

Mrityunjoy Chowdhury

Senior Member of Technical Staff

10+ Years in Automation, CI/CD, and API Testing |
Innovating Quality Engineering in Agile and AI-Driven
Environments



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WORK EXPERIENCE

Senior Member of Technical Staff Salesforce

08/2020 - Present

Bangalore

Achievements/Tasks

- Boosted automation coverage from 64% to 85%, ensuring 85% accuracy to speed up releases and cut customer-reported bugs.
- Implemented customer-centric, end-to-end use cases** to drive adoption and reduce the frequency of production patches.
- Built an appointment booking feature using REST API and Selenium (Java), integrated with Outlook and Heroku for seamless cross-app workflow.
- Focused on testing customer-centric AI features in Salesforce, gaining deep expertise in CRM-driven automation and AI ecosystems.
- Actively participating in hackathons, building innovative solutions like Insurance Prediction, Loyalty Smartbot, Appointment Booking via Messaging Apps, and Voice-Driven Test Automation.
- Java, Selenium, RESTful APIs, Apex, SOQL, Salesforce Lightning, LLM & AI Testing, Agentforce, CRM Workflows, Gmail API.

Automation Test Engineer II CSG International

12/2018 - 08/2020

Bangalore

Achievements/Tasks

- Developed and maintained scalable regression and smoke test suites using **Gherkin**, **Page Object Model**, **Selenium**, **RESTful APIs**, and **Behave** across applications like GAM, Remedy, and JIRA—reducing manual test efforts by **40%**
- Executed automated pipelines via **Jenkins** and **Subversion** on Windows Server in an Agile environment; collaborated with developers to shift-left testing and accelerate delivery by **30%** using **C#**, **Python**, and CI/CD practices
- Expertise:** Selenium, Gherkin, SpecFlow, Behave, C#, Python, REST APIs, Jenkins, SVN, Windows Server, Agile, BDD, POM Framework

Test Analyst Infosys

02/2015 - 12/2018

Bangalore

Achievements/Tasks

- Built an automation framework** from scratch using **Java**, **Selenium WebDriver**, **Cucumber (BDD)**, **Docker**, and integrated it with **CI/CD pipelines** for scalable and maintainable test automation.
- Conducted **manual and automated testing** for **Web**, **API**, and **Mobile** platforms, improving test efficiency and coverage across critical application flows.
- Expertise:** Java, Selenium WebDriver, Cucumber, Docker, CI/CD, BDD, SOQL, REST API Testing, Web & Mobile Testing, TestNG, Maven, Git, Jenkins.

SKILLS

Selenium

TestNG

Cucumber

Java

Jenkins

Docker

Git

Postman

REST Assured

Salesforce Einstein

OpenAI API

Apex

SOQL/SOSL

Agentforce

Flow

Gmail API

C#

Postman

PROJECTS

Salesforce Scheduler, An Appointment Booking System

- Worked on Salesforce Scheduler to build customer-specific E2E test cases; developed UI and API automation scripts using existing frameworks, focusing on integration with multiple calendar systems.

Goods and Services Tax, A cornerstone of India's tax regime

- Worked on GST Returns & Payments module; developed and executed API/UI test cases, built RESTful and hybrid automation frameworks, and supported production in direct client collaboration.

DMart/AJIO, An E-commerce platforms for online shopping

- Worked as a Manual Test Engineer onsite for an e-commerce platform; wrote UAT and regression test cases for grocery, household, and apparel modules.

EDUCATION

B.Tech (Electronics And Communication Engineering)

Bengal Institute of Technology

04/2010 - 07/2014

7.78

PUBLICATIONS

Shift Capability

Scheduler Product introduced the Manage Service Resource Availability by Using Shifts feature which gave flexibility for service resources to work flexible hours instead of the Service Territory Operating Hours.

Bulk Upload Shift

Capture shift information in a CSV file, convert the CSV file to a JSON file, and then use Bulk API to create shifts in Salesforce Scheduler.

Lighting Out

Businesses and Organizations which provide services have to provide a way for their customers to request appointments with the provider's service resources

LANGUAGE

English

Bengali