

SHIVI PRABHAKAR

QA Automation Development Lead & SDET

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PROFESSIONAL SUMMARY

Detail-oriented QA Automation Development Lead and SDET with a 10-year track record engineering robust, high-velocity testing architectures for cross-platform enterprise web and mobile applications. Dedicated to upholding the highest quality standards through mentoring, framework design, and CI/CD pipelines.

PROFESSIONAL EXPERIENCE

Empire Life - QA Automation Development Lead | Dec 2023 - Present

- Led a team of 10 QA engineers in the Retail Insurance Automation domain.
- Architected scalable hybrid automation frameworks (Selenium + Java + Cucumber).
- Integrated nightly regressions and test runs via GitHub Actions pipelines.
- Conducted Web Accessibility (AODA) compliance audits using WAVE and Level Access.
- Designed comprehensive QA metrics and quality analytical dashboards in PowerBI.

Royal Bank of Canada (RBC) - Lead SDET | Aug 2022 - Dec 2023

- Managed service-level verification for the RBC Mobile App.
- Automated and validated API endpoints using Postman, ReadyAPI, and TestComplete.
- Monitored application health and network performance with Dynatrace.
- Verified SWIFT and Fedwire global financial transactions.
- Integrated watchlist filtering (FircoSoft) for financial crime compliance.

Empire Life - QA Automation Development Lead | Dec 2019 - Aug 2022

- Spearheaded automation initiatives across the Retail Insurance / Wealth platforms.
- Built and scaled test automation frameworks using Selenium and Cypress.

Workman Inc. - Senior QA Developer | Sep 2019 - Jan 2020

- Developed backend REST API automation frameworks & ran Cassandra verification.

Broadsign - QA Tester & Performance Lead | Aug 2018 - Sep 2019

- Automated test suites using Cucumber and Maven (Java); load testing via JMeter.

EDUCATION & CERTIFICATIONS

Cegep de la Gaspesie - Post Graduate Diploma in Mobile Application Development

Vellore Institute of Technology - B.Tech in Electronics & Communication (3.88 GPA)

Credentials: ISTQB Certified Tester | Scrum Master Agile Delivery Specialist