

## Chandan Raj

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**Mobile:** 09810602581

**Passport No:** E8437510

**US Visa (L1 Expired) Stamped**



### **Experience Overview: -**

- **17 Years** of total IT experience in Project Management, Stakeholder Management, Vendor Management, Business Analysis, Manual / Automation Testing including Test Management, Test Planning, Test Case Preparation, Review & Execution.
- **12 Years** of domain expertise in **Credit/Prepaid Card** Domain.
- **More than 3 Years** of domain expertise in **Banking and Finance** i.e. Automotive Finance Domain.
- Headed the **Testing COE** initiative at organization level.
- Take care of **Time Management** and Staffing of team members for the ongoing projects.
- **Test Management** activities and coordination for multiple agile teams.
- Status Reporting and **Risks Analysis** reporting.
- Worked on TSYS products for large banking client i.e. RBSG, BOI, Deutsche Bank, etc.
- Working knowledge of **Selenium Automation** framework with **Cucumber Framework**.
- Good exposure in API Automation through **Postman/RestAssured/SoapUI**.
- Have good understanding of the Software Development Life Cycle and Software Testing Life Cycle (**Agile** and **Flex**).
- **Causal Analysis and Resolution** for the defects logged in QA environment.
- Hands on experience in **Mainframe** (AS400), SQL, Desktop, Web Based application, Functional, Integration and Regression Testing, API Testing, Automation Testing.
- Successfully handled different responsibility at **Onsite for 4 months (Keane USA at Detroit, USA)** at Keane in 2007.
- Highly motivated and adaptive with the ability to grasp things.
- My strengths lie in strong analytical and communication skills, deeper understanding of the software development process, organized working, tolerance for chaos and attention to detail.

### **Skills Summary: -**

<b>Defect Tracking Tools</b>	HP ALM, JIRA
<b>Programming Languages</b>	Core Java, Gherkin, Groovy, Javascript, Python
<b>Databases</b>	Oracle 11i, SQL Server-2000, IMS, DB2, MySQL
<b>Operating Systems</b>	Win 9X / 2000 Professional / Win XP, HP-UX, Unix, Mainframe, MacOS
<b>Tools Used and Exposure</b>	Selenium, Putty, SOAP Sonar, SOAP UI, Confluence, Bamboo, Git, GitHub, GitLab, mRemoteNG, Voyager, Eclipse, Cucumber Framework, VMWare, SonarQube, Fortify, Jenkins, Maven, TestNG, Eclipse, Postman, RestAssured, R Studio, PyCharm, Docker, Kubernetes, Argo
<b>Domains Worked</b>	Credit/Prepaid Card Payment System, Automotive Finance, Healthcare.
<b>Data Science</b>	R, Algorithms Modeling

### **Certifications: -**

- **Lean Six Sigma (White Belt)** from **AIGPE**.
- **SAFe POPM (Product Owner Product Manager)** from **ScaledAgile**.
- **SAFe SDP (SAFe® 5 DevOps Practitioner)** from **ScaledAgile**
- **Lean Six Sigma (Yellow Belt)** from **MSME**.

**Organizations Worked: -**

- Currently working with **TSYS Card Tech Limited** as **Senior Manager Application Systems Development**.
- Worked with **Idemia** as a Manager – Testing in Payments and Identity Management.
- Worked with **TSYS Card Tech Limited** as a Test Specialist based in Noida.
- Worked with **KEANE India Limited (Now NTT DATA)** in Gurgaon as a Software Test Engineer.

**Industry Focus: -**

- Credit/Prepaid Card Domain (Payment Processing)
- Automobile Finance and Banking Domain.

**TSYS Card Tech International Limited Noida****(July 2019-Till Date)**

<b>Product Name</b>	<b>TSYS Loyalty Platform</b>
<b>Product Description</b>	This platform enables clients/customers to grow through flawless execution of Campaigns, Promotions and other Loyalty based initiatives through a collaborative approach.
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Handling a team of 20 SDETs and Technical BAs.</li><li>• Work on New Client Onboarding / BAU Clients as part of regular deliveries.</li><li>• Identify the scope of testing in the Sprint and guide the team members to accomplish Sprint goals.</li><li>• Review the test execution in the sprint.</li><li>• Responsible for defect free QA deliveries for the clients.</li><li>• Manage various QA environments to make sure they are ready for execution.</li><li>• Involved in improvements required in the current Automation framework to draw maximum output. Resolve Technical and Process related challenges faced by the team.</li><li>• Be part of the Agile ceremonies in the team (Backlog Grooming, Scrum Planning, Daily Standup, Retrospective, DEMO, Story Workshop).</li><li>• Regularly do the capacity planning for the team and update key stakeholders.</li><li>• Take care of the hiring needs of the team.</li><li>• Implement best automation practices which helps improve the overall turnaround time of test validations.</li><li>• Managing 10+ third party contractors deployed on various Loyalty projects.</li></ul>

**Idemia (Smart Chip Private Limited) Noida****(January 2018-July 2019)**

<b>Product Name</b>	<b>RD Service/eAuth/FI/OTBS/Trust Wall/</b>
<b>Product Description</b>	RD Devices are the Biometric Fingerprint capturing devices which are manufactured by Idemia and sold to various entities who use these devices to authenticate the customers.
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Handling a team of 12 testers.</li><li>• Test Delivery management for multiple projects.</li><li>• Keeping track of progress of assigned projects till the closure of the projects.</li><li>• Keeping track of utilization of team members and assign them tasks accordingly.</li><li>• Implemented the Agile practices in the team (Backlog Grooming, Scrum Planning, Daily Standup, Retrospective, DEMO, Story Workshop).</li><li>• Worked on Agile reports (Velocity Chart, Defect Burn Down Charts, etc.)</li><li>• Governing the Automation work done by the team which includes Automation strategy, decision on tool, SCM tool.</li></ul>

**TSYS Card Tech International Limited Noida****(February 2010-Dec 2017)****Product Name**                      **Netspend**

**Product Description**        NetSpend is a leading provider of reloadable prepaid cards and related financial services in the United States. It serves the estimated 68 million underbanked consumers who do not have a traditional bank account or who rely on alternative financial services.

**Responsibilities**

- Delegating tasks to team members on daily basis.
- Keeping track of progress of assigned projects till the closure of the projects.
- Understanding the requirements by going through the User Stories, Specification Document and Technical Documents.
- Review the test cases and test execution and conducting Adhoc testing.
- Smoke Testing, Sanity Testing, Browser Compatibility Testing, Regression Testing, Integration Testing, and GUI testing.
- Part of Organization's SME Group. Participated in many Process Improvement Initiatives.
- Drive Root Cause Analysis for the defects.

**Duration**                                      September 2015 till December 2017

**Product Name**                      **TSYS Customer Insight (TCI)**

**Product Description**        TSYS Customer Insight (TCI) is a scalable, extensible application solution for call service representatives (CSRs) to manage customer calls.

**Responsibilities(+)**

- Understanding the requirements by going through the BSD, FDD and DTD, Workflow Specification Document and Technical Documents.
- Attend various walkthroughs (Solution, Design and Development).
- Creating High Level estimates of at the initial phase of the project.
- Assignment of tasks (FTP Creation, Test Cases Creation and Functional Testing) to the team members.
- Creation of Functional Test Plan.
- Smoke Testing, Sanity Testing, Browser Compatibility Testing, Regression Testing, Integration Testing, and GUI testing.
- Use TS2 mainframe for verifying the data and fetching the data by using mainframe commands.
- Drive Root Cause Analysis for the defects found in Dev, QA, UAT and Production environment.

**Duration**                                      February 2010 to September 2015

**KEANE INDIA, (Now it is NTT DATA) Gurgaon (CMMI 5)****(October 05-October 09)**

**Client**                                      **General Motors Acceptance Corporation Financial Source (GMACFS) now as Ally Bank.**

**Project Name**                              GMAC (General Motors Acceptance Corporation) in **Keane Gurgaon.**

**Project Description**        Financial Services provide a suite of financial programs including automotive financing, insurance and mortgage operations in 40 countries around the world.

**Responsibilities**

- Provide the Estimation at the beginning of module.
- Creation of black-box test cases using test case preparation techniques.
- Performance testing of the Application and the database server using LoadRunner.
- Highlight issues to Quality Control using Mercury Quality Centre & KADET and track these to closure.
- Preparation of different status summary reports.
- Causal Analysis and Resolution.

**Educational Qualification: -**

<b>Name of the Examination</b>	<b>Board/University Passed Year</b>	<b>Name of the Institute</b>
B. Tech. (C.S)	Uttar Pradesh Technical University (2004)	Ajay Kumar Garg Engineering College, Ghaziabad, U.P.
Class XII	Uttar Pradesh Board (1999)	Eastern Railway Inter College, Mughalsarai, Chandauli, U.P.
Class X	Uttar Pradesh Board (1997)	Eastern Railway Inter College, Mughalsarai, Chandauli, U.P.

**Personal Information: -**

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Father's Name	Mr. N Lall
Date of Birth	11 - 11 - 1982
Sex	Male
Nationality	Indian
Languages known	English and Hindi