:** English, Tamil