WORK EXPERIENCE

TNQ Tech Pvt Ltd, Chennai, Tamil Nadu

End-to-end publishing services, from approved manuscripts to print and online deliverables with 3500 employees

Business Analyst with Project Manager expertise *08/03/2020 – 29/10/2024*

Key Responsibilities:

Project Management:

- Managed multiple teams (Workflow, PDF, Graphics, and Invoice), ensuring timely delivery of high-priority projects with quality outcomes.
- Oversaw project planning, resource allocation, and task prioritization to meet deadlines and deliverables.
- Resolved project bottlenecks by analyzing issues, collaborating with stakeholders, and implementing effective solutions.
- Adapted to changing project requirements while ensuring progress and stakeholder satisfaction.
- Conducted regular project updates with stakeholders, ensuring transparent communication on milestones, risks, and deliverables

Team Leadership:

- Led cross-functional teams of up to 14 members, fostering motivation and alignment with project goals.
- Facilitated Agile ceremonies, including sprint planning, reviews, and retrospectives, to improve team collaboration and productivity.
- Coached and mentored team members on best practices, ensuring adherence to Agile and Scrum principles.

Stakeholder Management:

- Acted as the primary point of contact for stakeholders, ensuring alignment with business objectives and requirements.
- Collaborated with stakeholders to define project scope, goals, and deliverables, ensuring clear communication of project expectations.
- Managed stakeholder expectations by providing regular progress updates and addressing concerns promptly

Key Achievements:
- **User Satisfaction & Revenue Boost**: Launched features that significantly improved user engagement, satisfaction, and reduced licensing costs, contributing to increased revenue.
- **Efficient Backlog Management**: Streamlined backlog processes, reducing delivery times and ensuring team focus on high-value items.

- **Stakeholder Collaboration**: Established strong relationships with stakeholders, aligning product outcomes with both business goals and user needs.

Project-Specific Achievements:
- **AutoGraphPro**: Automated processes to reduce licensing, manual effort, and improve quality.
- **PDF/Workflow/Invoice Project**: Cut Adobe licensing costs and minimized errors with automation
- **Graphics Project**: Transitioned tools to servers, reducing license costs.
- **Accessibility Tagging**: Enhanced accessibility for visually impaired users by adding content organization.

Senior Software Test Engineer   *02/08/2014 – 31/07/2020*

- Developing test plans, test cases, and test scenarios based on project requirements and specifications.
- Performing manual testing of software applications to identify defects, bugs, and issues, and ensuring that the software meets quality standards.
- Creating and maintaining detailed documentation of test cases, test results, and defects found during testing.
- Collaborating with the automation team to identify opportunities for test automation and contributing to the creation of automated test scripts.
- Contributing to the overall testing strategy and approach for the software development project, including regression testing, integration testing, and user acceptance testing.
- Reporting and tracking defects using defect tracking tools, and working with development teams to ensure timely resolution of issues.
- Providing guidance and mentoring to junior test engineers, and potentially leading testing efforts on specific projects.

PREVIOUS EXPERIENCE

AIT Resource India Private Ltd, Anna Salai, Chennai, Tamil Nadu
Global providers of IT Staffing Services and Solutions provider to Fortune 100 enterprises

Software Test Engineer   *03/01/2013 – 31/07/2014*

- Prepare Test Cases based on Business Requirements and Technical Specifications
- Prepare Test data and Test execution including GUI Interface Testing, Unit, Module and System Testing for Quality of the software
- Regularly communicate with the Team Leader to improve the testing quality of the product.
- Tracking and Reporting the defect

Portfolio & Online Services

- Showcasing my product management offerings, Power BI dashboards, and certifications: LinkedIn Services Page

Career Goals
- To excel as a results-driven Project Manager by leading cross-functional teams to deliver high-impact projects aligned with business objectives. I aim to leverage my expertise in

Agile methodologies, stakeholder collaboration, and resource management to drive successful project outcomes. My focus is on balancing quality, timelines, and stakeholder satisfaction while fostering team productivity and innovation. I am committed to achieving operational excellence and contributing to organizational growth.