JD - Team Lead, QA Testing

Contents

About Wysa

Wysa is a **chatbot** that helps people deal with ***depression, stress, anxiety, sleep*** *and manage mental health*

Wysa's Achievements

Wysa is a cutting edge AI guided empathetic chatbot that is a global tech leader in mental health

Scaling Mental Health for Millions

Purely organic; no marketing spend

3,000,000 users

10 million lives covered

2 million CBT breakthroughs

100+ million conversations

104 suicides prevented (from user feedback)

Investors

kae capital

pi Ventures

Google

MINISTRY OF HEALTH SINGAPORE   Partners

HARVARD UNIVERSITY

Washington University in St.Louis SCHOOL OF MEDICINE

Role & Responsibilities

- Manage a team of QA testers
- Create growth plans for the QA team members.
- Delegate responsibilities and assist with resource allocation and estimate efforts.
- Document, prioritize, and follow up on issues with relevant teams in a timely manner
- Assist the QA team in ensuring that each product/project is of high quality.
- Create and iterate on techniques for testing AI-driven chat conversational features.
- Improve the QA methodology for test and defect management, as well as the tools that support the processes.
- Define ways to maintain continuous improvement of the product as a part of the QA roadmap.
- Manage the customer support monitoring tool to keep track of issues that customers are having.
- Assess customer issues for fundamental cause and future prevention to provide ongoing improvement.
- Be the gatekeeper who manages tests, demonstrations, and inspections to ensure that the product is ready.
- Conduct internal and external user testing prior to releases.
- Set up a functional User Acceptance Testing process to carry out with clients.
- Set up processes for regular testing of AI models, including tagging of data.
- Manage the AI appropriateness analysis, a quarterly process, end-to-end.
- Collaborate with AI, Conversation design, and product teams to understand needs.
- Work with the AI team to have a clear understanding of what each model is for, provide support for continuous model improvements through data tagging and testing, and resolve tagging discrepancies.
- Post-release monitoring
- Maintain the Confidentiality, Integrity and Availability of all information or assets shared and assessed by you
- Adhere to Wysa's security, privacy and compliance policies and procedures
- Contribute to building continual improvement practices
- Knowledge of Security and Privacy best practices

Qualifications & Skills

- Bachelor's degree with at least 2+ years experience with a software product-based company ideally
- Prior experience in building teams
- Handled a team of 4 or more people
- Hands-on experience with software testing and automation, and setting up the required processes for that
- A keen/sharp eye for details
- User focused approach to the AI conversational product
- Knowledge of excel
- Comfortable with documentation work
- Experience with issue management and maintenance
- Leadership skills and comfortable taking ownership of the QA and tagging function from scratch

   If you are all this with a heart of empathy, it's always a plus.

Why work at Wysa?

Take **ownership** and be an integral part of a **fast growing startup**. You will build valuable skills as a professional while also making friends for life

Get a chance to work closely on the latest tech offered by Apple, by attending events hosted by Apple. Wysa was one of only 10 startups chosen for the [Apple entrepreneur camp in 2019](#)!

We offer **flexible work hours**, a possibility for a **fully remote job** and a culture where you thrive and are rewarded for being a smart worker

Join our team for an exciting, challenging and fulfilling role!

About Wysa's Team

Global Team - The team comprises people from all over the world and is distributed around the world. Expand your horizons by working with a multicultural team

Industry Leaders - The founders and senior team members are from IITs, IIMs, London School of Business and have held top positions across Goldman Sachs, Pearson, Microsoft leading cross functional global teams. Work with and learn from the very best

Passionate Colleagues - Work with passionate hard working colleagues who will push the boundaries and only deliver the best

In Their Own Words

When I joined Wysa 4 years ago, I was looking to be a part of a workplace where I could be my authentic self and contribute to something bigger than myself. Little did I know, Wysa is that and so much more. At Wysa there's constant learning, unlimited support and an amazing work culture. I have grown tremendously in my career and personal life too. Truly grateful to be a part of something that slowly but surely changes the world one conversation at a time.

- Aishwarya Kamath, Conversation Design- Lead

Buzzwords

Google funded, VC funded, profitable, has achieved breakeven, global team, global customers, product company, Apple awarded product, Harvard research partner, Google Play Best App of 2020, Made in India, Made for the World

Contact Details!

If you are sold, please fill this [Google Form](#) to apply.