SANDEEP SINGH

Quality Engineering Leader

Fintech, payments & digital platforms

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18+ YEARS · 5 COMPANIES · 30+ QA PROFESSIONALS

01 / PROFILE

Quality engineering leader with 18+ years across payments, financial services, insurance, banking, and healthcare. Leads end-to-end quality engineering for digital products at Western Union, owning test strategy, automation direction, release readiness, and AI-assisted test design. Builds and coaches quality engineering teams and modernises legacy QA into automation-led quality engineering across web, API, and mobile.

02 / CORE COMPETENCIES

Quality Engineering Strategy · Test Management & QA Transformation · Test Automation Strategy & Frameworks · End-to-End, API & Mobile Testing · AI-Assisted Testing · Risk-Based Testing · Release Governance · Quality Metrics & Defect Prevention · Team Leadership & Coaching · Agile, Scrum & SAFe · Fintech, Payments & Compliance · Client Delivery · Stakeholder Management

03 / EXPERIENCE

Western Union — Mar 2018 - Present

Manager, Solution Engineering - End-to-End Quality Engineering

Pune, India

Progressed from Senior Associate (2018-19) to Associate Manager (2019-23) to Manager (2023-present).

Scope: 30+ functional and automation QA professionals · web, API & mobile · monthly releases · production release war rooms

- Lead end-to-end quality engineering for digital financial products across web, API, and mobile, owning test strategy, automation direction, release readiness, and quality governance. Partner with engineering, product, and business leaders to move quality upstream through risk-based coverage and shared ownership.
- Lead and coach a 30+ functional and automation QA organization, aligning capacity to monthly releases, setting standards for test design, defect management, and release quality, and conducting quarterly and annual performance reviews.
- Guide automation strategy and frameworks across Selenium, Playwright, Cypress, TypeScript, RestAssured, Appium, BrowserStack, BDD/SpecFlow, and Azure DevOps; integrate automated checks into CI/CD and shift legacy QTP/UFT and manual-heavy QA toward maintainable, CI-ready automation.
- Lead API test coverage and automation across environments; execute scripts in CI/CD, participate in production release calls, and lead war-room troubleshooting through closure.
- Champion AI-assisted test design and prompt practices to reduce repetitive analysis, focus engineers on high-risk journeys, and strengthen defect prevention.

Capgemini — Sep 2014 - Feb 2018

Senior Consultant · Automation Test Lead

Clients: Ethias Insurance · Apollo Education Group

- Led test automation for insurance and education clients, building reusable UFT 12, ALM, Selenium, Tosca, and Guidewire frameworks for web and enterprise applications.
- Managed the ALM automation suite and customised framework components, improving reuse and speeding adaptation to changing requirements.
- Served as an interview panelist for automation testing; completed in-house Selenium, TestNG, Maven, and Tosca certification.

03 / EXPERIENCE / CONTINUED

Cognizant
Feb 2013 - Sep 2014

Associate - Quality Assurance · Automation Tester

Client: Wells Fargo

- Built a Wells Fargo banking web automation framework from scratch; scripted, executed, and validated tests in QTP 10 and ALM.
- Reported defects, prepared test reports, and joined daily client meetings; trained new team members in automation concepts and framework use.

ITC Infotech
Nov 2011 - Jan 2013

Test Engineer

Client: UnitedHealth Group

- Built test scenarios from requirements, created an automation framework and verification points, and ran dry runs for UnitedHealth Group.
- Reported results, refined scripts after enhancements, and worked directly with clients to sharpen test coverage.

Infosys
Sep 2008 - Oct 2011

Test Engineer

Client: Aetna

- Delivered system and regression testing for online and batch processing on mainframe; prepared test plans, test data, test cases, and QTP linear scripts.
- Built Excel macro tools that improved team efficiency and productivity; completed Infosys training in testing basics, Quality Center, and QTP.

04 / SELECTED RECOGNITION

- Created WUTAAS, an award-winning automation solution at Western Union.
- Received the Best Team award and a Flair Award at Western Union annual events; recognised as a top-rated people manager in the WU Glint survey.
- Received a Certificate of Recognition for customer delivery at Capgemini; built Excel macro tools recognized at Infosys, Cognizant, and Capgemini.

05 / TECHNICAL TOOLKIT

UI AUTOMATION	Selenium · Playwright · Cypress · Geb/Spock · Groovy · JavaScript · TypeScript
API & BDD	RestAssured · Karate · Postman · SpecFlow · Geb/Spock
MOBILE & CLOUD	Appium · BrowserStack · SeeTest
CI/CD & DEVOPS	Azure DevOps · Git/GitHub · Jenkins · Maven · TestNG
TEST MANAGEMENT	Jira · Confluence · ALM · ServiceNow
OBSERVABILITY	Splunk · Amplitude · Quantum Metrics
LEGACY & RPA	QTP/UFT · Tosca · Guidewire · Automation Anywhere

06 / EDUCATION & CERTIFICATIONS

EDUCATION	BSc, Computer Science — ICLES M.J. College, University of Mumbai · 2005–2008
CERTIFICATIONS	ISTQB Foundation Level · Certified SAFe 5 Practitioner · Tricentis Tosca Automation Engineer Level 1 · Tosca Automation Specialist Levels 1 & 2 · Advanced RPA Professional (V11.0), Automation Anywhere · Manager Excellence Program, Pearson Professional Programs · Leading at a Distance, LinkedIn

07 / SELECTED WRITING & COMMUNITY

Author of seven Quality Engineering Playbook field guides at sandeepsingh87.in/library.html, spanning Playwright, AI in testing, and quality leadership. Publishes event recaps for the Atlassian Community, Pune.