

Jithin Jose Jacob

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Technical & Leadership Skills

Jithin has been amazing driving team flash towards success Jithin is an excellent addition to the team and exactly the sort of leader we've been wanting for on the automation driven team in QA. Jarree Shahid, Tyro Payments

Test Automation Lead, with proven skills in leading teams, building test automation from scratch, working with vendors, managing the overall testing process, Test Planning, Test Execution, Test Management, Risk management, tool selection and working in an agile environment. Deep understanding of testing and automation, and experience across a wide range of technologies and sectors, including finance, banking, payments, telco, pharmaceutical, transport, retail and FMCG domains.

Career Highlights:

- ✓ **Team Leadership:** Track record of transforming team performance, including more recently improving team prioritisation of tasks and coaching the development teams, at one of Australia's leading fintechs, Tyro Payments.
- ✓ **Technical Excellence:** Advanced technical knowledge in testing methodologies, including authoring articles, delivering training, speaking at conferences and winning awards for technical excellence.
- ✓ **QE Transformation:** Proven ability to resolve problems, ensuring faster releases to production, improved quality and building strategic roadmaps to increase automation coverage. At Till Payments, improved turnaround for new automation, slashed end-to-end testing and lifted the staff retention rate to 100%.
- ✓ **AI Adoption:** Developed AI-DLC using proper testing strategy using LangGraph framework, Test automation for AI Chatbot using LLM as a judge as well as checking cosine similarity of resp

Team Leadership: Test Automation: Non-Functional Testing: Test Data Tooling: Advanced Test Management Methodologies: Managing Vendor Teams: Mentoring & Coaching: Agile Development Methodologies:

CAREER HISTORY

AWARE SUPER

Oct 2025 – Present

Lead Test Automation Engineer

OVERVIEW: Leading team of 10 test automation engineers and managing **Test automation Centre of excellence** ensuring quality of prod releases for funds managed over 200 billion. Overseeing OKRs inline with Aware's Technology Vision Migrating legacy test automation platform to Azure App Service. Test automation for AI Chatbot using LLM as a judge as well as checking cosine similarity of responses

Technical Skills: Nodjs, Python, Perl, LangGraph, Azure Foundry, Azure Container Apps

Projects: Merging of Telstra Super with Aware, Development of SDLC using LangGraph, Testing General Advice AI Agents

- **Staff Mentoring:** Upskilled team members on automation, improving junior team members performance and managed OKRs inline with Aware's Technology Vision
- **Process Improvement:** Built processes for team to adopt including guidelines for PR Review, PR Template checks, builds on test automation, linting which increased quality of tests
- **AI Adoption** – Working out AI-DLC using proper testing strategy using LangGraph framework, Test automation for AI Chatbot using LLM as a judge as well as checking cosine similarity of responses
- **QE Transformation** – Influencing Senior Management including Executives to adopt shift left testing in development for faster release cycle.

IAG

March 2025 – Oct 2025

Specialist 3 – QA & Test

OVERVIEW: Managing Environments and Test Automation for Onprem to Cloud Migration for Claims Centre reporting to Environment, Automation and Release Manager, involved in setting up test automation frameworks for webapps using Playwright for internal apps, Testcafe for Guidewire applications. Working with Iteration Managers and other Engineering Managers to understand the bottlenecks around releases and working towards smooth release plan.

Technical Skills: Playwright, Testcafe Guidewire Framework, Playwright Cucumber and Type Script, Kubernetes Pods, Mongo database, github actions

Projects: On prem to Cloud migration of Guidewire Claims Platform

- **Staff Mentoring:** Upskilled team members on automation, improving junior team members performance. Reviewed junior automation testers code.
- **Steel Threading E2E Flow:** Built single framework to handle End to end user journey from policy, claims to billing
- **Release Improvements:** Implemented release checklist to guide Iteration and Delivery Managers to follow using automated tests to speed up release cadence
- **Process Improvement:** Built processes for all claims team to adopt including guidelines for PR Review, PR Template checks, builds on test automation, linting which increased quality of tests
- **AI Adoption** – Increased AI adoption by listing github copilot use cases for Test Automation, and researching on tools to improve velocity of building test automation using AI agents.

TYRO PAYMENTS

March 2023 – Oct 2024

Principal Quality Engineer

OVERVIEW: Leading a team of testers to build out the system integration tests, end-to-end, non-functional tests and tooling for test data. Work with the Head of Engineering, Architects, Delivery Leads, Technical Leads, Customer Support and Chief Technical Officer.

With poor documentation of existing test process and slower release cycle to deploy to production, led changes and built a strategic roadmap to increase automation coverage across different test levels, improve quality and reduce the number of production incidents.

Technical Skills: JavaScript/TypeScript, Kotlin, Swift, Playwright, Appium, XCUITest, k6, CI/CD – github actions, Buildkite, ArgoCD following GitOps

Projects: Merchant Onboarding, Virtual Debit Card (Banking), End to End Payments flow from Payment Gateway, Switch to BackOffice for Tyro Pro Terminal, Merchant Banking App (Android and iOS), Banking Portal for Merchants

Reports: 2 Staff (Quality Engineer and Graduate Quality Engineer)

- **RoadMap for Test Automation:** Built out a roadmap for test automation, providing the team with very specific directions on activities to be taken up for building automation tests and ensuring faster releases.
- **Reduction of Production Defects:** Streamlined the release process, and improved engagement with the Customer, lowering the number of incidents in production, as well as improve customer satisfaction levels.
- **Quality Maturity Health Checks:** With zero awareness of quality metrics, implemented quarterly quality maturity health checks, leading to improved quality management practices and the identification of areas needing improvement.
- **Engagement Model:** Improved team prioritisation of tasks, through the implementation of an engagement model for the testing team.

TILL PAYMENTS

January 2022 – January 2023

Test Engineering Lead

OVERVIEW: Managed the test automation team at Till Payments, including designing and developing automation tests for web, API, and event driving services, developing UI automation tests, API testing for various microservices, CI/CD integration through to generating test reports for senior management. With poor employee retention rates and the need to automate the manual test process, led changes to ensure faster releases to production.

Technical Skills: Playwright Test, TypeScript, Jest, Pactum), CI/CD Integration – github actions, AWS Code Build & AWS Code Pipelines, Test Management Tool - Test Rail. Tech Stack (Next JS & React Frontend, NestJs Backend)

Projects: PayByLink Feature for Merchants, Till360 Portal to Manage Onboarding, Reporting for Merchants, Migration of Payment Switch from FISERV to FIS

Reports: 4 staff and vendors across India and Australia

- **Automation of Test Processes:** Automated the manual testing task, resulting in faster production releases. Slashed End-to-End (e2E) testing from 3 days to under an hour.
- **Automation Templates:** Improved turnaround for new automation with the development of building out templates for the automation framework. Eliminated the need for every new automation to be built from scratch.
- **Employee Retention:** Lifted employee retention rates, with the whole testing team retained during tenure. Gained proper support from management for testers and built a career progression roadmap for staff.
- **Vendor Management:** Improved vendor management and completion of vendor deliverables, through effective communication channels and vendor documentation.
- **Staff Performance:** Lifted staff performance, including mentoring and training staff new in automation and actively recruiting and supporting the right staff.

Automation Test Engineer

OVERVIEW: In this highly autonomous role, developed UI and API automation tests, managed automation testing Afterpay integration in websites for ecommerce, developed end-to-end UI tests (Playwright Cucumber and TypeScript), and automated tests for various regions in Kubernetes Pods. Managed CI/CD integration of automated tests and REST API testing, using Cypress for a Spring Boot Java Application, following Microservices architecture.

Technical Skills: Cypress JavaScript, Rest Assured, Buildkite, Docker, Magento, WooCommerce and Prestashop, Playwright Cucumber and Type Script, Kubernetes Pods.

Projects: Onboarding Merchants, Afterpay Integration with WooCommerce, Prestashop and Shopify, TechStack – React Frontend, Java SpringBoot Backend

- **Staff Mentoring:** Upskilled team members on automation, improving junior team members performance. Reviewed junior automation testers code.
- **Quality Assurance:** Built out the metrics to measure quality for the Development teams, with new Quality Maturity Assessment model becoming part of the QA strategy, improving QA processes.
- **Library Playwright (UI Automation):** Delivered staff training in Afterpay Tech Talk, allowing the development teams to start adopting Playwright for UI Automation.
- **Automation Framework for UI and API:** Single-handedly built the test automation framework for UI and API from scratch in Cypress and JavaScript. Reduced the test efforts from hours to minutes for deployment.

Senior Test Analyst

OVERVIEW: Headhunted to build out test cases into a structured manner into a test management tool and to improve the test process. With no documentation and poor automation process, established UI and API automation Suite, performed visual regression testing, designed and created CI/CD pipelines for test execution and created test plans and test strategy reports.

Technical Skills: JavaScript, WebdriverIO, Chai, Mocha, Jest and SuperTest, Pixelmatch, Azure DevOps, GraphQL, Insomnia, Postman, Oracle SQL, Postgres database, Azure DevOps

Projects: **Airport Noise Operations Management System**, website where airport staff can see noise, smoke and other levels around airport, as well as aircrafts going in and out of airports. Tech Stack – React Frontend, C# Backend

- **Standard Test Cases:** With no standard test cases, built out a simple suite of structured critical business scenario cases, that could be executed by anyone including technical and business streams.
- **Shift Left Automated Testing:** Lowered defect leakage in Prod, through the implementation of API and UI Tests executed in branch/master and run during deployment.

Automation Test Analyst

OVERVIEW: Developed UI Automation Tests, involved in Rest API Testing, Mobile Testing IOS and Android, validating Jenkins logs for failures, worked with developers, managed test automation and created test plans and strategy for TfNSW project.

Technical Skills: Selenium WebDriver, Python, Cucumber, Postman, BrowserStack, Appium.

Project: Intelligent Congestion Management Project – Designed to reduce traffic in Sydney by Transport for NSW where staff and operators can submit Major Projects and Road Works Application, Tech Stack – Vue Js Frontend, Python Django Backend

Clients: TfNSW

- **Performance Testing:** Built out performance test scripts in JMeter, running load tests to measure application performance.
- **Release Process:** Improved the coordination of the release process, through a new communication framework, that allowed the technical teams to collaborate with UAT and business teams effectively.
- **Shift Left Strategy:** Reduced defect leakage through the implementation of a shift left strategy and planning early.

TECHNOLOGY ANALYST/ AUTOMATION TEST ANALYST

OVERVIEW: Securing the job after graduation, initially based in India and then located to Melbourne. With no documentation, limited time to deliver items agreed in scope and competition from other vendors, automated the test process and secured the test data automation project for NBNCo. Involved in testing planning, test estimation, test execution and reporting.

Technical Skills: Python, Selenium Java, Maven, TestNG, Jmeter, SOAP UI, Jenkins, JavaScript, CucumberJs, SAP PI, SAP ABAP, Informatica, Teradata and Control-M.

Clients: NBNCo, CVS Pharma and AstraZeneca

Supervision: 5 offshore Test Engineers, Developing Test Data and UI Automation Tests in Selenium

- **Automation Test Process:** with no test strategy and plans in place, built out a project test strategy and test plans for each individual project, improving the test process.
- **Automation Tests in Selenium:** With no automation in place, slashed the time taken to release to production through the automation of critical business flows.
- **Awards:** Won awards for HFC Node Split Delivery Project (June 2017) and NBN Scaling Excellence Award (Nov 2017).
- **NBNCo Project:** Based on proof of concept in Python, reduced the time taken for test data creation for Integration Testing, leading to Infosys gaining the test data automation project for NBNCo.

ADDITIONAL INFORMATION

Education

- **Bachelor of Engineering in Electronics and Communication**, Cochin University (2010) – Qualification and Overseas Experience formally assessed by Australia Computer Society (ACS) in 2016

Training & Professional Development:

- DevOps Infrastructure Training, Envirosuite Internal Training
- GraphQL + Node.js Workshop, Front End Workshops

Certifications:

- ISTQB – Advanced Test Manager, Mobile, Agile, Foundation Level
- AWS- Certified Developer Associate, Certified Cloud Practitioner
- AZ-900 Microsoft Azure Fundamentals
- Introduction to Generative AI
- Google Cloud Associate Cloud Engineer

Technical Skills:

- **Languages:** JavaScript/TypeScript, Python, Swift, Java, C#, Gherkin, SQL, Ruby, PowerShell, bash
- **QA Tools:** JIRA, Confluence, XRay, RTC, Zephyr, TestRail, Azure DevOps Board
- **Automation Libraries/Tools:** Playwright, Cypress, Selenium, Maven, Junit, Nodejs, Jest, Pactum, RestAssured, Chai,
- **Container Technology:** Docker, Kubernetes
- **Mobile Testing:** Appium, BrowserStack, Detox
- **Performance Testing:** Jmeter, locust, k6, xk6
- **Version Control & Source Code Management:** git, github, bitbucket, Azure Repo, gitlab, AWS Code Commit
- **CI/CD Tools:** Jenkins, Azure CI Pipelines, gitlab pipelines, github actions, Buildkite, Google Cloud Build
- **Security Testing:** Pynt, BurpSuite
- **Logging/ Monitoring Tools:** Splunk, Sentry, Kibana, SumoLogic, NewRelic

Conferences:

Presented at the [STAG Meetup](#) and [1.21 GWS](#).

Articles & Training Delivery:

- [Appium 2.0 Major Features & Plugin Development](#)
- [Cypress and integration with Azure DevOps](#)
- [WebdriverIO Training](#)
- [API Security testing using Pynt](#)

Portfolio & Additional Credentials:

[Agentic Career Bot](#)

[Github](#)

[LinkedIn Profile](#)

[Meetup Profile](#)

[Pynt Ambassador](#)