



Anup Kumar

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PROFESSIONAL SUMMARY

Detail-oriented and results-driven QA Tech Lead with 18+ years of experience delivering scalable, high-performance software solutions across diverse industries. Expert in bridging the gap between business goals and technical execution through deep system analysis, process optimization, and cross-functional leadership. Highly skilled in SDLC methodologies, requirements engineering, and systems integration, with a solid foundation in software and enterprise architecture frameworks. Proven ability to identify inefficiencies, streamline operations, and implement innovative solutions that enhance performance, reduce costs, and drive measurable business growth.

SKILLS & ABILITIES

- API Tools: ReadyAPI, Postman, Swagger, RestAssured
- Cloud/Monitoring/DevOps: AWS, Dynatrace, LogZ, CloudWatch, Snowflake, GitLab, Harness, Jenkins, Kafka
- Databases: Sql, mongoDB, DynamoDB, Tools - Compass, Studio 3T, SQL Developer, Toad
- Platforms/Tools: OSS/BSS, Apigee, Tableau, ServiceNow, CSG Mainframe, Confluent, ALM, Rally, Jira

PROFESSIONAL EXPERIENCE

Client: Boost Mobile | Company: Mrtechnosoft | Location: Littleton, CO | 04/2024–Current | Lead Consultant

- Designed API flow/ladder diagrams and analyzed interactions across OSS/BSS upstream/downstream microservices, collaborating with development teams on API development, integration testing, and production deployment. Recent achievements e.g. 1-click eSim transfer for iOs/Android, apple/samsung/google device unlock.
- Performed API validation in lower env using readyapi, swagger & postman and performed e2e integration testing to ensure system reliability/quality.
- Created and Maintained the api automation suite for the new changes. Eg. Google APIs for RCS activation/deactivation processes and device unlocking flows for Apple, Samsung, Google & Motorola devices within Boost Network.
- Onboarded new services using Gitlab/Harness CI/CD tools, configuring and monitoring/troubleshooting pipelines across all prod & non-prod environments.
- Configured Kafka topics and payload validations to support new business use cases and ensure seamless microservice communication.
- Deployed observability tools like CloudWatch, Dynatrace, and LogZ to configure alerts, monitor logs, and supported production troubleshooting.
- Led product development design discussions with vendors (Google, Apple, Nokia, Thales, Motive & G&D), ensuring integration progress, issue resolution, and alignment with technical roadmaps.
- Managed onshore/offshore QA teams, contributing to consistent product delivery and quality standards.

Company: Dish/Echostar | Location: Englewood, CO | 01/2020 – 01/2024 | Tech Lead

- Collaborated with OSS/BSS Architects, Technical Managers, individual contributors, grooming sessions among internal QA Team to ensure clear communication and alignment across teams.
- Developed test plans, test strategies to define testing efforts/resources to accomplish goals and share with Sr Manages/executives.

- Maintained, created/executed manual test cases and automated API test scripts using Groovy in ReadyAPI, covering Wireless subscriber plan activation, payment, disconnect, restart, resume, change plan, SIM change, and device swap flows.
- Integrated automated API tests into CI/CD pipelines to facilitate continuous integration/validation of new builds.
- Conducted in-depth troubleshooting of API issues with external vendors (Nokia/Tucows/AT&T/T-Mobile/Ericsson).
- Maintained/enhanced scripts in the GitLab, implementing ongoing improvements and new features.
- Implemented/maintained effective defect management, ensuring timely resolution and accurate reporting.
- Provided training and guidance to team members on testing methodologies and tools, promoting knowledge sharing and skill development.
- Performed eks clusters upgrades, and configured Dynatrace alerts to support infrastructure monitoring.
- Managed user access and permissions for SaaS platforms including Confluent Cloud, GitLab, and JFrog across the organization.

Client: Dish/Echostar | Company: Xavient Digital | Location: Englewood, CO | 01/2011 - 01/2020 | Tech Lead

- Analyzed and reviewed technical documentation, prioritized sprint scope, ensuring alignment with project goals.
- Conducted requirement clarification sessions with business stakeholders, translating functional specifications into actionable technical requirements, brainstorming sessions with offshore QA teams and drafted test strategies docs.
- Developed and maintained Postman collections for API testing, and implemented automated API test flows in ReadyAPI using Groovy scripting.
- Performed mobile application testing for Dish Anywhere iOS and Android platforms using Kobiton, focusing on functionality, performance, and usability.
- Utilized Rally/ALM for detailed test cases and defect tracking, ensuring accurate and efficient issue resolution.
- Validated payment services within the CSG Mainframe, verifying all transaction types and data integrity.
- Managed offshore team assignments, conducted code and test reviews, provided mentoring, and resolved queries.
- Conducted team meetings, performed QA team interviews, managed hiring/appraisals, & provided feedback.
- Generated and disseminated comprehensive progress reports to development and test teams, providing insights into testing status and potential roadblocks.
- Provided deployment support, validated production issues in lower environments, and performed post-fix validation to ensure stability and functionality.

Client: Dish/T-Mobile | Company: Xavient Software Solutions I Pvt Ltd | Location: India | 11/2006-12/2010 | Tech Lead

- Developed and maintained test cases in Test Director and automated test scripts utilizing HP WinRunner and VB Script for harness testing, ensuring comprehensive test coverage.
- Performed database validation using Toad, verifying data integrity and consistency across Postpaid, Prepaid, and Broadband customer databases using sql queries.
- Designed and implemented test scripts for various testing phases, including integration, system, regression, UAT, and backend testing, adhering to defined test strategies, defect management.
- Contributed to process improvement and qa for CMMI Level 4 appraisal process collaboration with KPMG.
- Generated detailed daily, weekly, and monthly status reports for both offshore and onshore management teams, providing clear and concise updates on testing progress and defect metrics.
- Conducted team meetings, technical interviews, and performance appraisals, contributing to team efficiency and professional development.

EDUCATION & CERTIFICATIONS

- Master's in Computer Science, India
- PMP | ISTQB Foundation Level | HP Quality Center 9.2 | CMMI V1.2 ATM from KPMG