

SUMINA KHADKA

Quality Assurance Analyst | London, Ontario, Canada

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PROFESSIONAL SUMMARY

Detail-oriented QA Analyst with 3+ years of hands-on experience testing web, mobile, and client-server applications across finance, e-commerce, and government domains. Experience in automate testing pipelines, proven ability to reduce defect rates by 20%, and deliver across 8 international and domestic projects in Agile environments. Master of Engineering Management graduate (University of Windsor) with strong analytical and communication skills developed across Canadian and international work settings. Actively seeking QA opportunities to contribute to high-quality software delivery in Canada.

WORK EXPERIENCE

Customer Service Associate | RONA Inc. | South-London, ON 2026 – Present

- Resolve customer product and service inquiries in a fast-paced Canadian retail environment, consistently maintaining high customer satisfaction.
- Process cash register transactions accurately, handling payments and returns efficiently in a high-volume retail setting.
- Process online orders, returns, and delivery coordination, ensuring accurate and timely fulfillment for customers.
- Develop strong communication, active listening, and adaptability skills working across diverse customer needs and team workflows.
- Navigate inventory and point-of-sale systems efficiently, demonstrating quick learning of new tools and processes.

Mid-Level QA Engineer | Code Himalaya Pvt. Ltd | Nepal 04/2024 – 06/2025

- Delivered 6+ projects across Finance, E-commerce, Government, and NGO domains with consistently high client satisfaction.
- Reduced defect escape rate by 20% through structured APK and web testing using Postman and Swagger for API validation.
- Achieved 30% reduction in regression testing time by implementing Cypress automation test suites.
- Conducted load and performance testing with JMeter to validate system stability under peak traffic conditions.
- Collaborated with clients, designers, and developers in Agile sprints to define test plans, scenarios, and acceptance criteria.
- Prepared comprehensive documentation including test plans, bug reports, user manuals, and UAT calculation reports.

Associate QA Engineer | Darse Tech Pvt. Ltd | Nepal 11/2022 – 04/2024

- Served as sole QA resource; built all test documentation from scratch including test plans, test cases, and test data sets.
- Performed smoke, sanity, regression, ad-hoc, and monkey testing for web-based applications.
- Implemented Puppeteer automation scripts, gaining hands-on experience in performance testing and serverless AWS log review.
- Identified, tracked, and triaged defects via GitHub, improving developer fix turnaround time.

External QA Engineer (Freelance) | Avocado Technology | Nepal 10/2022 – 02/2024

- Conducted cross-browser and APK testing using Browser Stack across a range of devices and OS configurations.
- Gathered and clarified requirements from clients and project managers, translating Figma designs into developer task tickets.
- Prepared feature workflow documentation using Scribe and published to Confluence for client-facing module walkthroughs.
- Performed API, regression, and functional testing ensuring quicker and stable release cycles.

EDUCATION

Master of Engineering Management 2025 – 2026
University of Windsor | Windsor, ON

TECHNICAL SKILLS

QA Skills	Manual Testing API Testing Functional & Non-Functional UI/UX Mobile (APK) Web Smoke Sanity Regression End-to-End Performance UAT Bug Reporting
Automation	Cypress Puppeteer Selenium JMeter
API & Tools	Postman Swagger Browser Stack Figma Scribe Confluence
Dev & Tracking	Git & GitHub Jira Trello MongoDB DBeaver MS Office
Languages	HTML CSS JavaScript PHP SQL
Methodologies	Agile/Scrum SDLC STLC Sprint Planning Test Documentation

CERTIFICATIONS & AWARDS

Responsive Web Design Developer Certification — Free Code Camp, April 2024

Best Idea Award — Asian Hack Intra-College Hackathon, 2019

Certificate of Appreciation — Asian Hack Inter-College Hackathon, 2022

QA PROJECTS

Sip-Sathi — SIP investment management platform (mobile app, capital portal, admin portal) ★ **Fintech**

- Tested 3-platform fintech app end-to-end; performed functional, UI, load, and UAT testing; prepared calculation validation reports for client sign-off.

Neo-Remit — Domestic money transfer application ★ **Fintech International Client**

- Tested remittance system, validated financial calculation logic and API endpoints in collaboration with TD bank (Postman); tracked defects via Jira through full Agile sprint cycles.

OPMCM — Government portal (Office of the Prime Minister and Council of Ministers) ★ **Government Project**

- Performed functional, regression, and UI testing for a high-stakes government web portal; ensured compliance with documented requirements.

US-AID MIS — Management information system for international NGO ★ **International Client**

- Implemented Cypress automation suite; attended client demo sessions and prepared user manual documentation for international stakeholders.

Shopify Flow — E-commerce CMS automation platform in integration with Shopify | ReactJS, Node.js, AWS ★ **German Client**

- Performed API, Puppeteer automation, and manual testing; verified serverless AWS logs for backend defect replication and root cause analysis.

Muktinath Krishi Company Limited — Agriculture e-commerce platform | Flutter, Laravel ★ **Banking and Commerce**

- Tested web and mobile app including e-commerce flows | prepared workflow documentation in Confluence for client module walkthroughs.

Authentic Security Development — Security task management system ★ **Australian Client**

- Executed functional, API, and load testing for an Australian security-sector client; delivered bug reports via Jira and user manual documentation.

Video KYC (VKYC) — Video-based KYC verification system | Python, ReactJS

- Performed end-to-end manual testing of video KYC flows; managed defect tracking via Trello and executed regression cycles for each release.