

Position: QA Team Lead

 Bengaluru, Karnataka



Factspan Overview:

Factspan is a pure play data and analytics services organization. We partner with fortune 500 enterprises to build an analytics center of excellence, generating insights and solutions from raw data to solve business challenges, make strategic recommendations and implement new processes that help them succeed. With offices in Seattle, Washington and Bengaluru, India; we use a global delivery model to service our customers. Our customers include industry leaders from Retail, Financial Services, Hospitality, and technology sectors.

Role Overview:

We are hiring a senior Quality Engineering Lead who can own quality across Retail MarTech platforms, backend services, data ecosystems, and GenAI-driven capabilities. This role sits at the intersection of engineering, data, and customer experience. You will be responsible for ensuring that customer-facing journeys, personalization engines, and decisioning platforms are reliable, compliant, and scalable—while also leading an offshore QA team and embedding quality deeply into the SDLC.

Responsibilities

Quality Leadership & Strategy

- Define enterprise-wide QA strategy spanning APIs, data platforms, MarTech, and GenAI systems
- Establish automation-first, shift-left testing with CI/CD quality gates
- Own release sign-off for customer-facing and backend platforms
- Drive quality metrics tied to business outcomes (conversion impact, data accuracy, journey reliability)
- Mentor QA engineers and review automation frameworks and test designs
- Act as the single QA interface for Engineering, Product, Data, and Marketing teams

MarTech & Retail Quality (Key Focus Area)

- Validate Adobe Experience Platform customer data pipelines (Profile, Identity, Segmentation).
- Test campaign execution, decisioning, and orchestration in Adobe Journey Optimizer and Adobe Target
- Ensure accuracy of identity resolution, consent, and preference management
- Validate real-time and batch data flows from POS, eCommerce, CRM, and loyalty systems
- Test personalization logic, offer eligibility, suppression rules, and audience qualification
- Perform pre- and post-campaign data validation for attribution, lift, and conversion metrics

Backend, API & Data Platform Quality

- Functional, integration, and regression testing of Java Spring Boot microservices
- API contract, authentication, authorization, and error-handling validation
- Data validation across SQL and MongoDB for transactional and analytical use cases
- GCP pipeline testing (BigQuery, Dataflow, Pub/Sub) with reconciliation and failure scenarios
- Workflow validation using Airflow and Control-M (SLAs, retries, dependencies)

Automation, Performance & GenAI

- Design scalable API and data automation frameworks (Java/Python)
- CI/CD integration with automated regression and smoke suites
- Performance and reliability testing using JMeter or Gatling
- Validate GenAI-driven marketing use cases (prompt testing, output consistency, safety checks, drift)

Retail & MarTech Domain Strengths

- Understanding of omnichannel retail journeys (web, app, store, CRM)
- Experience testing personalization, recommendations, and customer 360 views
- Familiarity with attribution models, customer intent signals, and experimentation frameworks

Experience & Education

- 8–12 years in Quality Engineering; 2+ years in QA leadership
- Strong MarTech + Retail experience is mandatory
- Bachelor's or Master's degree in Computer Science or Engineering

If you are passionate about leveraging technology to drive business innovation, possess excellent problem-solving skills, and thrive in a dynamic environment, we encourage you to apply for this exciting opportunity.

Join us in shaping the future of data analytics & making a meaningful impact in the industry.

Why Should You Apply?



Grow with Us: Be part of a hyper-growth startup with ample number of opportunities to Learn & Innovate



People: Join hands with the talented, warm, collaborative team and highly accomplished leadership.



Buoyant Culture: Embark on an exciting journey with a team that innovates solutions everyday, tackles challenges head-on and crafts a vibrant work environment