

PUSHP SOPORI

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PROFESSIONAL SUMMARY

SDET and AI Quality Engineer building production-grade test automation across B2B SaaS and AI-native products. Specialist in LLM evaluation engineering — designing multi-strategy eval pipelines (deterministic, semantic similarity, and LLM-as-judge) using DeepEval and custom frameworks to validate non-deterministic multi-agent AI systems at scale. Architected Playwright (TypeScript) and Rest Assured frameworks from scratch, cut E2E runtime by 50%+, reduced flaky tests by 40%+, and drove defect escape rate from 32% to under 17% — all integrated into CI/CD on GitHub Actions and GCP infrastructure.

EXPERIENCE

ZoomInfo · SDET II *Apr 2025 – Present*

- ▶ Built a production AI evaluation framework from scratch to quality-gate DoubleO (ZoomInfo's acquired multi-agent AI platform), testing multi-LLM workflows across GPT-4, Gemini, Claude, and Llama — covering agent-to-agent handoffs, tool-call accuracy, output consistency, and failure mode analysis.
- ▶ Designed multi-strategy eval pipelines using DeepEval (open-source) and custom-built evaluation code — combining deterministic rule checks, semantic similarity scoring, and LLM-as-judge methods to create repeatable, CI-integrated quality gates for inherently non-deterministic AI outputs.
- ▶ Engineered a prompt regression suite that detects LLM behavioral drift across model version upgrades; automated 60% of previously manual AI QA effort, ensuring regressions are caught pre-deployment on every CI run.
- ▶ Developed AI test observability tooling that captures model inputs, raw outputs, confidence scores, and latency per agent step — enabling root-cause analysis of AI defects and providing data-driven quality dashboards to engineering and product leadership.
- ▶ Reduced E2E test suite runtime by 50%+ by architecting lightweight, service-scoped shell deployments on GCP that eliminated monolithic environment spin-up, decoupling AI module tests from non-AI modules and cutting CI pipeline wait time significantly.
- ▶ Eliminated 40%+ of flaky tests by instrumenting Playwright (TypeScript) with native network mocking, trace-on-failure capture, and context-scoped retry logic across complex multi-step AI-driven user journeys — improving CI signal reliability.
- ▶ Accelerated CI/CD feedback loops 3× by building API mocking and service virtualization utilities that simulate live model responses — fully decoupling test runs from LLM inference costs and eliminating external model dependencies in pipeline execution.
- ▶ Formally mentors 2 QA interns; defined onboarding curriculum, code review standards, and eval framework contribution guidelines — building team-level AI testing capability alongside product, ML, and engineering leadership to align quality strategy with each release cycle.

ASITE · SDET *Aug 2023 – Apr 2025*

- ▶ Scaled REST API test automation to 1,500+ test scripts using Rest Assured (Java) and TestNG, achieving 95% API coverage across all critical endpoints — cutting manual verification effort by 60% and boosting overall automation efficiency by 75%.
- ▶ Drove API defect escape rate from 32% to under 17% by designing and owning a comprehensive API test strategy — covering schema validation, contract testing, status code verification, and data integrity checks via Postman and Rest Assured across all production endpoints.
- ▶ Led formal integration test initiative across 12+ enterprise third-party integrations — including Autodesk Construction Cloud (file sync), Microsoft SCIM (tenant provisioning), DocuSign, Adobe Sign, Sage Intacct CRM, and 3D Repo — reducing post-release integration failures through systematic regression and contract validation.
- ▶ Reduced framework maintenance overhead by 20% by refactoring the Playwright + TestNG automation suite into a strict Page Object Model (POM) architecture with BDD-style (Cucumber) test scenarios — improving readability, reuse, and onboarding speed across 100+ test scenarios.
- ▶ Championed shift-left quality by embedding smoke, sanity, and regression suites into Jenkins CI/CD pipelines — enabling automated validation on every commit and eliminating manual pre-release gate testing, reducing release cycle time.

- Maintained 98% on-time defect resolution rate by owning defect triage, root-cause reporting, and risk-based test prioritisation — delivering Datadog and Grafana-backed quality dashboards to cross-functional squads that informed sprint planning and release go/no-go decisions.

Astound Digital · QA Engineer *May 2022 – Jul 2023*

- Architected and delivered the first Playwright automation framework for the Fatface e-commerce project — migrating 100% of Selenium test cases to Playwright, establishing the foundation for modern UI automation at the organisation.
- Built REST API automation suite using Postman and Java, covering 3 production integrations (Trustpilot reviews, Emarsys marketing platform, and core commerce API) — identifying and resolving critical defects before each release through exploratory and contract testing.
- Implemented risk-based testing strategy that concentrated regression effort on highest-revenue user journeys — achieving zero critical-path defect leakage across the delivery period and accelerating sprint sign-off velocity.
- Authored end-to-end test strategy, STLC documentation, and BDD feature files; participated actively in Agile ceremonies (sprint planning, stand-ups, retrospectives) as the embedded QA voice for the Fatface delivery team.

SKILLS

AI / LLM Testing: DeepEval, LLM-as-Judge, Prompt Regression, Hallucination Detection, Semantic Similarity Scoring, Behavioral Drift Analysis, Multi-Agent Testing, AI Eval Pipeline Design, Non-Deterministic Test Strategy, AI Test Observability

Test Automation: Playwright (TypeScript), Rest Assured (Java), Selenium WebDriver, TestNG, JUnit, Cucumber (BDD), Page Object Model (POM), Data-Driven Testing, Framework Architecture, Cypress, Mocha/Chai, Fintech Domain Testing, Platform Reliability Testing

API & Integration: Postman, REST API Testing, GraphQL, Service Virtualization, API Mocking, Contract Testing, Schema Validation, SCIM, OAuth 2.0

Languages: Java, TypeScript, JavaScript, Python, Groovy, SQL, YAML, JSON

CI/CD & DevOps: GitHub Actions, Jenkins, Docker, GCP (KMS, Cloud Run), Akeyless (secrets management), Git, Shift-Left Testing, Continuous Testing

Cloud: AWS (EC2, S3, Lambda, CloudWatch), GCP (KMS, Cloud Run), Datadog, Grafana, Splunk

Test Practice: Functional, Regression, Integration, Smoke, Sanity, UAT, Risk-Based, Exploratory, E2E Testing; SDLC, STLC, Agile/Scrum, Shift-Left QA

Tools & Reporting: Jira, Confluence, IntelliJ IDEA, VS Code, Test Plan Authorship, Defect Triage, Test Coverage Reporting, Intern Mentorship

EDUCATION

B.Tech, Electronics & Communication Engineering · Dharmsinh Desai University, Gujarat · 2022

CERTIFICATIONS

Google Cloud Professional Cloud Architect [Verify on Credly](#)

Google Cloud Professional Cloud Security Engineer [Verify on Credly](#)

AWS Certified Solutions Architect – Associate [Verify on Credly](#)

ISTQB Certified Tester – Foundation Level (CTFL)