

MILIN PATEL

SENIOR QA ENGINEER | PERFORMANCE, AUTOMATION, API & AI-AUGMENTED QUALITY

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PROFESSIONAL SUMMARY

Senior QA Engineer and quality leader with 14+ years of experience building QA functions, protecting high-risk releases, and testing SaaS, hospitality, payroll, contact-center, e-commerce, API, and mobile products. Hands-on across performance, functional, API, security, and automation testing, with deep experience in JMeter, Postman, Selenium with Java/TestNG, and Playwright with TypeScript. Applies AI as an engineering copilot for requirement analysis, edge-case discovery, test design, debugging, and framework development while retaining hands-on ownership of validation and release decisions.

SELECTED IMPACT

- Reduced client-reported production issues from more than 50% to under 2%, eliminated major escaped defects, restored confidence within two months, and supported a two-year renewal.
- Joined STAAH as its first software tester and helped build, train, manage, and mentor a QA function that grew to 10 members while supporting 55–80 major and minor releases annually.
- Built a custom API validation framework covering 14,000 functional, performance, authentication, authorization, and data-integrity checks; cut execution and reporting from over one month to two days.
- Reduced Intalk.io production defect leakage from more than 50% to under 10% while executing and reporting 10,000+ documented tests in each four-day release test cycle.

TECHNICAL SKILLS

Performance & API: Apache JMeter • Postman • REST API validation • Load, stress, spike, endurance, response-time and data-integrity testing
Automation: Playwright with TypeScript • Selenium WebDriver with Java/TestNG • Data-driven testing • Page Object Model • Parallel execution • CI • Multi-environment configuration • HTML reporting
Quality Engineering: Functional • Regression • Exploratory • UAT • Mobile • Cross-browser • Security • Burp Suite • OWASP ZAP • STLC/SDLC • Risk-based test strategy
Tools & Practices: JIRA • QMetry • MantisBT • Agile/Scrum • Defect lifecycle • Test planning • Release readiness • AI-assisted requirement analysis, test design, debugging, and framework development

AI-AUGMENTED QUALITY ENGINEERING

AI Tools & Practices: Claude • ChatGPT • Codex • Google Antigravity • Requirement analysis • Ambiguity and edge-case discovery • Test-data generation • Test-case review • JMeter troubleshooting • Defect analysis • Framework acceleration
AI Product Testing: Chatbot and LLM-response validation • Prompt-boundary testing • Response accuracy • Fallback behaviour • Error-state and edge-case validation

PROFESSIONAL EXPERIENCE

Independent QA Consultant (Part-time / Project-based) | LogiQTrove | Remote

March 2024 – Present | Incorporated as LogiQTrove LLP in April 2025

- Rebuilt the QA workflow for an anonymized software client whose account was at risk, introducing structured test cycles, disciplined defect tracking, and visible release-readiness checks.
- Reduced client-reported production issues from more than 50% to under 2%, with zero major escaped defects after stabilization; restored confidence in two months and helped secure a two-year renewal.
- Deliver hands-on QA consulting across test strategy, functional and API validation, performance testing, process improvement, and release assurance.

Performance Test Engineer | QMetry (now SmartBear) | Remote

March 2025 – May 2026

- Designed and executed JMeter load, stress, spike, and endurance tests for a SaaS test-management platform, identifying latency, throughput, and stability risks before release.
- Built reusable scripts and delivered stakeholder-ready reports with trend analysis, bottleneck evidence, and actionable recommendations for engineering and product teams.
- Used AI-assisted analysis to troubleshoot JMeter scripts and logs while retaining hands-on ownership of workload design, execution, diagnosis, and reporting.

QA Lead | Paysquare [Converjit] | Remote, India

May 2024 – February 2025

- Led testing for an enterprise payroll and HR product on two-week release cycles, working with four developers and one other tester.
- Executed and documented 500+ manual tests daily, maintained a 2,500+ test automated regression suite completing within three hours, and kept UAT test-case failures below 2%.
- Identified 150+ defects in legacy modules and advocated for their resolution; strengthened requirement reviews, regression coverage, and cross-functional defect communication.

PROFESSIONAL EXPERIENCE — CONTINUED

QA Manager | Agami-Tech | Surat, India

July 2023 – May 2024

Led end-to-end quality for Intalk.io, spanning functional, API, security, and AI-product testing, including chatbot and LLM-generated agent-assist responses, prompt boundaries, accuracy, fallbacks, and error states.

Introduced structured defect tracking, repeatable regression cycles, release checklists, and reporting dashboards, reducing production defect leakage from more than 50% to under 10%.

Executed, documented, and reported 10,000+ tests within each four-day release test cycle; managed team planning, allocation, mentoring, and release readiness.

Mentor – QA / QA Consultant | STAAH | New Zealand (Remote)

December 2015 – July 2023

Joined as STAAH's first software tester and helped build its QA practice from the ground up, hiring and training interns and developing a 10-member QA department.

Supported 55–80 major and minor releases annually across channel managers, booking engines, property-management integrations, hotel websites, and mobile products.

Validated 250+ OTA integrations and 20+ payment-gateway integrations while protecting production-connected data from leakage, corruption, and integrity issues during testing and deployment.

Designed a custom API framework covering 14,000 functional, response-time, authentication, authorization, header/body parameter, and data-integrity tests; reduced full execution, data preparation, and reporting from over one month to two days.

Led functional, regression, API, exploratory, compatibility, and mobile testing across globally distributed product and development teams; mentored testers and reviewed test assets and defect evidence.

EARLIER EXPERIENCE

Quality Assurance Engineer | Trimantra Software Solutions LLP | Oct 2013 – Jun 2015: Tested PHP, WordPress, Magento, SharePoint, and .NET web products across concurrent client engagements.

Web Tester | ReloadWeb | Jan 2013 – Sep 2013: Tested commercial WordPress themes and plugins for functional, UI, regression, and cross-browser quality.

Software Tester | Triz Innovation Pvt. Ltd. | Apr 2012 – Dec 2012: Tested ERP, CRM, and learning-management products, including workflow, data-validation, and UAT scenarios.

SELECTED TECHNICAL PROJECTS

Playwright Quality Framework — TypeScript: Using AI-assisted engineering to develop a reusable UI/API framework with data-driven tests, Page Object Model, parallel execution, multi-environment configuration, CI integration, and automated reporting; retain hands-on ownership of design, review, debugging, and validation.

TheMiniTools.com — Independent Web Project: Designed and developed a browser-based utilities website from scratch using HTML5, CSS3, and JavaScript ES6, demonstrating practical front-end engineering and product ownership.

CERTIFICATIONS, RECOGNITION & EDUCATION

Certifications: ISTQB Certified Tester – Foundation Level (2014) • Certified Practitioner – Mobile App Testing (2017) • EHCE Certification (2018)

Recognition: Winner, BugATAhon Mobile — Vadodara (2015) • Second Runner-Up, BugATAhon — Pune (2016)

Education: Diploma in Information Technology • Sou. Venutai Chavan Polytechnic, Pune • 2008