

Quality Assurance Expertise You Can Trust

Naveed Chughtai – QA & Software Testing Expert with (25+ Years of Experience)

Helping businesses deliver reliable, secure, and high-quality software

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
- Al-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

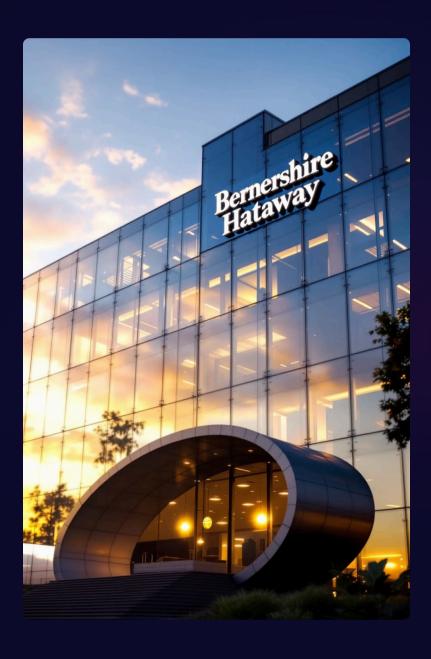
Automation growth, lessons learned, refinements

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.



Challenge:

2

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

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.

Outcome:

3

- 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 Al in QA



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

QA Templates Hub (Free)

A free library of professional templates:



Test Plan Templates



Bug Report Templates



Traceability Matrix

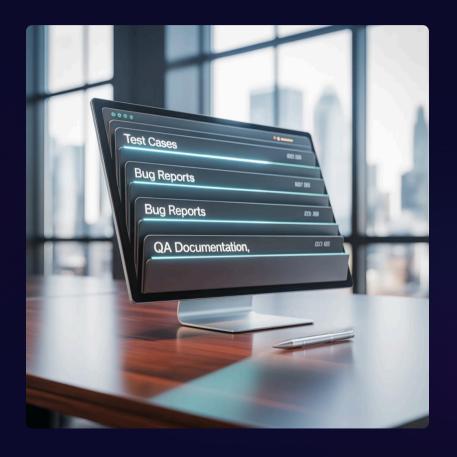


Test Summary Reports

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"

Signification Visit: https://www.naveedchughtai.com/qa-playground



Let's Build Quality Software Together!



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