

BROWSERSTACK MEETUP · BIRMINGHAM

QA Leadership in the Age of AI and Intelligent Testing

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March 26, 2026

What We'll Cover

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The AI Shift in Testing

What is actually changing and what is not

02

The QA Leader's New Role

From gatekeeper to AI orchestrator

03

Intelligent Testing in Practice

Concepts, workflows, and real-world application

04

Risks and Human Oversight

Why the human layer still matters in fintech

05

Building the Future-Ready QA Team

Skills, culture, and strategy

The AI Shift in Testing

TRADITIONAL QA

- Manual test execution at scale
- Regression cycles measured in days
- QA as the last line of defence
- Reactive: catch bugs after build
- Large teams required for coverage



AI-AUGMENTED QA

- AI agents generate & maintain tests
- Regression runs in minutes
- QA embedded across the SDLC
- Predictive: surface risk early
- Lean teams amplified by tooling

The QA Leader's New Role

The role is evolving from manual tester to AI orchestrator: curating, validating, and governing intelligent test pipelines.

Orchestrate

Design AI-powered workflows. Choose the right tools. Own the pipeline end-to-end.

Validate

AI is not infallible. QA leaders review, verify, and calibrate AI-generated outputs.

Govern

Define standards for AI usage in testing. Enforce compliance, especially in regulated fintech.

Mentor

Upskill the team. Build a culture of curiosity. Help engineers grow alongside AI tools.

Intelligent Testing in Practice

Applied across Payins, Payouts, Settlements, Virtual Cards, Currency Conversions and Identity Verification

AI Test Generation

Natural-language prompts that produce structured, executable test cases automatically

Self-Healing Automation

Tests that adapt to UI changes without manual locator maintenance

No-Code Flow Testing

Regression coverage authored visually, without writing code

Performance Testing

Load and throughput validation critical for payment processing at scale

Centralised Test Management

Single source of truth for test cases, runs, and quality reporting

AI-Assisted Code Review

Automated analysis of test scripts to flag gaps, duplication, and fragility

Risks & Human Oversight

RISKS TO MANAGE

- AI-generated code introduces novel vulnerability patterns
- Hallucinated test scenarios that never map to real flows
- Over-reliance erodes manual testing expertise on the team
- EU AI Act obligations in regulated fintech environments
- Data privacy risks if production data enters AI tooling

OVERSIGHT CONTROLS

- Mandatory peer review on all AI-authored test code
- Human sign-off required before release in payments flows
- Monthly audits of AI tool accuracy vs. actual defects found
- Documented AI usage policy aligned with EU AI Act
- Synthetic/anonymised data only inside AI pipelines

Building the Future-Ready QA Team

SKILLS

- Prompt engineering for test design
- AI tool evaluation and selection
- Automation code review with AI assistance
- Risk-based testing mindset
- Data-driven quality metrics

CULTURE

- Psychological safety to experiment
- AI augments: it does not replace peers
- Continuous learning sprints
- Transparent quality conversations
- Cross-functional ownership of quality

STRATEGY

- Define your AI testing policy now
- Pilot tools in low-risk areas first
- Track defect escape rates as the KPI
- Align QA goals to product OKRs
- Invest in governance before scale

Key Takeaways

1

AI is a force multiplier, not a replacement. Lean teams with the right approach outperform large legacy teams.

2

The QA leader's job is to orchestrate AI intelligently: curate approaches, validate outputs, govern usage.

3

In fintech, the human oversight layer is non-negotiable. Money movement demands accountability no AI can own.

4

Start your AI testing journey now: pilot small, learn fast, and scale what works.

5

The teams that thrive will combine AI fluency with deep domain expertise. Fintech quality needs both.

Let's Talk.

Questions & Discussion

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Thank You for Being Here