

Clifford Austin Domingo

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SUMMARY

Senior Quality Assurance Engineer with 12+ years of experience, including 4+ years specializing in automation, API, IAM, and performance testing in insurance and PBM healthcare domains. Delivered **QA solutions** for 5+ enterprise platforms, reducing defect leakage by 30% and improving test accuracy by 25%. Managed 120+ release cycles using Playwright, Postman, JMeter, and Jira, supporting testing across AWS cloud environments. **Open to relocation.**

SKILLS

- **AI & Productivity Tools:** Generative AI (Script Assist, Defect Triage, Rovo Chat)
- **Automation Tools:** Playwright and Selenium WebDriver
- **API Testing Tools:** Postman and SOAP UI
- **Cloud & Cloud Native Technologies:** AWS Lambda, CloudFormation, CloudWatch, and EKS (Kubernetes)
- **Performance Testing Tools:** JMeter and LoadRunner
- **Monitoring & Observability Tools:** Dynatrace, Splunk, and Fiddler
- **Test Management & Agile Tools:** Jira and Rally
- **Enterprise Platforms:** Salesforce CRM
- **Languages:** JavaScript and Java

EXPERIENCE

Specialist – Quality Engineer

- LTM** **October 2024 – Present, Bengaluru**
- Led **IAM Okta testing** across 5+ insurance applications, achieving **99.9%** validation accuracy for authentication and authorization workflows.
 - Directed **functional, regression, smoke, and API testing** across 12+ enterprise releases, improving defect detection efficiency by **22%**.
 - Implemented **Generative AI** and **Rovo Chat** solutions, reducing manual QA effort by **40%** and saving sprint execution time.
 - Collaborated with **architects, stakeholders, and product owners** across 3 global time zones, reducing requirement ambiguity by **35%**.
 - Performed API validation using **Postman** and **SOAP UI** across **80+ service endpoints**, reducing backend defect leakage by **18%**.
 - Collaborated with the Performance Testing team to execute performance testing activities across 10+ releases using **JMeter** and **LoadRunner**, improving application stability by 25%.

Senior Quality Engineer

- LTIMindtree** **May 2021 – October 2024, Bengaluru**
- Delivered functional, regression, system, and smoke testing across 5 enterprise insurance applications, increasing overall test coverage by 28%.
 - Validated MuleSoft to EKS, O365, and Chrome migration workflows across 5+ enterprise platforms, improving release readiness by 28%.
 - Supported AWS cloud-native testing across Lambda, CloudWatch, and CloudFormation, improving deployment validation efficiency by 20%.
 - Monitored enterprise applications using Dynatrace, Splunk, and Elastic Cloud, reducing performance issue resolution time by 30%.
 - Designed and maintained 150+ traceable test scenarios in Jira and Rally, improving requirement coverage accuracy by 25%.
 - Trained 5+ QA engineers on Postman API automation and Agile QA practices, improving onboarding productivity by 20%.

Associate – Quality Engineer

- Cognizant Technology Solutions** **October 2017 – May 2021, Coimbatore**
- Served as Team Lead and SME during 2017–2018 welcome seasons, supporting high-volume **PBM benefit testing** activities.
 - Executed functional, regression, integration, and smoke testing across 5+ PBM healthcare applications, improving test completeness by 25%.
 - Performed end-to-end validation using **RxClaims** and **AS400** systems, reducing retesting effort by 15% through optimized regression coverage.
 - Participated in daily standups, defect triage, and business reviews across 40+ sprint cycles, improving defect closure efficiency by 20%.
 - Conducted training sessions for 5+ new QA analysts on testing lifecycle, defect management, and PBM healthcare workflows.

Test Analyst

- Cognizant Technology Solutions** **June 2014 – October 2017, Coimbatore**
- Executed claims processing and benefit validation testing for Medicare, Non-Medicare, COB, and specialty healthcare applications.
 - Authored and executed 200+ detailed test cases for pharmacy claims workflows, reducing missed business scenarios by 20%.
 - Collaborated with development and business teams during production regression cycles, ensuring 100% release continuity across deployments.

PROJECT

Okta Authentication & Mainframe Optimization Testing

- LTIMindtree** • January 2024 – December 2025
- Led **Okta authentication testing** across 5+ applications, triaging **30+ critical defects** and achieving 100% SLA compliance while identifying security gaps.
 - Designed **cache optimization** tests, reducing **redundant retrieval** by **30%** and improving efficiency by **25%**.
 - **Validated** reliability using **AWS and monitoring tools**, detecting **defects 40%** earlier and increasing coverage **20%**.

Google Chrome Testing

LTIMindtree • January 2023 – April 2024

- Performed **Chrome compatibility** testing across multiple versions, reporting **critical defects** and receiving **appreciation** from **Google for QA excellence**.
- Executed **targeted test cases**, resolving **high-priority issues** and improving product reliability by **20%**.
- **Validated** multi-platform functionality, facilitated **3+** cross-team workshops, and strengthened release stability across versions.

CERTIFICATIONS

Generative AI for Everyone

Jira for Scrum – Scrum Toolbox

API Testing using Rest Assured

AWS Partner Accreditation, Cloud Economics, and AWS Sales Accreditation

AWARDS & HONORS

Outstanding Performance

LTImindtree • 2025

- Directed high-stakes delivery with zero defects, ensuring project success through strong leadership and collaboration.

Best Team Award

LTIMindtree • 2024

- Recognized with the Best Team Award for leading and inspiring a high-performing group to deliver mission-critical projects with 100% quality outcomes.

Spot Award

Cognizant Technology Solutions • 2017

- Awarded the Spot Award for proactive problem-solving and individual excellence in a high-impact project.

Star Award

Cognizant Technology Solutions • 2016

- Recognized with Star Award early in career for defect-free execution and impactful contributions.

EDUCATION

Master of Computer Applications (MCA)

Bharathidasan University • Tiruchirappalli • 2017

Bachelor of Computer Science

St. Joseph's College • Tiruchirappalli • 2014