

SUJITHA A

Senior AI Test Automation Engineer

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PROFESSIONAL SUMMARY

- Senior AI Test Automation Engineer with 10 years of QA experience across Insurance, FinTech, SAP ERP and Salesforce, covering Functional, API, Integration, Mobile, RPA and AI Testing in Agile/Scrum and Waterfall delivery.
- Hands-on in Generative AI and LLM Testing: hallucination detection, groundedness and faithfulness validation, prompt injection, guardrail, bias and toxicity testing, RAG evaluation and agentic workflow validation using DeepEval, Ragas and Promptfoo.
- Builds Python-based test automation and AI agents with Playwright, Pytest, LangChain, LangGraph, MCP and OpenAI API, including an LLM-driven AI test agent for SAP GUI that automated 120+ ERP scenarios and cut regression time by ~70%.
- Strong in test strategy, test planning, defect management, CI/CD and release readiness, with a track record of mentoring QA teams and a focus on AI Quality, AI Safety and Responsible AI.

CORE COMPETENCIES

AI Test Strategy & Planning • LLM Evaluation & Benchmarking • RAG Pipeline Validation • Agentic Workflow Testing • AI Agent Development • Test Automation Framework Design • Prompt Engineering • Responsible AI & AI Safety • End-to-End SAP ERP Testing • API & Integration Testing • RPA Testing • Root-Cause Analysis & Defect Management • Release Readiness & Quality Gates • Team Leadership & Mentoring • Agile/Scrum & SAlFe Delivery

TECHNICAL SKILLS

Programming: Python, JavaScript, TypeScript, SQL, JSON, YAML

Test Automation & API: Playwright, Pytest, SAP GUI Scripting, REST Assured, Postman, Swagger

AI Evaluation Frameworks: DeepEval, Ragas, Promptfoo

LLM & Agent Frameworks: LangChain, LangGraph, MCP (Model Context Protocol), OpenAI API

AI Models & Assistants: Claude, Gemini, ChatGPT, GitHub Copilot

AI Testing Techniques: Hallucination Detection, Groundedness & Faithfulness, Answer Relevancy, Context Precision & Recall, LLM-as-a-Judge, Golden Datasets, Prompt Injection & Adversarial Testing, Guardrail Testing, Bias & Toxicity, Multi-turn Conversation Testing, Human-in-the-loop Evaluation, AI Observability

RPA: UiPath Studio, Orchestrator, Test Manager, Document Understanding

Enterprise Applications: SAP GUI (ERP), Guidewire PolicyCenter, Salesforce (Apttus CLM)

DevOps & Test Management: Git, GitHub, CI/CD, Azure DevOps, Jira, Zephyr, Rally

Testing Types: Functional, Regression, System, UAT, Smoke, Sanity, Mobile, Exploratory

PROFESSIONAL EXPERIENCE

C AHEAD INFO TECHNOLOGIES INDIA LTD. | Senior Automation Engineer

Sept 2025 – July 2026 | Hyderabad | Client: Hitachi Digital Services | Project: Toyota Services – SAP GUI

- Designed and built a Python-based AI test agent for SAP GUI using LangGraph (planner, executor, verifier) and the SAP GUI Scripting API, automating 120+ end-to-end scenarios across 25+ SAP transactions (Order-to-Cash, Procure-to-Pay).
- Reduced SAP regression cycle time by ~70% (5 days to 1.5 days) by running agent-driven Pytest suites nightly in CI/CD with automated validation of status messages, document numbers, table controls and data integrity.
- Built a golden dataset of 150 SAP scenarios to evaluate the agent on task success rate, tool-call accuracy and self-healing; improved task success from ~78% to ~92% and auto-healed ~60% of locator breaks after SAP updates.
- Validated LLM outputs with 200+ DeepEval and Pytest test cases for hallucination, prompt consistency and exception handling; added guardrails (transaction allow-list, test-client checks, step limits) that cut invalid agent actions by ~40%.
- Performed root-cause analysis of agent vs application failures, logged 90+ defects in Jira and reduced false failures from ~15% to ~5%; reported weekly quality metrics to SAP functional and QA stakeholders for release readiness.

CAPGEMINI | Senior QA Analyst – Team Lead

Dec 2022 – Mar 2025 | Hyderabad | Project: Farmers Insurance – Guidewire PolicyCenter

- Led end-to-end QA for Property & Casualty (P&C) insurance applications, owning test strategy, planning, execution, reporting and release sign-off across Agile and Waterfall.
- Designed and executed RPA test automation in UiPath (Studio, Orchestrator, Test Manager) across Web, PDF, Excel, API and OCR workflows; managed queues, assets, schedules and robot logs with Zephyr and Jira traceability.
- Delivered functional, regression, integration, API, UAT and mobile testing; mentored the QA team and worked with product owners and developers to refine requirements and acceptance criteria.

IBM | Senior QA Analyst

Dec 2019 – Dec 2022 | Hyderabad | Project: Apttus CLM (Salesforce) & Compliance Centre

- Planned and executed functional, regression, integration, UAT and compatibility testing for Salesforce-based CLM and compliance web applications.
- Led defect management and triage in Jira, prioritising issues with development teams and contributing to all Scrum ceremonies.
- Reduced post-production defects and shortened test cycles through early gap analysis, walkthroughs and MTM-based test management; mentored team members and reported QA metrics and risks.

BHANIX FINANCIAL LTD | QA Analyst

Sep 2015 – Apr 2019 | Hyderabad | Project: CASHe (FinTech Lending)

- Designed test plans, cases and scenarios for web applications and analytics dashboards; performed functional, integration, regression and system testing.
- Performed SQL-based data validation and REST API testing using Postman and Swagger.
- Executed mobile testing on PCloudy, simulators and emulators (Android/iOS) and maintained audit-ready defect tracking and UAT documentation in Jira.

AI TESTING PROJECTS

GenAI Chat Assistant Testing

- Designed functional and regression tests for an LLM chat assistant covering response accuracy, hallucination, groundedness, consistency across prompt variations and multi-turn context retention.
- Automated evaluations with Promptfoo and DeepEval against OpenAI and Claude models with structured failure reports. *Tools: OpenAI API, Claude, Promptfoo, DeepEval, Python.*

RAG Knowledge Assistant Testing

- Measured retrieval accuracy, citation correctness, chunk quality and answer faithfulness against ground-truth answers using Ragas and DeepEval.
- Ran negative and adversarial prompt tests, validated fallback responses and guardrails for unsafe queries, and tracked latency and token usage. *Tools: LangChain, Ragas, DeepEval, OpenAI API, Python, Pytest.*

Agentic AI Workflow Testing

- Tested a multi-agent workflow (planner, executor, reviewer) for planning accuracy, tool invocation, retries, memory and exception recovery with structured pass/fail criteria.
- Validated guardrail triggers and end-to-end agent behaviour, including browser actions automated with Playwright. *Tools: LangGraph, LangChain, MCP, OpenAI API, Python, Playwright.*

EDUCATION

B.Tech, Electrical & Electronics Engineering – Jawaharlal Nehru Technological University (JNTU), Hyderabad (2007–2011)

CERTIFICATIONS

- SAFe 6.0 Agile Certified
- UiPath Certified Automation Developer Associate
- Analyzing and Visualizing Data with Microsoft Power BI

LANGUAGES

English (Fluent), Hindi (Fluent), Telugu (Native)