

SUPAM MAJUMDAR

QUALITY ASSURANCE ANALYST - Test Automation, API Integration, Project Coordination

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📞 +1 (604)-404-9488

📍 Vancouver, Canada

SKILLS

- **Testing Methodologies:** Manual Testing, Regression Testing, Functional Testing, UI Testing, Load Testing
- **QA Frameworks & Platforms:** JIRA, Workfront, Figma, Sketch, CI/CD Integration, Agile & Sprint Testing
- **Languages & Scripting:** JavaScript, HTML, CSS (UI validation), SQL (basic queries & validation), Node.js
- **Test Automation Tools:** Selenium, Cypress, Jest, Mocha, Litmus, Android Studio, Artillery, Test Case Design
- **QA Documentation:** Defect Tracking, Root Cause Analysis, Compliance Auditing, Excel-based Dashboards

WORK EXPERIENCE

Subcontractor – Logistics & Site Coordination

July 2025 – Present

Sterling Floor & Tile Ltd.

Richmond

- Coordinated and monitored end-to-end movement of tile materials across 3+ high-rise construction sites, aligning delivery timelines with project sequencing and reducing downtime caused by incorrect staging practices by 35%.
- Assessed delivery documentation through Excel trackers and mobile based apps, creating real-time visibility for supervisors and subcontractors, and reducing invoice discrepancies and supplier return disputes by 40%.
- Processed on-site shortages by validating packing slips against physical counts, communicating with vendors, and eliminating escalation delays by 30%, improving fulfillment reliability in multi-vendor supply chains by 22%.
- Collaborated in daily toolbox talks and implemented provincial health and safety policies, reinforcing correct lifting, PPE usage, and hazard control procedures, maintaining 100% safety audit compliance regulations.
- Logged and reconciled counts for 100+ monthly deliveries and documenting variances in structured audit logs, improving cross-team coordination for procurement decisions, and enhancing reconciliation accuracy by 20%.

Quality Assurance Analyst

Accenture

December 2018 – March 2023

India

- Automated 500+ UI, functional, and regression test cases using Selenium WebDriver and Cypress, increasing automated test coverage by 40% and reducing defect leakage into production by 25% across applications.
- Executed 1,000+ manual test scenarios on mobile and web platforms using Android Studio, JIRA, and browser debugging tools, identifying critical UI and workflow failures and achieving a 98% pass rate for global clients.
- Developed cross-browser validation suites leveraging Litmus and Figma prototypes to identify rendering and compatibility gaps across Chrome, Firefox, and Safari, improving turnaround time for design approvals by 20%.
- Integrated Agile sprint-based QA planning and CI/CD pipelines through Workfront and internal DevOps tools, accelerating deployment velocity by 15% and reducing average product defect resolution time by 22%.
- Managed 12+ audit cycles per quarter and facilitated structured RCA sessions, producing process level improvement insights that boosted defect detection accuracy rate by 30% and eliminated recurring test failures.

Retail Sales & Customer Service Associate

Decathlon

January 2018 – November 2018

India

- Initiated technical guidance on sporting equipment to 300+ customers, offering needs based product recommendations that resulted in a 15% conversion improvement and measurable growth in store engagement metrics.
- Assessed billing, invoicing, and POS operations processing \$2K+ per shift while maintaining 99% transactional accuracy, minimizing refund processing time by 30% through improved workflow alignment procedures.
- Conducted weekly inventory audits, variance checks, and demand forecasting using store analytics reports, reducing warehouse stock discrepancies by 18% and ensuring SKU availability during seasonal promotions.
- Delivered structured product demo sessions and fitness equipment onboarding, enhancing customer confidence and increasing selling impact by 20%, achieving a 25% increase in performance & satisfaction survey scores.
- Maintained regulatory documentation, replenishment sheets, and audit compliant stock logs, achieving 100% readiness for scheduled inspections and enabling 22% faster restocking cycles, supporting high-demand phases.

EDUCATION

Master of Business Administration (MBA)

April 2023 – October 2024

University Canada West, Vancouver, Canada

Bachelor of Business Administration (BBA)

August 2016 – June 2018

Lovely Professional University, India

CERTIFICATIONS

- Certified Digital Marketing Associate – Digital Marketing Institute August 2023
- WHMIS Certification
- Forklift License
- Serving IT Right Certification