About Me

I am **Naveed Chughtai**, a seasoned Quality Assurance professional with over **25 years of experience** across various industries, including banking, healthcare, retail, e-commerce, and technology.

Founder of **NRCLHR Technologies** and creator of **QA Templates Hub**

Experienced in leading QA teams across **manual and automation testing**

Proven record with **global enterprises** (Citibank, OCBC, Broadcom, GenRe) and **SMEs/startups** (OrderCircle, e-commerce platforms)

Skilled in aligning QA with **business value and customer expectations**

*My mission: ensure every product is **bug-free, scalable, secure, and user-friendly**, enabling faster and more confident releases.*

Services Overview

Functional Testing

- Manual Testing (Regression, System, UAT, Smoke/Sanity)
- End-to-end workflows, edge cases, and business logic

Automation Testing

- Selenium, Cypress, Playwright (web)
- Appium (mobile)
- RestAssured/Postman (APIs)
- CI/CD pipelines (Jenkins, GitHub Actions, Azure DevOps)

Non-Functional Testing

- Performance & Load (JMeter, k6)
- Security (OWASP ZAP, Burp Suite)
- Accessibility (WCAG 2.1 standards)
- Cross-browser & Mobile Compatibility

Specialized Services

- Test Strategy & Planning
- QA Mentorship & Training
- AI-Powered QA Approaches

My QA Process

A proven **5-step QA process** that balances structure with agility:

1. Requirement Analysis

Align test coverage with business needs

2. Test Planning

Define scope, resources, and risk and deliverables

3. Test Execution

Manual, automation, and exploratory testing

4. Reporting & Feedback

Actionable dashboards, defect reports, metrics

5. Continuous Improvement

Automation growth, lessons learned, refinements

*This process builds **predictable outcomes** and client confidence.*

Case Study 1 – GenRe / General Star

A Berkshire Hathaway company providing excess, primary, and specialty insurance through select brokers.

1

Challenge:

Quality issues during testing phases of their main underwriting platform due to frequent releases.

2

Solution:

- Developed a **comprehensive test plan** in Microsoft Team Foundation Server (TFS).
- Performed **functional testing** to validate complex underwriting workflows.
- Conducted **extensive regression testing** to ensure fixes didn't break existing functionality.
- Executed **UI/UX testing** to verify compliance with Human Interface Guidelines.

3

Outcome:

- Enhanced testing procedures resulted in **higher-quality releases**.
- Achieved **fewer production issues** and greater user confidence.

Case Study 2 – OCBC Bank (Enterprise)

Challenge:

High number of undetected defects in banking apps caused compliance and reliability issues.

Solution:

High number of undetected defects in banking apps caused compliance and reliability issues.

Outcome:

- Improved bug detection by 37%
- Reduced production incidents by 42%
- Validated end-to-end functionality across critical **banking workflows**

Case Study 3 – Citibank

Integration and migration of Consumer and Corporate net banking across Brazil and Australia, supported by multi-region QA lifecycle management.

Challenge:

Complex integration and migration of Consumer and Corporate net banking platforms across Brazil and Australia, requiring coordination across multiple regions and systems.

Solution:

- Managed **testing activities with offshore teams** spanning product management, development, and implementation.

- Delivered the **complete testing lifecycle** for Investment Banking, Personal & Corporate Banking, and Risk Management systems.

- Provided **technical support** for issue resolution, test planning, execution, and deployment on **Sun Solaris / AIX servers**.

- Validated end-to-end quality across environments: **SIT, UAT, and Production**.

Outcome:

- Successfully integrated and migrated critical banking systems across regions.

- Ensured stability and compliance across **EMEA, Asia Pacific, and LATAM**.

- Delivered a robust net banking platform with **seamless user experience** for both Consumer and Corporate clients.

Simplify Operations For Your Fast-Growing Brands

Case Study 3 – OrderCircle

Challenge:

Frequent production issues due to lack of structured QA.

Solution:

Established end-to-end QA processes with **test plans, bug reporting templates, and automation for key workflows**.

Outcome:

- Full QA coverage achieved in **6 weeks**
- Scaled successfully to **10,000+ active users**
- Reduced support tickets by **30% within 3 months**

Engagement Models

Choose the model that fits your project:

Fixed Cost – Best for well-defined projects

Time & Material - Flexible, ideal for evolving requirements

Managed Services - Complete ownership of QA (team, tools, process)

Why Choose Me?

25+ years of QA expertise

Experience with **global enterprises & startups**

Proven ability to **lead and mentor QA teams**

Blend of **manual expertise, automation, and AI in QA**

Focus on delivering **business value, not just testing outputs**

QA Templates Hub (Free)

A free library of professional templates:

W   Test Plan Templates

🐞   Bug Report Templates

X   Traceability Matrix

📋   Test Summary Reports

These resources save time, bring standardization, and improve QA reporting.

🔗 Visit: **https://www.naveedchughtai.com/qa-templates-hub**

QA Playground

An interactive platform to **experiment with QA tools, scenarios, and workflows**. Ideal for:

- Training fresh graduates and interns
- Exploring new QA methods
- Hands-on skill development

"Learn by Doing"

🔗 Visit: **https://www.naveedchughtai.com/qa-playground**

Let's Build Quality Software Together!

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