

GOURAV KHURANA

QA Engineer | ISTQB-CTFL Certified | Manual & Automation Testing | Playwright | Cypress | API Testing
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PROFESSIONAL SUMMARY

Detail-oriented Quality Automation Engineer with hands-on experience in both manual and automation testing, backed by an ISTQB Certified Tester Foundation Level (CTFL) certification and a Computer Programmer Analyst diploma from George Brown College. Proven ability to design and execute automated test suites using Playwright, Cypress, and Appium, with experience in REST API testing using Postman and integrating tests into CI/CD pipelines via Azure DevOps and GitHub Actions. Experienced in applying structured QA methodologies including black-box testing, equivalence partitioning, boundary value analysis, and defect lifecycle management. Recently built end-to-end personal projects covering full QA lifecycle - from test planning and execution to production deployment, reflecting a genuine commitment to continuous growth in software testing.

WORK EXPERIENCE

- Senior Technical Support Representative** | Concentrix March 2023 – Present | Remote, Canada
- Systematically diagnosed and resolved complex technical defects across software and networking environments - applying root cause analysis and structured troubleshooting methodologies.
 - Investigated, documented, and escalated recurring technical issues, tracking patterns across incidents to identify systemic failures
 - Ensured consistent service quality against contractual KPIs, demonstrating accountability for quality standards and outcome measurement in a performance-driven environment.
 - Collaborated cross-functionally with teams to triage issues and validate resolutions, ensuring quality outcomes across a broad range of technical products and client environments.

- Quality Automation Tester** | Manulife November 2021 – January 2023 | Toronto, Canada
- Designed, developed, and executed automated test scripts for web and mobile applications (iOS & Android) using Appium, Cypress, and JavaScript, while maintaining and enhancing the test automation framework alongside senior team members.
 - Validated REST API endpoints using Postman, verifying HTTP status codes, request/response payloads, and error handling; integrated the automated test suite into Azure DevOps CI/CD pipelines for continuous testing.
 - Performed functional and regression testing across multiple environments, browsers, and devices, identifying defects and transitioning suitable manual scenarios into automation.
 - Logged, tracked, and retested defects in Jira, ensuring clear documentation and reproducibility; managed test cases using Zephyr and contributed to test status reporting highlighting progress, risks, and blockers.
 - Participated in Agile ceremonies including sprint planning, daily stand-ups, reviews, and retrospectives, collaborating with cross-functional teams to clarify requirements and acceptance criteria.

PROJECTS

- Personal Finance Tracker** — *Playwright, Jest/Vitest, JUnit 5, Spring Boot, React, MySQL, GitHub Actions*
- Designed and executed a comprehensive 30-test automated suite across three testing layers - 15 Playwright E2E browser tests and 15 Jest/Vitest React component unit tests, integrated into a GitHub Actions CI/CD pipeline that runs automatically on every push to catch regressions before deployment.
 - Applied Black-Box test design techniques across Playwright E2E tests - covering Authentication flows using Equivalence Partitioning, transaction workflows using State Transition Testing, and amount validation using Boundary Value Analysis - achieving full functional coverage of critical user journeys.
 - Validated JWT-secured REST API endpoints and data isolation, verifying correct HTTP status codes, authorized access, and proper rejection of unauthorized requests.
- Bug Tracker Application** — *Java, Spring Boot, REST API, MySQL, JUnit 5, Mockito, Test Design Techniques*
- Wrote 17 unit tests using JUnit 5 and Mockito with 100% pass rate, covering all CRUD operations, input validation, bug status workflow transitions, and filter functionality.
 - Authored professional QA documentation including a formal Test Plan and Bug Report Template, and validated all 8 REST API endpoints using Postman - verifying status codes, request/response payloads, and error handling.

EDUCATION

Computer Programmer Analyst | George Brown College

Jan 2018 – Apr 2020 | Toronto, ON, Canada

GPA: 3.18 / 4.0 | **Relevant Coursework:** Object-Oriented Programming, Database Management, Web Development, Full Stack Development, DevOps, Software Design

TECHNICAL SKILLS

Software Testing & Tools: Playwright (E2E Browser Testing), Jest/Vitest (Component Testing), Manual Testing, JUnit 5, Mockito, Cypress, Jira, Postman (API Testing), Appium, Zephyr, Black-box & White-box Testing, STLC, SDLC, Defect Lifecycle Management, Test Design Techniques (Equivalence Partitioning, Boundary Value Analysis, State Transition Testing), BDD, ATDD, UAT, Agile/Scrum

CI/CD & DevOps: Azure DevOps, GitHub Actions, Docker, Docker Compose, Git, GitHub

Programming Languages: Java, JavaScript (ES6+), SQL

Web Frameworks/Libraries: Spring Boot, Spring Security, REST API, React.js, Bootstrap, HTML5

Databases: MongoDB, MySQL (query writing, data validation, database testing)

Familiar with: Power BI, AWS, Google Cloud

CERTIFICATIONS & CONTINUOUS LEARNING

- ISTQB – Certified Tester Foundation Level (CTFL) | February 2026 | Istqb.org
- MS Power BI Essential Training | LinkedIn Learning
- SQL Essential Training | LinkedIn Learning
- Java EE: Servlets and JSP, Learning Java Applications, Java Memory Management, Java 11+ Essential Training | Lynda.com
- Application Development – Java, Kubernetes in Google Cloud, Google Cloud Essentials | Qwiklabs