

Amit Sarkar

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PROFILE SUMMARY

Experienced and forward-thinking QA Manager with over 18 years of working across different industries like customer experience, telecom, cybersecurity, and digital products. Skilled at leading teams from different locations, handling testing for web, mobile, and edge devices, and using new technologies like AI and automation to improve quality and speed. Proven ability to align QA strategy with product goals, ensure high-quality releases across platforms, and collaborate closely with cross-functional teams to deliver secure, scalable, and user-centric products. Enjoy building personal tech projects, speaking at events, and sharing knowledge with the tech community.

CORE SKILLS

- QA Leadership & Team Management
 - Stakeholder Communication & Reporting
 - Cross-Team Collaboration with Design, Product, Support, Engineering and DevOps
 - Offshore/Onshore Resource Management
 - Agile & Waterfall Methodologies
 - Release and Change Management
 - Test Automation (Selenium WebDriver, Playwright, Puppeteer, Cucumber)
 - Technical Communication
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PROFESSIONAL EXPERIENCE

Emplifi (Customer Experience) - Quality Assurance & Testing Lead (Permanent) (Jun 2021 – Present)

- Oversee functional, automation and load testing for Live Advisor, ChatBot, Knowledge, Agent and Voice of Customer products across web, Android and iOS platforms.
- Manage a team of 12 QA professionals in Asia and North America, setting priorities and delegating tasks.
- Ensure seamless release cycles through collaboration with DevOps, Product, Development and Support teams.
- Increase efficiency of regression cycles by targeted testing and automating test suites.
- Drive continuous improvements in QA and release processes, including test strategy definition.
- Lead the team that are organizing internal AI-themed hackathon event.

Tech Stack: *Zephyr Scale, Figma, Git, AWS CloudWatch, JMeter, Playwright, Selenium WebDriver, PostgreSQL, MySQL, CodeceptJS*

Foundry4 (Technology Consulting) - Lead QA (Contract) (Feb 2021 – Apr 2021)

- Performed exploratory and end-to-end testing for UK Export Finance's General Export Facility (GDS website).
- Ensured compliance with GOV.UK Design System and collaborated with cross-functional teams.

Tech Stack: *Postman, XRay for JIRA, Figma, Miro, Git, REST APIs, GOV.UK Design System*

Ether Solutions (RPA Specialist) - UiPath Test Consultant (Contract) (Sep 2020 – Jan 2021)

- Validated UiPath robotic workflows for customs declarations via TSS and Thyme IT (Ireland).
- Executed exploratory and end-to-end testing, collaborating in a waterfall delivery environment.

Tech Stack: *UiPath Studio, Orchestrator, MS SQL, Postman, JIRA, Bitbucket, REST APIs*

Novoda (Digital Product Agency) - Android Test Consultant (Part-time Contract) (Jun 2020 – Dec 2022)

- Conducted exploratory and regression testing of BBC iPlayer and BBC Sounds on Chromecast with Google TV.

Tech Stack: *Android TV, ADB, Git, JIRA, Slack*

Odgers Berndtson (Executive Search) - Salesforce Test Manager (Contract) (Jun 2019 – May 2020)

- Oversaw end-to-end testing of a CRM digital transformation program migrating to Salesforce.
- Recruited and onboarded eight contract staff, implemented Xray for JIRA, and created Confluence-based QA resources.
- Devised a PoC for automated regression (Gauge/Taiko/Node.js).

Tech Stack: *Salesforce Lightning (Sales Cloud, Community Cloud), XRay for JIRA, BrowserStack, Gauge/Taiko/Node.js*

Career Break (Dec 2018 – May 2019)

- Spent five months traveling through South and North America, exploring eight countries.

Rail Delivery Group (Transport) - Test Manager (Permanent) (Aug 2017 – Dec 2018)

- Managed QA for RARS, LENNON, and TLMS programs, implementing Selenium Webdriver/Cucumber for BAU projects.
- Assisted in recruiting contract QA staff and collaborated with Head of QA on strategy and processes.

Tech Stack: HP ALM/QC, JIRA, Confluence, Selenium Webdriver, Cucumber, AWS S3, JMeter, MS Project

Privax Ltd (Security - VPN) - Head of QA (Permanent) (Sep 2015 – Jun 2017)

- Led testing activities for HideMyAss! VPN across Windows, macOS, and mobile platforms.
- Successfully launched HMA v3 client with minimal production issues.
- Emphasized security testing using tools like Burp Suite.

Tech Stack: TestFlo for JIRA, Confluence, Postman, Burp Proxy, Jenkins, VirtualBox, OpenVPN

TATA Consultancy Services (Telecom BSS) - Assistant Consultant (Permanent) (Sep 2006 – Aug 2015)

- Managed security, automation, and functional testing for telecom clients (TalkTalk, Vodafone Hutchison, Three UK).
- Led teams of 20+ associates, establishing secure-SDLC and identifying OWASP Top 10 vulnerabilities.

Tech Stack: JIRA, Bugzilla, Siebel CRM, Oracle SQL, Burp Proxy, Selenium, HP ALM, MS Project

PROJECTS**Personal website (Creator)** - amitsarkar.tech (Apr 2020 - Present)

- Built a personal website using open-source technologies and added a Retrieval-Augmented Generation (RAG) chatbot that provides fast, context-aware responses by leveraging vector search and embedding models.

Tech Stack: FastAPI, Ollama, ChromaDB, Docker, Cloudflare, Python, SentenceTransformers, Contabo VPS, Gemma 3, HTML, Tailwind CSS, ChatGPT, Cursor, Claude, FlagCDN, Netlify, Font Awesome, OpenStreetMap

XKCDTok (Creator) - xkcdtok.com (Mar 2025 - Present)

- Created a TikTok-style interface for browsing XKCD comics.

Tech Stack: HTML, CSS, JavaScript, Cursor

AI-Nexus (Founder) - ai-nexus.tech (Feb 2025 - Present)

- Built an AI tools directory.

Tech Stack: Python, ChatGPT, Tailwind CSS, HTML, JavaScript, Cursor, Font Awesome, Claude

foodGully (Co-founder) - foodgully.co.uk (Feb 2021 - Present)

- Built an order management platform for local chefs.

Tech Stack: Bubble, Sendgrid, Zoho, Notion, Miro

Charlotte Charles Beauty (Creator) - charlottecharlesbeauty.com (Jul 2020 - Aug 2020)

- Built a static website for a local beauty business.

Tech Stack: HTML, W3.CSS, JavaScript, Font Awesome, Netlify

Tech Talk with Amit & Rinat (Co-host) - techtalk.captivate.fm (Nov 2020 - Present)

- Technology-focused podcast discussing AI, software, and emerging tech.

Tech Stack: Captivate.fm, Audacity, Zoom, Squadcast, Descript, VSDC

A life ordinary (Newsletter) - amitsarkar.beehiiv.com (May 2022 - Present)

- Personal newsletter covering technology, and life experiences.

Tech Stack: Beehiiv, ChatGPT

Aisha Kalpana (Creator) - instagram.com/aisha_kalpana (Dec 2023 - Present)

- Built India's first AI influencer using face recognition and generative AI tools.

Tech Stack: Tensor Art, Juggernaut Aftermath, Pallyy, InsightFace, Fooocus, ChatGPT, Instagram

EDUCATION & CERTIFICATIONS

- **B.Tech. (Mechanical Engineering)**, SASTRA University, INDIA (Aug 2002 – May 2006)
Graduated 5th in class; awarded Merit Scholarship each year.
- **Certified SAFe 4 Agilist**, Scaled Agile Inc. (Oct 2018)
- **ISTQB-BCS Certified Tester Foundation Level (CTFL)**, BCS (Aug 2014)

PUBLIC SPEAKING

- **Taiko - Reliable Browser Automation**, BBC Tech Meetup (*Jan 2022*)
- **Taiko - Reliable Browser Automation**, Agile Test | Automation | Meetup VIENNA (*Sep 2020*)
- **Taiko - An Introduction**, Notts Test Meetup (*Aug 2020*)
- **Taiko - Reliable Browser Automation**, QA Babble Meetup (*Jun 2020*)

Tech Stack: *Taiko, Gauge, JavaScript, Chromium, reveal.js*

INTERESTS

- **Adventure & sports:** Skydiving, scuba diving, bungee jumping, paddle boarding, cycling London to Paris in 24 hours, running a vertical kilometre, 3 x Tough Mudder finisher, 1 x Tough Guy finisher, running 4 half-marathons in sub-2 hrs
 - **Fitness:** running (active Parkrunner), cycling, yoga, strength training, rowing
 - **Technology:** Building websites, experimenting with emerging AI tools, reading newsletters & blogs and listening podcasts.
 - **Travelling:** Visited 27 countries across Asia, Europe, Africa, North & South America.
 - **YouTube channel:** Sharing videos on technology at youtube.com/@amitsarkar007
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