

Anshu Sah

QA Engineer | Automation Testing | AI Tools | Frontend Development

+91 9038838702 | contactanshukumarsah@gmail.com | India (Open to Remote)

PROFESSIONAL SUMMARY

IT professional with 8+ years of experience in Software Quality Assurance, Automation Testing, Frontend Development, and Customer Support. Proficient in Selenium WebDriver and Katalon Studio for end-to-end automation, with hands-on expertise in regression, smoke, sanity, and API testing. Skilled in HTML5, CSS3, Bootstrap 5, and JavaScript. Actively leverages AI tools (Claude Code, Cursor, CoWork) to accelerate test script velocity and build autonomous QA pipelines. Proven collaborator with development teams across release cycles in SaaS, e-commerce, and enterprise environments.

CORE SKILLS

Automation & Testing	Selenium WebDriver, Katalon Studio, Automation Frameworks, Regression / Smoke / Sanity / UAT Testing, API Testing (Postman), Cross-Browser Testing, Defect Tracking
Frontend Development	HTML5, CSS3, Bootstrap 5, JavaScript, Responsive Design
AI & Productivity Tools	Claude Code, Claude Agent, Cursor AI, CoWork, AI-assisted QA pipeline development
Platforms & Tools	JIRA, OS-Ticket, Zendesk, Intercom, Git, Magento, Amazon Seller Central, eBay Seller Hub, QuickBooks, MailChimp

PROFESSIONAL EXPERIENCE

QA Engineer — Automation & Manual Testing — Arborgold India Pvt Ltd

Jan 2023 – Present

- Design, develop, and maintain Selenium WebDriver and Katalon Studio automation suites covering regression, smoke, sanity, and UAT test scenarios.
- Execute API testing using Postman; validate request/response payloads, authentication flows, and edge cases.
- Log, triage, and track defects in JIRA; coordinate with development and Tier-2 teams to validate fixes and support production releases.
- Leverage AI tools (Claude Code, Cursor) to accelerate test script creation, reducing manual scripting time by ~40%.
- Build autonomous QA agents that generate test reports, create Jira tickets, and summarise regression results with zero manual intervention.

QA Analyst / Technical Support Specialist — Amaracore Pvt Ltd

Aug 2018 – Dec 2022

- Authored and executed manual test cases across functional, integration, regression, and UAT phases.
- Reproduced and documented defects with detailed steps, logs, and screenshots; supported multiple release validation cycles.
- Provided multi-channel technical support (calls, live chat, ticket system) with focus on first-contact resolution.

Project Manager — Tenet Systems Pvt Ltd

Sep 2014 – Aug 2018

- Managed end-to-end order lifecycle: processing, shipments, RMAs, refunds, and exchanges across e-commerce channels.
- Corrected product listing errors on Magento, Amazon Seller Central, and eBay Seller Hub.
- Handled vendor and USPS claims; resolved logistics disputes and managed customer escalations.

- Led BeyondMenu restaurant onboarding: trained new partners, resolved fax/ordering issues, and managed billing support.

Team Leader — Customer Support — Ninety Nine Eves Technologies Pvt Ltd

May 2013 – Aug 2014

- Led and mentored a customer support team handling payments, refunds, and chargebacks.
- Coordinated US hotel booking operations; maintained SLA compliance across queues.

Executive — Technical Sales — Universal Tech Services Pvt Ltd

Nov 2011 – Apr 2013

- Outbound antivirus software sales, remote installation support, renewals, and upselling.
- Conducted data mining, customer surveys, and CRM updates.

EDUCATION

Bachelor of Arts – University of Calcutta (2010 – 2014)

Higher Secondary (Class XII) – West Bengal Council of Higher Secondary Education (WBCHSE)

Secondary (Class X) – West Bengal Board of Secondary Education (WBBSE)

CERTIFICATIONS

- Frontend Development — Zeta Academy
- Computer Vocational Course (2 Years) — WBSCVET