

Kanika Jain  
Scrum Master, QA Lead  
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## Personal Summary

Dynamic Professional (M.Tech in Software Engineering) who has worked in industries namely Finance, Banking, B2Bi, E-commerce, Digital and Consulting for 8 years with big names like Price Waterhouse Coopers (PwC), Sopra Steria and Essence Digital on roles like Scrum Master, Test lead, senior consultant.

She strongly believes that unless you add value to other's life your own value won't exponentially increase. Therefore, with her experience, skillset, knowledge and expertise she endeavors to work with an organization to help achieve them their milestones and bring forth a difference. Henceforth, grow professionally and personally along with the company.

## Work Experience

**Progressive Content, London**

**March**

**2019 to Present**

**Scrum Master**

**About Company**

Global Leader in B2B content i.e content marketing strategy for multi-platform integrated portfolios , magazines, websites, apps and events.

**Company's Competency:** [Content Marketing Technology](#)

**About Project :** [Content Cloud](#)

Latest content marketing technology enables firms all shapes and sizes to create, optimize and analyze content which they can never do before and allows them to understand what return on investment their content is genuinely getting for them.

**How do I add value?**

- **Existing challenge:** Stakeholder and senior management roadmap was to shift to agile. To bring a comfort zone/acceptance amongst the team with scrum processes and make a self-driven /self-motivated team to imbibe scrum processes as an effective way to deliver a product.
- **How did I add value:** I identified top priority issues within the team, performed root cause analysis and identified appropriate scrum process after discussion and agreement with senior management. With practical live experience of implementation and continuous knowledge sharing within the team I made the team see themselves the prevalent issues getting resolved. Thereby bringing acceptance within the team for scrum and motivating team to be self-driven. Appropriate visual analytics, reports and effective communication really helped people.

**Roles and Responsibilities:**

- Be vigilant to team's criticism and appreciation. Be aware of issues being faced by team members (what is going good/bad). Identify appropriate mechanism to deal with prevalent circumstances. Discuss solution based approach with senior management. Introduce and educate team of new

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process to overcome issues. Track how well is the team getting along with changes

- Making team self-motivated and self-starter to perform daily stand ups on their own and take ownership of actively participating in scrum ceremonies
- Working along product owner to ensure Product Backlog, Sprint backlog is ready for team to groom it.
- Driving Backlog grooming meetings along product owners.
- Driving sprint retrospectives. Identify action items (CAPA) from retrospective for next sprint, ensure team works on action items during the sprint and CAPA are discussed in next retrospective to ensure action items were accomplished.
- Preparing appropriate visual analytics to track continuous progress (burn downs, burn ups, product increment graph, Requirement traceability coverage etc). Creating transparency using information radiators
- Continuous Coaching of scrum principles, values, manifesto, methodologies
- Thrive towards building self organizing team
- Ensuring effective communication occurs between Development team, product owners and outside team
- Always remembering it's a servant leadership role in which main role of the leader is to serve.

**Extra-Curricular:** Impart meditation trainings, member of Book Club and participate in Yoga classes in offices. Soon planning to start Free Style Dancing classes post office hours for office people.

## **Essence, London** **QA lead, Scrum Master**

**May 2018 to January 2019**

**About Company:** Essence is a global digital-first agency. We help some of the world's most exciting brands earn relevant connections with their customers by blending objective media, data science and captivating experiences, 13 offices across world

**Company core competency:** Digital Marketing Agency , WPP Media Agency

**About Project:** Tesco Mobile (Digital , E-Commerce)

The project aimed at development of "Tesco mobile" Web and Mobile platforms for effective end user experience to add value to Tesco's brand value.

### **How did I Add value:**

- **Prevalent Challenges:** Stepped in the role during high attrition rate with in QA Team. The test deliverable was not completely tested with industry standards with right amount of testing at right places. Defect debt was building up. Lack of skill set and competency to delivery agile ways was breaching client and stake holder requirement of doing things agile way. Different approaches, suggestions and continuous changes to agile processes by different management people had added to complexity quotient in the project.

**How did I add value:** I adapted myself to be servant leader right from the beginning and approached team members and existing management 1-1 to

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understand underlying issues. Catering to the reasons for high attrition rate I built QA team and QA processes and implemented any process only after presentation and approval of team to follow it with open mindset to adapt and change every sprint where needed. Ensured to be a gate keeper for any test delivery that went out of the door. Identified those scrum processes which were right fit for current situation and with continuous coaching gradually imbibed in the team and ensured that team saw the real time benefits of adhering to those processes. Engaged client at right places appropriately with frequent Show and Tell, reviewed client's customer surveys to understand which feature, platform, use case is being widely used or had maximum issues with to ensure that Testing was emphasized at right places which gradually brought down the defect rate and raised client's confidence in the project

### **Roles and Responsibilities**

- Manage End-to-End Test Delivery cycle with close involvement at every testing phase while directly reporting to Programme manager. Liaise with managers to manage expectations for each testing phase. Agree quality/scope, entry & exit criteria and corrective action. (work as a test architect)
- Strategically manage resources across different ongoing projects (manual and automation) to ensure quality delivery within stipulated time frame.
- Utilize strong client management skills to handle client's expectations, project discussions, escalations and understanding gaps to build client's confidence and to ensure seamless project delivery.
- Organize and lead Scrum Ceremonies like Sprint planning, sprint estimation, backlog grooming, retrospectives, iteration reviews and defect triage meetings.
- Regularly track sprint progress with sprint burn downs/burn ups, velocity charts, feature coverage etc
- Liaise with Product Owners/ BAs/ Client during requirement elicitation and write BDD driven user stories and requirement traceability matrix.
- Lead test plan reviews, documentation walk through and inspections.
- Take a leading role in definition of strategies to ensure the most effective and efficient testing is executed i.e use of specialized testing tools and techniques if appropriate.
- Create test strategies, manage defects, perform capacity planning and act as a gatekeeper for release sign off.
- Manage release during different test phases like smoke test , regression test, system integration test, end to end test and exploratory test (manual and automation project).
- Manage User Acceptance Testing. Plan and track UAT testing, prioritize defects and collaborate with business users to ensure testing is completed within agreed scope to attain final signoff.
- Ensure end of test phase report are completed and available so that informed decisions can be made in the application implementation decision making process.

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- Mentor and empower team members. Conduct trainings, workshops and discussions on technical and non-technical subjects.
- Identify improvement arenas and overcome them by implementing right methodology from scrum framework.
- Closely interacting with the team on daily aspects to be involved at grass root level with the team. Also, perform Manual and Automations tests which includes cross browser tests, cross device (IOS/Android, Desktop) tests, REST Api Tests and back end tests (CMS i.e word press).
- Identify impediments during the sprint progress and take appropriate corrective actions to ensure seamless working for the team

**Telrock, London**  
**April 2018**

**November 2017 to**

**QA Lead, Scrum Master**

**Company core competency:**

Saas, Digital , Finance

**About Project :**

Smart Collect and Smart Service

Smart Collect” is cloud based self-service collection portal & digital messaging solution for digital collections and recoveries, income and expenditure assessment, payment plans with customer self-service portal.

“Smart Service” is a cloud based digital communication platform that improves customer relationships.

### **Roles and Responsibilities**

- Set up QA practice from scratch:- built team, induced best industry standards and agile methodologies, inculcated coordination between Developers-QAs-Business ,licensed QA software and set up knowledge transfers to ramp up team.
- Shoulder responsibility of scrum master. Organize ceremonies like Scrum of Scrum, stand ups, sprint planning, iteration reviews, backlog grooming, retrospectives and defect triage meetings in co-ordination with Product Owner and other Stake Holders.
- Support transition from Waterfall to Agile model.
- Discuss with development managers and delivery managers the current gaps in successful deliveries and suggest right methodology/ process to bridge that gap. Set up presentations for committee on suggested process and inculcate it in team dynamics once approved.
- Manage manual and automation projects simultaneously.
- Lead the team to set up Automation framework from scratch for web application: -
- Feasibility analysis and study to identify right development model to use, which initial test cases to automate, right technology and software to use.
- Perform POC.
- Liaising with developers to build up code base along with team.
- Setting up end to end integration automation framework i.e integrating JIRA, Confluence, Jenkins, Test Management Tool, Automation framework together
- Prepare Test strategy documents, Process documents, and Test report dashboards.

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- Diligently work along with the team. Prepare test plans, perform testing (tested micro services, mobile application in IOS and android), report and test defects.
- Daily reporting to stake holders and involved personnel.

## **Price Waterhouse Cooper (PwC), India 2017 to August 2017**

**May**

### **Senior Consultant**

**Company core competency:**

Technology Consulting

**About Project**

PwC GST Compliance Solution called ASP

(Application Service Provider)

GST Law in INDIA stated that “Effective 1 July, 2017, GST will entail electronic filling of multiple monthly state-wise returns, transaction-level data upload, numerous reconciliations (revenue/vendor) and complex tax computation”. To fulfill this legal requirement, PwC launched a customized software solution called Application Service Provider (ASP).

The software helps automate month-end tax compliances and reporting for companies with options for interfacing with multiple ERPs (like SAP , Oracle) environments.

**Roles and Responsibilities:**

- Manage client account single handedly right from client onboarding to test delivery.
- Gather client requirement and understand client’s technical architecture. Accordingly, devise right technical solution for deployment of software and participate in Client Onboarding Meeting which involved Presentation to client about the product, roadmap to product deployment and environment readiness, pre-requisites and timeframe.
- On Premise Deployment of software (at client location). Performing Install/Un-install testing.
- Setup SaaS Solution for client , performing initial tests to ensure service is ready for functional /non functional tests.
- With SaaS, there is extra layer for QA to focus: the need to consider user and platform experience as a whole, , capturing and using customer analytics to understand version supportability, identifying most used features and accordingly prioritizing tests.
- Preparing and executing rigorous regression tests. \*\* With Government deadline of 1 July 2017 to set Live GST software managed multiple parallel deployment followed by regression tests and non functional tests to ensure software readiness in time. Handled multi tasking in on-premise and remote working model simultaneously PAN India to meet legal deadline. I was rewarded for this.
- Team’s Face to the client. Managed client interactions, expectations, escalations and reporting from the stage of project inception to delivery.
- Performing UAT Testing (alpha, beta testing).

**Note:** I have been trained on Adobe AEM for which I had been involved during my tenure at PwC

**Accolades**

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- Lead the Test activities for the ASP Product for clients like Samsung, IDP Education, Federal Mogul and Power Grid and I was highly appreciated for simultaneous successful multiple project handling PAN India and efficient customer engagement
- Appreciation from Stakeholders and Partner for assisting colleague across different clients PAN India via knowledge sharing.

### **Tools/ Software/Applications used during tenure 2017 to 'Present'**

<b>Application Management</b>	JIRA, Trello, Google-Suite, Microsoft Suite, Confluence, Box, Google Analytics, InVision , AWS, Draw.io , Lucidchart
<b>Test Management Tools</b>	QTest , JIRA, Zephyr, X-Ray
<b>Content Management System</b>	WordPress, AEM
<b>Test Tools and software</b>	TestNG, GIT, Browser stack, Tortoise SVN, Jenkins (CI) , Maven, Postman, Eclipse, JMX to test micro services, Cucumber, SOAP UI, RabbitMQ , Neoload , Appium
<b>Programming Language</b>	Java, Selenium, Gherkin, Javascript
<b>Model</b>	BDD,,TDD, AGILE, SCRUM, Kanban, STLC
<b>Database</b>	Oracle, MySQL, MongoDB

**Jabong.com , India  
2016**

**June 2016 to November**

**Senior Software Tester**

**Company core competency**

**E-Commerce**

**About Project:**

**Customer Order Management and**

**Promotions**

Jabong.com is India's one of the leading fashion and lifestyle e-commerce portal funded by GFG. "Customer Order Management" project took care of "Orders" section of the portal (front end and back end). Functional aspects involve order management for each client (received, processed, returned, exchanged, completed) along with order status reporting and tracking. Promotions project involves testing of Jabong discount vouchers, Bundles, Coupons and Sale Season.

For successful customer experience, portal had highly technical complex architecture involving ActiveMQ Queues, RabbitMQ, REST APIs along with heavy code base. Testing Activities included front end, back end and mobile application testing.

**Roles and Responsibilities: -**



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- Owned the test project single handedly. The project was SCRUM Driven
- Prepared Test plans, Test Strategy Documents, Test Cases, Test Execution and Defect Reports.
- Performed manual API Tests using postman
- Manually tested Android and IOS App for different devices and versions.
- Manually tested Jabong web site. Performed cross browser testing.
- Co-ordinated with developers on defects, fixes and automation framework development.
- Executed automation test suite for regression tests.
- Worked with Product owners, Scrum Masters on different Agile Ceremonies.
- Worked with Support and Delivery associates to understand Client's Requirements, Issues which end user faces to test the product from that perspective too.
- Planning release of tested software on Jabong Live site.
- Preparing release notes and planning release schedules on Production + UAT with Delivery and Product Team.
- Liaising with Dev-ops for creation and deployment of unanimous build for testing on QA, UAT and Production.
- Performing Go-Live testing on Jabong web site using Test Users post Go-live.
- Amongst the pool of senior testers for stand-by during Jabong's Sale period/Peak hours to ensure seamless operations on web site.

### **Accolades**

For proactive assistance during Jabong Mega Diwali Sale by providing 24\*7 availability to ensure seamless customer experience during rush sale hours.

### **Sopra Steria Group, India 2016**

**2011 to**

#### **Senior Software Tester**

**Company core competency:** Middleware, B2Bi, Product development, Banking, Financial Sector, Consulting, Services

**About Project:** AXWAY (XIB, B2B, Integrator, Financial Exchange, Transfer CFT, Composer)

Financial Sector products (Banks, Financial Institutions and Corporates) for European Market complying to Industry standards namely EBICS, Electronic Signing, Single Sign-On model, Encryption/Decryption mechanisms, PKCS12 Certificates, financial formats like CFONB, SEPA.

**This Project involved:** - Functional Testing (Front end, back end) and Non Functional Testing like System Testing, Security Testing. Testing product from Security perspective to ensure no data breaches, malware attacks, signature forgery and certificates are supported by products as products are deployed in sensitive financial sector carrying secure financial exchanges.

#### **Roles and Responsibilities**

- Prepare test plan documents, review test plan documents with product owner and push test cases into HP QC.
- Expert at designing and executing tests based on different test approaches i.e Risk based testing, functional testing, Ad-Hoc testing, Exploratory Testing, Regression Testing, Integration testing, End to End testing.

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- Log defects in defect management tool, re-test defect and participate in defect triage meetings.
- Perform RLTP (Release level test planning) and RLTE (release level test execution) for each test project to be delivered
- Ensure Test Management tool is ready for team to kick start release test execution across different platforms i.e to ensure test plans, test labs are ready to be executed on application under test.
- Send daily test execution report to test manager.
- Independently lead an automation project to automate from scratch alongside performing relevant manual test activities.
- Lead a team of 2 people
- Identify Smoke test cases to be automated at level 1 followed by level 2 test cases.
- Developed a plan/roadmap for the automation project starting from requirement gathering to delivery of first milestone (automated smoke tests)
- Identified Test Strategy and software to use for automation. (The project was developed in Data Driven Framework in Java.)
- Integrated the test framework with Jenkins for auto deployment for the build and automated triggering of test execution.
- Integrated test framework with Quality Centre for automatically updating test case with its execution status and finally sending test execution reports
- Participate in Agile Ceremonies like Backlog Grooming, Sprint Backlog, Daily stand ups, sprint planning, sprint estimation meeting, iteration reviews and retrospectives.
- Perform product testing in stand-alone and cluster mode (high availability) on different operating systems like Linux-64 bit, AIX-64 bit etc.
- Working in collaboration with geographically distributed counterpart team. (India-Europe-United Kingdom). **Official Travel Exposure:** Travel to France for official visits
- Member of Trainers club to provide technical and non technical training.

#### **Tools/ Software/Applications used during tenure 2011 to 2017**

Test Management Tool:	HP Quality Centre (HP QC) , Test complete
Application Management:	JIRA, Version One, Jive
CRM Tools:-	Vantive, PeopleSoft
Database:	MySQL, Oracle (stand alone and cluster)
Operating Systems:	Unix/Linux flavors, Windows flavors , Mac
Browsers	Internet Explorer, Firefox, Chrome
Terminal Tools	Putty, WinScp, FileZilla.
Programming Language:	Java, Selenium, XML
Bug Tracking Tool:	Bugzilla, Mantis
Methodologies:	SDLC, STLC, Agile, Kanban, Scrum
Automation:	Jenkins, Tortoise SVN , Maven, TestNG
Mobile Testing	IOS, Android
JMS Brokers:	ActiveMQ, RabbitMQ, JMS

#### **Accolades:**

For imparting effective Self Driven Trainings to colleague in/out of the team.



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Client Appreciation (Smart Alliance) for efficient delivery within stipulated time and excellent customer engagement

### **Certifications**

Certified Scrum Master (CSM)                      2. Sun Certified Java Programmer (SCJP)  
ISTQB    4. Scrum Fundamental Certified

### **Academic Qualification**

Masters in Technology (Software Systems)                      BITS , Pilani ,India (2012-2014)  
Bachelors in Technology (Computer Science Engineering) MDU,india (2007-2011)