

RAHUL PRAJAPATI

Senior Quality Engineering | AI/LLM Testing • Automation • Release Governance

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PROFESSIONAL SUMMARY

Quality engineering professional with 5+ years delivering QA for enterprise SaaS platforms in financial services and the public sector. Hands-on with AI/LLM testing in production: agent evaluation, prompt-robustness testing, hallucination detection, and AI-assisted test generation. Architected automation frameworks and CI/CD quality gates; led cross-functional UAT and release governance; acting lead for a team of 5. Azure certified x3.

CORE SKILLS

AI/LLM Testing: AI agent testing, LLM evaluation (pairwise ranking, rubrics), prompt engineering, hallucination detection, Copilot agent building

Automation & DevOps: Selenium WebDriver/Grid, TestNG, Cucumber BDD, Playwright (+MCP), Testim, Reflect.run, CI/CD quality gates (Azure Pipelines, GitHub Actions)

Platforms: JIRA, Azure DevOps, Zephyr Scale, ServiceNow, Workday billing, Postman, SQL, NVDA/WCAG accessibility

Domains: Functional, regression, UAT, API, performance (JMeter/NeoLoad), security (OWASP, Veracode)

EXPERIENCE

QA & Automation Analyst (Acting QA Lead) — BDO Canada LLP, Toronto, ON Jun 2023 – Present

- Own quality strategy for enterprise billing and AI-enabled platforms supporting mission-critical operations; partner with product and engineering leadership on release readiness and go-live decisions
- Architected Selenium/TestNG automation framework, increasing coverage from **40% to 70% within 7 months**
- Implemented CI/CD quality gates, reducing regression cycle time by **50%** and production defect leakage by **30%**
- Directed AI/LLM testing strategy for an ITSM virtual agent (MS Teams + ServiceNow): 100+ prompt variations, **+25% response accuracy**, **-30% erroneous outputs**
- Engineered Copilot AI agents for automated test generation and early requirement validation: **+87% test-design efficiency** (~15 hrs/week reclaimed), **-35% development rework**
- Coordinated UAT with business stakeholders across billing, Project & Audit, and ServiceNow integration workflows
- Led and mentored a team of 5 QA analysts; **+20% team productivity**, onboarding time halved
- Recognition: 2x Gold Award (CWM Phase 1, Client Portal MVP), Standing Ovation Award

AI Response Evaluator — Mercor (LLMArena project), Remote Project-based

- Blind pairwise LLM response evaluation under 24-hour sprint conditions: RLHF-style preference ranking, rubric-driven scoring for accuracy, completeness, instruction-following, and hallucination risk, with written rationales

Software Testing Engineer — GHD Digital, Waterloo, ON Sep 2020 – Jun 2023

- Delivered end-to-end testing for public-sector cloud and enterprise applications, achieving **95% pre-release defect detection**
- Built Selenium/Testim/Cucumber BDD regression suites: **+60% automation coverage** with reliable nightly runs
- Conducted Veracode static/dynamic security analysis against OWASP Top 10: **-20% vulnerabilities**, zero compliance gaps in external audits
- Maintained 100% requirement traceability (RTMs) across 3 major product launches; triage leadership cut average resolution time 30%

PROJECTS

- **Portfolio & case studies** — rahulprajapati99.vercel.app: AI agent testing, LLM evaluation, and QA strategy case studies
- **Finance Dashboard** (JavaScript, Antigravity) — AI-assisted app development, public on GitHub
- **RunningOak Labs** — building AI-powered Android apps for Google Play (in progress)
- **QA Automation Build-vs-Buy CBA** — 6-sheet, 3-year ROI model (Playwright MCP+Copilot vs Katalon vs AccelQ) used for platform decision

EDUCATION & CERTIFICATIONS

- Graduate Certificates, Computer Application Security & Computer Programming — Conestoga College, Canada
- Graduate Certificate, Software & Information System Testing — Fanshawe College, Canada
- B.Tech, Information Technology — Rai University, India (exchange semester: University of Pardubice, Czechia)
- Microsoft Certified: AI-900, AZ-900, DP-900 • AWS Security Fundamentals