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Professional Summary

Experienced **Test Manager** with **12.6 years** of expertise in **Agile Project Delivery and Test Management**. Worked in Complex, Dynamic, Onsite-Offsite teams with project environments using **Agile / SCRUM / Waterfall methodologies**

Highlights

- Successfully executed assignments in the capacity of **Scrum Master and as a Test Manager on Agile Methodology**
- **Scrum Master Accredited Certified – SMAC**
- **Acted as Scrum Master for Product teams** with a focus on guiding the teams towards improving the way they work
- Experience in **Managing Complex Ecommerce Testing projects** involving **Automation** using **QTP & Selenium** and **Performance testing** using **IBM RPT & VSTS**
- Possess excellent **Managerial, Communication and Analytical skills**
- Proficient in **Functional, System Integration, GUI Testing, Regression, Browser Compatibility, Mobile Applications testing, E2E testing and Localization testing**
- Experience in Ecommerce testing - **Site navigations, SEO, A/B Testing, Google Analytics (GA) Tracking**

Technical Skills

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|-----------------------------|---|
| • Domain | : Retail, Telecom |
| • Test management Tools | : JIRA, Rally, Bugsy, Quality Center-ALM, TFS |
| • Automated Test Tools | : Exposure to Quick Test Professional 8.5 |
| • Performance Test Tools | : Exposure to VSTS, IBM RPT |
| • Test Methodologies | : Waterfall Model , Agile – SCRUM model |
| • CRM | : PSFT, Siebel (Siebel eConsumer Goods, Communication for Mobile Carriers, Siebel Analytics) |
| • Version control Tool | : VSS, TFS |
| • Content Management System | : EMC Documentum |
| • Applications Tested | : Siebel applications, PSFT, Ecommerce applications , Mobile Handset/Emulator Testing, Sales force applications, Wipcore Enova |

Key Responsibilities held:

- **As Scrum Master : (Sweden – TCS – HnM)**

HnM is a Swedish multinational Retail-clothing company, known for its fast-fashion clothing for men, women, teenagers and children. E-commerce other brands is a joint platform for H&M owned brands (COS, Monki, & Other Stories, Weekday and Cheap Monday). The system includes everything from selling online to picking, shipping to customers and handle purchase orders and goods receipt

- Organized and facilitated **Sprint Planning, Daily stand-up meetings, Reviews, Sprint Retrospectives, Demos and other Scrum-related meetings**
- Handled Scrum for multiple Business teams (COS, Monki, & Other Stories, Weekday and Cheap Monday) in parallel and performed the Scrum activities for the teams
- Participated in Backlog grooming meetings and Sprint planning for every release
- Tracked and communicated **Team velocity** which helped in the planning for future sprints
- Sprint Management using **JIRA** to plan, track, release & report the Iteration Status
- Assisted teams in making appropriate commitments through story selection, sizing and task definitions
- Monitored the project progress and radiated the information to all key stake holders.
- Identified and mitigated team risks and impediments (Blocking Issues, Critical Defects) on daily basis.
- Worked with customers and product managers to prioritize and validate requirements.
- Present Release Demo to Business team and Client stakeholders
- Assisted with prioritization and resolution of software defects
- Built relationship with Product owner and other stake holders to facilitate team's interaction with them
- Coached Product Owners in creation and maintenance of Product Backlog
- Coached team members on Agile principles and providing general guidance on the methodology
- Removed impediments by finding the right personnel to remove the impediment
- Took responsibility of delivery and management of the tasks
- Tracked and effectively communicated team velocity and sprint/release progress to all affected teams and management
- Updated Agile tracking systems to provide transparency on product and sprint backlogs
- Worked with the Scrum Team and the Product Owner to negotiate the minimum viable product for delivery

- **As Test Manager (TCS – HnM - Sweden)**

- Responsible for the overall test activities including Test Estimations, preparation of Test Strategies, Test planning, monitoring and controlling of the Test deliverables
- Engagement with multiple 3rd Party suppliers and testing teams across different delivery centers.
- Overseeing on Test Automation need where appropriate and guided team in Automating regression scenarios
- Performance testing of the web applications post each sprint & performance reports shared to customers
- Ensured team followed best practices & checklists for UI verification
- Project Management and the Test Management activities monitored using **Rally, TFS and JIRA**
- Support team in testing functional changes, tracking metrics in GA, SEO, Site navigations, performing A/B testing in Ecommerce site
- Experience in Managing Complex Online Testing projects involving
 - **Automation** using QTP, Selenium
 - **Performance** Testing using IBM RPT & VSTS
 - **Mobile Handset Testing / Emulator**
- Experience in End-to-end testing and test management for large e-commerce transformation programs
- Involved in performing External Quality Audits on Test deliverables
- Ability to lead onsite / offshore testing teams.
- Experience of client facing roles.
- Training new test team members and getting them productive quickly
- Possess excellent Managerial, Communication and Analytical skills

- **As Test Lead (TCS – Butterfly Migration Project Hutch to VHA)**

Vodafone Hutchison Australia is a joint venture between Hutchison Telecommunications (Australia) and the Vodafone Group (which is based in the UK). The Brand & Customer Migration is a multi-phase strategy that results in VHA offering customers on the 3 brand the opportunity to upgrade on the Vodafone brand. Butterfly is a key enabler to support this phase of VHA's strategy for Customer Migration from the 3 brand to the Vodafone brand

- Analyzed requirements and provided WBS estimation for requirements
- Involved in creation of work packages, Detailed Test Plan& Estimations
- Involved in better understanding of the requirements and responsible for deriving the environmental and data needs across platforms
- Escalations of risks, issues and factoring mitigation actions to reduce impact on planned deliverables
- Status Reporting

- **As UAT Test Coordinator : (Singapore – TCS – Nokia)**

Retail Net provides end-to-end business process for Nokia's Field Force Management and Retail Net initiatives as per the industry standard.

Field Force Management (FFM) is the management of Field Force Representatives, who gather information from Point of Sales (POS retailers).

Retail Promotional Planning (RPP) process is to support getting the right product, in the right store, at the right time, as well as promoting it in-store.

- Ensured the **readiness of the UAT Test Environment**
- **Trained the UAT team** on the application and the defect reporting
- **UAT Communication Kit** (including the UAT Test cases, Schedule, Test Data & login details) been distributed to the UAT test team before the Acceptance started
- Tracked defects reported by the UAT team & assigned to the appropriate team for the defect fixes
- Organized the status meetings and adhered rigorously to the meetings scheduled date and time
- Status Reports (Daily, Weekly) shared with all key stake holders
- Ensured test completion of the releases by obtaining timely Sign-off from designated stakeholders
- Responsible for preparation of UAT completion report and overall test completion report

- **As Automation Test Analyst (HCL – SAGE ABRA HRMS)**

ABRA SUITE, the leading HRMS solution, is designed for completeness and ease of use.

ABRA HR is a powerful solution for managing critical employee information

- Involved in the **Enhancement of Automation Framework**
- **Executed scripts** using **QTP** to ensure the compatibility of application in various environments (SQL, VFP) and on multi browser testing
- Tested various functionalities in modes (US and Canada) of HRMS 8.1

- **As Defect Manager (HCL - SAGE ABRA HRMS)**

- Organized DP Meetings and discussed on the root cause of the defects
- Involved in leading defect prevention efforts, facilitating meetings communication among team and management, and consolidating the defect prevention measures/guidelines
- Established the Defect Classification Parameters like Severity, Priority etc
- Coordinated with various team to ensure to resolve defects on time
- Engaged stakeholders to provide the required level of participation in resolving a defect & to fix timelines to avoid any slippage of baseline schedules

- **As Test Analyst (HCL - EMC Documentum – Localization testing)**

Documentum Localization Testing QA (L10N) is involved in testing several EMC Documentum Products, in Asian & European Languages. Localization Testing is mainly involved in UI verification in the European languages (French and Spanish)

- Involved in Localization testing (Spanish/French) of the Documentum client and Web based products
- Setting up the environment, which includes Installation/Configuration of Client / Server / App Server
- Identifying Test Scenarios, breaking them into granular test cases
- Test Execution and Defect Logging

Documentum client and web based products tested

- DTC – Documentum Desktop Client
- DAC – Documentum Application Connector
- BPM – Business Process Manager
- Web Publisher, WebTop

Career Profile

- **Tata Consultancy Services Ltd - Dec 2006 – June 2017**
 - Scrum Master / Test Manager / Test Lead
- **HCL Technologies Ltd - Nov 2004 – Nov 2006**
 - Test Lead / Defect Manager / Test Analyst

Education

- Bachelor of Engineering - Computer Science (2004) – **82%**
- HSC – Velammal Matriculation HSC (2000) – **91%**
- SSLC – Velammal Matriculation HSC (1998) – **89%**

Certifications

- Scrum Master Accredited Certification (SMAC) - 2015
- ISTQB BCS Certified Tester Foundation Level - 2012
- OCP Certification (1st Level – Introduction to SQL) - 2007

Awards & Recognitions

- On The Spot Award for Best Project Management in TCS
- Best Team Award for the best team in TCS
- Service and Commitment Award