

Santanu Kumar Malik

Senior Test Engineer | Manual Testing

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📍 Bengaluru, Karnataka, India

Professional Summary

Detail-oriented **Manual Test Engineer** with **6+ years of experience** in Software Testing across **Retail, Healthcare, Medical Devices, CRM, Manufacturing, and Gaming** domains. Skilled in designing and executing test cases, identifying defects, and ensuring quality deliverables within Agile and Waterfall environments. Strong analytical, documentation, and collaboration abilities with a proven track record of contributing to high-impact projects.

Core Competencies

Manual Testing | Functional Testing | Regression Testing | UAT | Test Case Design & Execution | Defect Management | Test Planning | Agile & Scrum | Jira | HP ALM | Sanity Testing | Compatibility Testing | Test Documentation

Professional Experience

- Earlier worked as a Senior Test Engineer in **Metaplore Solutions Pvt Ltd**, Bangalore from 6th January 2025 to 30th September 2025 (Contractual).
- Previously worked as a Senior Test Engineer in **HCL Technologies Ltd**, Bangalore from 29th June 2021 to 18th August 2023.
- Previously worked as a Software Test Engineer in **Capgemini**, Bangalore under **Microgreen Technologies Private Limited**, Bangalore from 8th March 2021 to 28th May 2021 (Contractual).
- Previously worked as a Test Engineer in **Indegene**, Bangalore under **Software Pundits India Pvt Ltd**, Bangalore from 13th January 2021 to 9th March 2021 (Contractual).
- Previously worked as a Senior Software Test Engineer in **Caresoft Global Private Limited**, Bangalore from 3rd October 2019 to 30th November 2020.
- Previously worked as a Test Engineer in **Soffront Software Pvt Ltd**, Kolkata from 3rd April 2017 to 3rd July 2019.

Technical Skills

Testing Types: Manual testing, Functional, Regression, Sanity, Smoke, Compatibility, UI, Localization, Exploratory

Testing Methodologies : Agile, Scrum, Waterfall

Bug tracking tools : Jira, Zendesk, GitLab, HCL Compass, Soffront CRM, Zoho, Bugzilla

Test management tool : HP ALM v11.5, Microfocus ALM v16, Soffront CRM, Test Link, Zoho, JIRA

Big Data & Visualization : Splunk, Grafana

API tool : Postman

Project & Collaboration : JIRA, Confluence

Domain: Retail, Game, Medical devices, Healthcare, CRM, Manufacturing

Office Tools : MS Word, Excel, PowerPoint

Operating Systems : Windows10, Linux

Testing Skills : Test Case Design, Test Case Execution, Manual Testing, Functional Testing, Sanity Testing, Regression Testing, Retesting, User Acceptance Testing, Defect Logging. User Interface (UI) Testing, Localization Testing, Compatibility Testing.

Project01: 156_Retail Platform-Tesco Till

Domain: Retail

Client : Tesco, United Kingdom

Roles : Manual testing, Smoke testing, Sanity testing, Functional testing, Regression testing, User acceptance testing.

Duration: 6 months (January 2025 – July 2025)

Description

Tesco Till is based on Tesco's "Retail Platform," powered by a multitude of enterprise APIs. This solution is a significant step in digitizing the store shopping experience. Using Tesco Till, Tesco is already offering its in-store customers options like digital receipts instead of paper receipts, the ability to pay using digital wallets, and the ability to select language during the checkout process. The user experience on the till is intuitive for customers. It can be altered for differently abled customers and requires minimal intervention by store staff.

Responsibilities

- Performed Manual testing, Functional testing and Regression testing on the latest build of the Tesco till application.
- Tested features like digital receipts, wallet payments, and multilingual checkout.
- Identified, documented, and tracked software defects using Zendesk.
- Performed full Regression testing on the applications for hot fixes and pilot.
- Logged and tracked the defects till closure using the defect tracking tool (Zendesk).
- Conducted regression cycles, logged defects, and verified builds pre-release.

Project02: UGX

Domain: Game

Client : Electronic Arts, USA.

Roles : Manual testing, Smoke testing, Sanity testing, Functional testing, Regression testing, User acceptance testing.

Duration: August 2025 – September 2025

Description

Discord is an instant messaging and VoIP social platform that allows communication through voice calls, video calls, text messaging, and media. Communication can be private or take place

in virtual communities called "servers". The registered users can create petitions against any offensive messages or contents posted by other users in Discord app. Then, the advisor will take necessary actions against the targeted users after analyzing the targeted user's case history and the user will be notified via Discord app. This functionality is completely managed by Salesforce CRM.

Responsibilities

- Performed web application testing integrated with Salesforce CRM.
- Identified, documented, and tracked software defects using Jira.
- Ensured end-to-end defect traceability and coverage alignment.

Project03: GEHC DCAR Cardiosoft Verification & Validation Program

Domain : Medical devices

Client : GE Healthcare

Roles : Req Analysis, Test Case Design & Execution, Manual testing, Functional & Regression Testing, Retesting.

Duration: 2.3 years (June 2021 – August 2023)

Description

CASE/CardioSoft is designed to acquire, process, record, archive, analyze, and output ECG data during a period of physiologic stress or a resting ECG test and acquire data from ancillary devices, such as spirometry and ambulatory blood pressure devices. CASE/Cardiosoft is intended to be used primarily in the hospital.

Responsibilities

- Conducted manual validation for connected medical devices and system patch testing.
- Managed complete defect life cycle and system verification.
- Logged and tracked the defects till closure using the defect tracking tool (GitLab & HCL Compass).
- Executed the test cases based on the system requirements and updated the same in the ALM tool.

Project04: Signant Health Endpoint Solutions Testing

Domain: Healthcare

Client : Signant Health, Romania.

Roles : Manual testing, Regression testing, Functional testing, Smoke testing, Sanity testing, UAT.

Duration: 3 Months (March 2021 – May 2021)

Description

Signant is the evidence generation company that helps you digitally enables trials. It makes the patient journey more natural and intuitive and the data journey more direct and objective.

Responsibilities

- Executed the Manual test cases based on the system requirements and updated the same in the Jira tool.
- Executed functional and regression testing and prepared UAT sign-off reports.
- Reported defects promptly and logged the same into the defect tracking tool (Bugzilla).

Project05: BESS Tool

Domain: Manufacturing

Client : CNH Industrial, UK

Roles : Manual testing, Regression testing, Functional testing, Smoke testing, Sanity testing, UAT.

Duration: 1.1 years (October 2019–November 2020)

Description

The BESS Tool is a web application for managing the production of our Client, a leading Heavy Vehicle Manufacturer. The Customer will create a work package in the SRA web App, and once the package is created, it will be available in the BESS tool.

Responsibilities

- Designed and executed manual test cases; supported release testing and defect triage.
- Reported defects promptly and logged the same into the defect tracking tool (Zoho& Bugzilla).
- Involved in UAT & release testing.

Project06: Soffront CRM

Domain: CRM

Client: American Red Cross, Nexant, Qualifacts, Digisonics, Silicon Creations, and Diefendorf.

Roles: Manual & Functional Testing, Smoke & Sanity Testing, Regression Testing, User Acceptance Testing, UI, Localization & Compatibility Testing

Duration: 2.3 years (April 2017- July 2019)

Description

Soffront CRM provides the client with the following services: managing leads and opportunities, creating quotes and proposals, supporting customers from multiple channels, offering a knowledge base and customer portal, and managing internal and external projects.

Responsibilities

- Conducted testing across modules like Lead Management, Knowledge Base, and Portal.
- Proven experience in test planning, test case design, execution, and production issue analysis.
- Supported multi-client CRM deployments and defect resolutions.
- Developed and executed the test cases.
- Reported defects promptly and logged the same into the defect tracking tool (Soffront CRM).

- Involved in UAT & release testing.
- Performed functional, regression, smoke, sanity, and end-end testing.

Education

- **Bachelor of Science (B.Sc.) in Computer Science.**
Alagappa University, Karaikudi, Tamilnadu, 2012.
- **Diploma in Engineering in Information Technology.**
Nilachal Polytechnic, Bhubaneswar, Odisha, 2008.

Personal Details

Date of Birth: 27\1\1984

Gender: Male

Permanent Address: Plot No. 1351/3441, Sai Vihar, Lane-2, PO-G.G.P. Colony S.O., Bhubaneswar-751025, Odisha.

Declaration

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Place: Bangalore

Santanu Kumar Malik