

Atika Lodha

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PROFILE

A product enthusiast with **6+ years experience** in digital advertising, healthcare & payments domain. Having worked with diverse products (including zero to one), I can easily **navigate through ambiguities**. Exposure in both MNC and start-ups, have pushed me to be **highly adaptable**. Having dealt with mental health issues in the past, I have been exposed to several techniques that helped me cope. I can empathise better and I have grown from the experience. I would like to engage in work where I can leverage this past experience to make significant impact in others lives.

PROFESSIONAL EXPERIENCE

Senior QA Engineer, Paytm

Feb 2022 – present

- Leading the Paytm Chat backend testing (Paytm chat has an average of 25 million weekly visits)
- Involved in backend testing of features like payments via chat, split payments, marking user fraud, adding/updating vertical channels, referrals
- Actively involved in debugging production issues and helped reduce the turnaround time by 10%

Quality Lead, Native Health (\$2M Seed round)

Aug 2021 – Feb 2022

- Developed QA processes, test strategies, decided testing tools/devices, analysed risks and plan of action
- Handled support queries and reduced the overall turnaround time by 30%
- Involved in app store optimisation of the Savage app, thus increasing organic app downloads by 20%
- Organised testing events with ~100 members before the first beta launch of Savage app with initial 30 users

QA Engineer, Aera Technology

Jul 2019 – Aug 2021

- Ideated and tested the debugger module of Aera developer (low- code, visually-based integrated development environment, purpose-built for implementing Cognitive Automation at scale) which helped in reducing support tickets by ~20%
- QA owner for Aera's Forecast skill (the skill leverages machine learning algorithms that correlate data from historical sales, promotions, market, and external factors to autonomously generate an accurate demand forecast with minimal to no human intervention)
- Responsibilities included estimation, requirement analysis, writing test cases, API testing, bug tracking, sanity/regression testing, L3 support

Software Quality Analyst, Mediaocean

Jul 2016 – Jul 2019

- Handled testing of features in the Campaign and Agency modules for products namely Prisma and Radia which has around ~100k users till date
- Responsibilities included estimation, requirement analysis, writing test cases, feature testing of robust and scalable components, bug tracking, documentation, regression/sanity testing, writing automation scripts, L3 support
- Introduced "Gherkin" for test case writing that saved QA time by 50%
- Received the SPOT award twice in a team size of 50 (in recognition of my passion in building highly trusted, quality modules)

SKILLS

API testing | MySQL | Selenium Webdriver | Selenium Grid | Quickbuild | Java | Lambdatest | Browserstack

Android Studio | Redis | Kafka | Testrail | Figma | Jira | Confluence

PRODUCT WORK

WhatsApp PRD - Message Scheduler [🔗](#)

- Developed user flows, wireframes, functional specifications and the roll out strategy for sending time-specific messages

WhatsApp PRD - Split Payments [🔗](#)

- Developed user flows, wireframes, functional specifications and the roll out strategy for tracking expenses and balance

Bumble App Teardown [🔗](#)

- Analysed different screens of the Bumble app and identified the design principles used

EDUCATION

CAP Product Management Fellow, Upraised

Apr 2022 – present

BE, Information Technology, RCOEM

2012 – 2016