NAVEEN HEBBAR

QE Lead | AI-Augmented Quality Engineering | Test Automation | C#/.NET

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PROFESSIONAL SUMMARY

Quality Engineering and Test Automation professional with 19+ years of experience in software testing, automation engineering and QE leadership, including 10+ years leading manual and automation teams. Combines hands-on expertise in C#/.NET, Selenium WebDriver, Microsoft Playwright, API/Web Services/Microservices automation, BDD, CI/CD and test reporting (Allure and Extent Reports) with people leadership and delivery ownership. Experienced in line management, team upskilling, performance management, resource planning and recruitment support, as well as developing proof-of-concepts and client demos to support proposals. Applies AI and AI-augmented tools to improve QE and software delivery workflows across Agile/Scrum/Kanban environments.

CORE COMPETENCIES

QE Leadership: QE team leadership, line management, performance management, resource planning, recruitment support, upskilling and mentoring, test strategy and planning, estimation, release sign-off, stakeholder collaboration
AI-Augmented QE: Applying AI-enabled tools to support testing workflows, AI-assisted development, prompt engineering and productivity
Test Automation: UI, API, Web Services and Microservices automation; reusable framework development; BDD; Page Objects; test reporting with Allure and Extent Reports
Engineering & Delivery: C#/.NET, Selenium WebDriver, Playwright, RestSharp, Agile/Scrum/Kanban, shift-left practices, CI/CD

TECHNOLOGY EXPERTISE

Programming	C#/.NET, SQL, XML
UI & API Automation	Selenium WebDriver, Microsoft Playwright, RestSharp, SpecFlow/Cucumber, Appium
AI-Augmented Tools	GitHub Copilot, OpenAI, Gemini, Microsoft Copilot Studio, Microsoft Semantic Kernel, MCP, NotebookLM, Healenium, VS Code
CI/CD & Collaboration	Azure DevOps, Jenkins, TeamCity, Git, TFS, Jira
Testing & Development Tools	Allure Reports, Extent Reports, Visual Studio, Postman/Newman, MSTest/VSTest, NUnit, MbUnit, Fiddler, MTM
Data & Platforms	MS SQL Server, Cassandra/NoSQL, SQLite, Microsoft Azure, Power Platform
Domains	Healthcare, eLearning, CRM/ERP, Commercial & Professional Services, Industrial IoT, Life Safety, Coding/Printing, Mobile/WAP

PROFESSIONAL EXPERIENCE

Ciklum | Cross-Project People Leadership & Practice Contributions

Alongside my project-specific delivery responsibilities, I contributed across Ciklum assignments to people management, resource planning, capability development and client-facing solution support:

- Managed approximately 10 QA professionals as a Line Manager, with responsibility for performance management, coaching and individual/team upskilling.
- Supported recruitment and internal resource planning, and enabled upskilling initiatives to strengthen team capability.
- Contributed to proof-of-concept development and client demonstrations, helping support solution proposals and client discussions.

Automation QA | Ciklum | 15 Apr 2026 – 05 Jun 2026

Project: Vendor Response Agent (TJX EU Contact Management)

- Developed QE tools to measure AI-model efficiency, success rates, and token/credit consumption for an AI-enabled vendor response workflow.
- Worked with C#/.NET, Microsoft Power Platform, Microsoft Copilot Studio, GitHub Copilot, OpenAI, Gemini, NotebookLM and MCP.
- Supported QE activities for a workflow designed to process approximately 300–350 vendor request cases per day, with human review before responses are sent.

Manual QA | Ciklum | 19 Jan 2026 – 13 Apr 2026

Project: Henkel – Smart Wear Composite Dashboard | Industrial IoT

- Performed test design, manual testing and integration testing for an IIoT application monitoring wear and structural integrity of industrial assets.

Automation QA | Ciklum | 01 Oct 2023 – 30 Jun 2025

Project: Insight

- Led QE activities and collaborated with product teams across commercial and professional-services applications.
- Owned user-story testing, test design/review/execution and production release sign-off; provided QE estimates and knowledge-sharing sessions for new team members.
- Insight: Supported quality of a Power BI workspace and reports-management application, including workspace/report administration and end-user report access.

Automation QA | Ciklum | 01 Jun 2023 – 30 Sep 2023

Project: Formatic

- Tested a tax-compliance PDF reporting application that lets administrators configure report templates and clients generate reports from uploaded data.
- Worked with C#/.NET, API and integration testing, Azure/Azure DevOps, MSSQL and Scrum.

Automation QA | Ciklum | 08 Aug 2022 – 31 May 2023

Project: RSM DigitalTracker

- Led QE activities for a US cryptocurrency taxation application supporting role-based client access, transaction imports from exchanges and wallets, gain/loss calculations and reporting.
- Owned user-story testing, test design/review/execution and production release sign-off; provided QE estimates and knowledge-sharing sessions.
- Worked with C#/.NET, API and integration testing, Azure DevOps, MSSQL and Scrum.

Lead Software Test Automation Engineer | EPAM Systems | 01 Nov 2021 – 01 Apr 2022

Initiative: Shift Left – APAC

- Led the QE automation team and supported adoption of shift-left practices across APAC projects.
- Designed and developed Web UI and Microservices automation frameworks using C#, Selenium WebDriver, RestSharp and SpecFlow/Cucumber.
- Automated API/REST Web Service and Web UI tests using C# and Visual Studio, with Azure DevOps in the delivery environment.

QA Automation Architect | Harman | Jan 2021 – Oct 2021

Projects: CareCentric and NIMS | Healthcare

- Led QE automation for cloud-based UK health and social-care record-sharing solutions and the national vaccination-management system.
- Designed Web UI and Microservices automation frameworks and automated API/REST services and UI workflows using C#, Selenium WebDriver, RestSharp and SpecFlow/Cucumber.
- Worked with Azure, Visual Studio, Azure DevOps, Git, Postman and Jira.

QE Lead | Harman | Dec 2018 – Dec 2020

Project: Connected Life Safety Services (CLSS)

- Led Web and Mobile application testing for a cloud-based platform providing remote connectivity and visibility for fire-safety systems.
- Automated API/REST Web Services and Web UI tests using C#, Selenium WebDriver and SpecFlow/Cucumber.
- Worked with Azure, Visual Studio, Git, Postman, Jira and Jenkins.

Automation Lead | Harman | Jul 2017 – Nov 2018

Project: CoLOS

- Led test automation for a coding and printing software platform supporting production efficiency, coding integrity and operational reporting.
- Automated Web UI and API/REST Web Service tests using C#, Selenium WebDriver and SpecFlow/Cucumber; integrated automation with Jenkins CI.

Test Lead | Indecomm Global | Sep 2016 – May 2017

Project: Community Access Portal | Healthcare

- Created the automation test plan and automated Web UI tests using C# and Selenium WebDriver with BDD/SpecFlow-Cucumber.
- Supported testing of a hospital referral and transfer portal connecting community care teams with hospital access centers.

EARLIER EXPERIENCE

Automation Lead | Dell / Indecomm Global | Aug 2015 – Sep 2016

Project: Partner Direct Portal

- Led test automation for a Dell partner-registration and search portal integrated with Salesforce; automated Web UI and SOAP/REST services using C# and Selenium.

Test Module Lead | Happiest Minds | Oct 2012 – Aug 2015

Project: Icodeon | eLearning

- Led automation for an eLearning content-management platform; automated REST services and Web UI using C#, Selenium and SpecFlow/Cucumber.
- Created automation test plans and integrated tests with Jenkins and TeamCity.

Senior Automation Engineer | Aditi Technologies | Dec 2010 – Mar 2012

Projects: Axiata 3 (Dialog, Hello and Robi), Celcom

- Automated SOAP Web Services and WAP browser UI tests using C#, Visual Studio and Selenium WebDriver for mobile carrier portals.

Associate Consultant | Siemens | Jun 2010 – Dec 2010

Project: Cardio Vascular Information System

- Automated WCF Web Services and Web UI tests using C#, Visual Studio and Selenium for a cardiovascular information system integrated with hospital and PACS systems.

Bilingual Engineer | Nichi-In | Jan 2007 – Dec 2009

Project: Arts Management System

- Performed analysis, design, coding and testing for an online business management system covering sales, orders, business tracking and stock processes.

EDUCATION & CERTIFICATIONS

Bachelor of Engineering, Electronics & Communication | Sapthagiri College of Engineering, Bengaluru | Visvesvaraya Technological University | 2002–2006

Certified ScrumMaster® | Scrum Alliance

Japanese-Language Proficiency Test (JLPT) Level 4