

BALAJI VENUGOPALAN

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IT PROFESSIONAL –QE&A TEST MANAGER

AREAS OF EXPERTISE

Product Based Testing

Stakeholder Management

Agile & Waterfall
Methodologies

Resource Management

Project Financials

Test Automation

PROFILE SUMMARY

- Overall **18 years** of experience in **Software Testing** and **Insurance** domain (P&C) .
- Have strong exposure in **Insurance COTS products** such as Duck creek, Adaptik, Guidewire Claims Center and **CCM solution** HP Extream.
- **Proficient in Software Testing Lifecycle (STLC)** from setting-up of test /QA environment, creation of high- quality test plans / test scripts / test cases, testing (UAT), defect tracking/ reporting, change and release management and completion of complex & critical tests on a tight schedule
- Skilled in **Stakeholder management** by developing and sustaining effective working relations with stakeholders
- Ensured delivery of projects within time, budget, SLAs & quality norms; facilitated on time data/status reporting (project status, daily and weekly dashboards);worked in **both Waterfall & Agile Model Methodologies**.
- Experienced in managing **project financials** (for FB project) like Budget, Effort and Cost estimations, Revenue Forecasting, Revenue recognition, Billing and Invoicing etc.
- Extensive work experience in Functional testing (Web, Windows and Mainframe), black box testing, Smoke testing, Integration testing, regression testing and browser compatibility testing.
- **Result-oriented leader** with proven talent in leading team members and enabling knowledge-sharing amongst them; problem-solver with strong analytical & negotiation skills.
- Hands-on experience in **Automation Script execution** with **basicknowledge in Selenium WebDriver with Java**.
- Handled internal process, security and external ISO 9001:2015 audits successfully.



KEY SKILLS

Test /Defect Management Tools	JIRA, HP Quality Center
Test Automation Tools	Selenium
Methodologies / Techniques /Service	Agile, Waterfall, Automation ,Compatibility, Mobile Testing (Android &iOS)
Project Management tools	MS Excel , MS Power point
Operating Systems	Windows 95, 98, 2000, XP, Unix
Programming Languages	Java
Database	MySQL, Oracle , Access



WORK EXPERIENCE

Jan2022-June 2023: ValueMomentum, Project Manager

Key Result Areas:

- **Managing Guidewire Claims Center resources (30+)** and acts as a single POC for project deliverables.
- **Review team(s) capacity** and load resources accordingly.
- **Prepare project dashboard** every sprint and walkthrough to Client.
- **Review team metrics** and ensure that it's in line with SLA benchmarks.

- Review production bugs and ensure that proper RCA is done and appropriate measures are taken to ensure that issue does not occur in future.
- Coordinate hiring; facilitate **resource onboarding** and knowledge transition of new team members.
- Review test plan & strategy, estimation and test execution summary reports.

Jan'2010-Jan 2022: Cognizant Technology Solutions, Chennai, India as Senior Associate - Projects

Key Result Areas:

- **Represent QA in Scrum of Scrum calls** and provide status report of active projects to client stakeholders; participate in Sprint retrospection and planning meetings (on need basis).
- Monitor **LOB demand requirements** on monthly basis; review it constantly and work out resource management plan accordingly.
- Prepare Weekly status report and **Monthly governance dashboards** to communicate accurate status and risk (if any) to client stakeholders.
- Track **Account level SLA metrics report** and share the same to stakeholders. Analyze SLA breach (if any) and propose mitigation plan/solutions to ensure that it's not repeating in near future.
- Coordinate hiring; facilitate **resource onboarding** and knowledge transition of new team members.
- Manage resource allocation, utilization, learning, up-skilling and performance management.
- Review test plan & strategy, estimation and test execution summary reports.

Recent Projects:

Client:	Hanover Insurance, India
Period:	Nov 2017 – present
Designation	Senior Associate

Responsibilities:

- Managing Personal lines of business; handling 8 agile teams.
- Attend scrum calls and provide daily updates on the progress made on the stories.
- Involved in modifying test data sheets to ensure that all test data requirements during execution are covered using automation scripts.
- Monitor project's testing activities like Test Design Planning, Test Execution Planning, Regression testing, Production Support as according to the testing schedules and scope of work.
- Review Weekly dashboard data across teams and share it to Onsite.
- Review Test Summary report and source data across teams and share it to stakeholders.
- Look for Automation opportunities within LOB; ensure that manual effort is reduced and automation is leveraged.
- Review LOB level demand and handle resource needs in alignment to the project scope.
- Review project estimates and actuals and generate reports (Monthly view, release level view) to stakeholders.
- Interact with key Stakeholders of the project, to track the progress of the projects under the program.
- Handle Project escalations and provide solution/approach to fix the same and ensure that it's not repeating.

Client:	Royal and Sun Alliance, Dubai
Period:	Feb 2016 – Nov 2017]
Designation	Senior Associate

Responsibilities:

- Monitor & Manage the project team in terms of Effort, Cost and Schedule & Quality from the Program point of view, in terms of Planned vs. Actuals, supporting the Program Manager.
- Interacting with key Stakeholders of the project, to track the progress of the projects under the program.
- Reporting to the Executive Management about the status of the projects - Weekly and Monthly.
- Monitoring the project's testing activities like Test Design Planning, Test Execution Planning, Sanity, Comprehensive, Regression testing, Production Support as according to the testing schedules and scope of work.
- Interacting with the internal teams to fulfill the project as well as program needs.
- Attending Daily and Weekly Status Calls with the Project teams
- Handling Project Escalations and working out a solution from program point of view.

Client:	Travelers
Period:	Jan 2010 – Feb 2016]
Designation	Programmer Analyst(until April 2011)and Associate (from May 2011)

Responsibilities:

- To lead and manage product testing of Policy administration system.
- To ensure that the test planning, test specification and test execution is carried out in accordance with the test plan and to the highest possible standard.
- To produce an approved test plan, aligned to the test strategy, with the involvement of stakeholders.

- Devise Resource management and Training plans.
- Build Test case repository and other reusable test assets for the client.
- Implemented Kanban (Agile) methodology.
- Status Reporting, Metrics collection and Review of the Test deliverables.
- Test summary reporting and implementing best practice from other projects.
- Analysis and determine scope for every SPID in monthly and integrated releases.
- Status reporting (Daily, Weekly).
- Touch point with key stakeholders to discuss release status /challenges faced.

Jun 2007-Dec 2009: Mphasis FinSolutions, Chennai, India as Senior Test Engineer

Client: American International Group(AIG)

Period: June 2007-Dec 2009

Responsibilities:

- Reviewed functional specification documents and designed test cases.
- Prepared Test plan and Test Estimation.
- Test case execution i.e. entering quotes and policies in Decision Research Corporation (DRC) application.
- Verification/comparison of Exstream outputs with Documaker/Documerge outputs thereby ensuring that Exstream outputs are getting generated in accordance to form pulling trigger or rules.
- Defect identification and reporting using Team track.
- Coordinating with the client and on-site coordinator for queries and clarifications.
- Test Report generation and providing status updates to the client.
- Mentoring and grooming team members.

April 2005-June 2007: Synaptris Decisions, Chennai, India as Test Engineer

Client: Synaptris Decisions

Period: April 2005-June 2007

Responsibilities:

- Analyzing the business requirements and functional specifications.
- Test scenario identification and Test case designing.
- Test case review and execution.
- Conducting smoke tests in Client's box.
- Defect identification and reporting using GForge.
- Tested customizations, enhancements and support issues.



EDUCATION

Master of Computer Applications, University of Madras

Bachelor of Commerce, University of Madras



PERSONAL DETAILS

Date of Birth: 29 Oct 1978 | Languages Known: English, Tamil and Hindi

Address : 34, Gandhi Street, Palavanthangal, Chennai 114.