

## SAMEER MUKUND DESAI

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### BUSINESS DOMAIN EXPERIENCE IN IT:

13.2 years of Experience in US Mortgage, Healthcare, Websites, E-Governance, M-Governance, Mobile Apps, M-Commerce and IoT verticals across all the phases of SDLC.

### ACHIEVEMENTS:

- Played **SQA-Lead, Internal Auditor, Facilitator and member of SEPG** roles in successful implementation of **CMMI Level 3** and appraisal process for 3 years.
- Played **Management Representative** role for successful implementation of **ISO9001** and attended audits for 7 years.
- ITShastra successfully completed the project contract hence maintained the major revenue share in US dollars with Land America Lending Services because of excellent process implementation and quality deliveries. As a QA Lead, catalyst role had been played by me.
- Played pivotal role as **CISO** in getting the company **ISO27001** certified for 6 years. *Please refer Appreciations section at the end.*
- Lead and successfully cleared Vendor Security Audits of **US based client** for continuation of the business contract for 5 years.
- Project Manager of award winning and appreciated mobile apps by PMO, India for Simhasth Mahakumbh Mela, Ujjain in 2016. *Please refer Appreciations section at the end.*
- Project Manager of 6 mobiles apps out of which ICDS mobile app was appreciated by District Collector because of it's complex requirement.
- **Employee of The Month** for the testing of complex functionality named Call Campaign of BackInTheBlack product in ITShastra.
- Article published - <https://www.pnnews.com/2011/07/22/techniques-to-improve-rapid-application-testing/>

### SUMMARY:

- Worked as **QA-Head** for 5 years with in-depth knowledge of complete SDLC phases including production support.
- 6 years in Quality Control/ Testing team at different positions handling Defect Management, Estimation, Change Management, Creating Metrics, training, test management and project management for **US based projects** mainly in Mortgage domain.
- Knowledge of **US Mortgage** domain. Worked on the products which offers Loss Mitigation plans to the defaulted homeowners, doing Short Sales, Foreclosure and Bankruptcies.
- Actively played bottom to top **roles in QA Department** for quality deliveries of assignments for reputed **US clients** such as MSTDC Inc. (later taken over by LandAmerica Lender services) HOPE Loan Portal, Brillion Valuations (now renamed as Omnia Real Estate Services), Radian Group Inc, Prommis Solutions, Short Sale Services, Franklin Credit

Systems and IndiSoft LLC.

- Responsible for defining **QA Metrics**, Procedure and Processes, Setting up **QA Goals**, Conducting audits & **MRMs**, Facilitate Project Teams.
- Acted as Business Analyst for the products of US based client, E-Governance and M-Governance projects in India.
- Conduct **Measurement & Analysis** and plan for the Quality Improvements
- Lead Quality Control and Quality Assurance part of a CM Relief **web site for Chief Minister of Government** of Rajasthan
- Expertise in **GIGW, WCAG, UAAG compliance** testing
- Lead an **M-Governance** project "Anupam" for administration of inspections done by the government departments – PWD, Irrigation, Rural Water Supply, Integrated Child Development Scheme (Anganwadi), Health and Education – of Nandurbar district.
- **"Ombudsman"** – mobile based application for online complaint submission and tracking for Ministry of Interior, Bahrain.
- Lead an **M-Commerce** project.
- Expertise in **Quality Control** (Process Documentation, Integration Testing, System Testing, Regression Testing, Functional Testing & UAT, Smoke testing, Sanity Testing, GUI testing, Automation and Performance testing).
- Expertise in Configuration/Change Management tools **VSS, Collabnet SVN**
- Expertise in managing the testing team of 25+ members, resource allocation, weekly review of testing status report, escalation of issue to the senior management, estimation, inter group co-ordination between various departments, enforcing adherence to the company standards and procedures, change management control, restore and backup, review of artifacts, Manage schedules and deadlines, setting goals and objective, appraisals feedback, QC clearance, delivery.
- Experience in Requirement analysis, design, creation of Test Plan & Test Cases and test data, Attending Test Plan review meeting with client's Business Analyst and PM, Scenarios, defining the Test Strategies, Defect management, RTM, Documentation, Maintenance, Application support, Project management, Implementation, Risk management, Monitoring.
- Expertise in Automation and Performance test strategy designing.
- Expertise in defect tracking tool like **Mantis**, Knowledge of Automation testing tool **Test Complete**, Work experience with V-model, Spiral, Water Fall and Agile Methodology
- Updating the project status to client, senior management and all stakeholders on daily/weekly basis.
- Have working knowledge of Visual Basic 6.0, Knowledge in database like Oracle 10g, MS-SQL 2008, Knowledge in languages like C, C++, Data Structure using STL expertise in MS-Office(excel, word, PowerPoint etc.)
- Good in interpersonal skills, communication skills, Ability to work under pressure & ability to meet tight deadline with quality work.
- Responsible for project proposal preparation, attending pre-bid meetings, giving demos to the client.
- Vendor searching/ assessment, Co-ordination with the vendors for security testing of the applications.

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#### TECHNICAL SUMMARY:

- Languages : C, C++, Visual Basic 6.0
- Operating Systems: Windows XP/Vista/NT/2000/2007/2008, MS-DOS.
- Tools Utilized : Visual Source Safe, SVN, Collabnet SVN, Mantis, Test Complete, JMeter, Neo Load, Load Storm, Load Impact, github, MS-Office suit
- Databases : Oracle 10g, MySQL ,SQL 2008, Access

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#### EDUCATIONAL SUMMARY:

- Master of Computer Science M.Sc (Computer Science) - Jun 1999 - NMU, Jalgaon, Maharashtra
- Bachelor of Science – Computer Science (B.Sc.) – Jun 1997 - NMU, Jalgaon, Maharashtra
- Higher Secondary Certificate – June 1994 - Nasik Board
- Senior Secondary Certificate – Mar 1992 - Nasik Board

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**TOTAL PROFESSIONAL EXPERIENCE IN IT:**
**[13.2 yrs.]**
**Vasundhara IT Pvt. Ltd.**  
**[JAN 2017 – JUL 2018]**
**[1.7 yrs]**
**Domain – IoT and E-Governance**

Worked as Head of Operations with following responsibilities –

- Promoting Cloud and IoT based products developed for Government departments.
- Identifying and implementing new concepts in the designated domains.
- Preparing Technical Proposals for e-Governance tenders.
- Attending Pre-Bids.
- Prepare presentations.
- Visualize Business User's Requirement and prepare screen mock ups, work flows.
- Designed an algorithm for estimating the PWD works' which was successfully implemented by development team. The estimation process is very complicated since requires lots of parameters with interdependencies in them.
- Contribute in devising company strategy.
- Project Management.
- Facing TLC audits.

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**ITShastra (India) Pvt. Ltd.**  
**[MAY 2005 – DEC 2016]**
**[11.7 yrs]**
**Domain - US Mortgage**
**Employer/Client - IndiSoft LLC, United States of America**
**PROJECTS UNDERTAKEN:**

<b>Project</b>	Brillion Valuation Portal
<b>Role</b>	Project Manager
<b>Environment</b>	Windows XP, Windows 7.0-8.0, IE 8 onwards, Firefox, Google Chrome
<b>Technology</b>	C#.NET, ASP.NET, Web Service & using MS SQL SERVER2008 as back-end, Google Map
<b>Project handled Duration</b>	May 2013 – May 2014
<b>Project Summary</b>	This application is a convergence of Bank, Valuation Manager and Real estate agents to get different types of property valuations. Mobile application interface for agents and valuation managers is also there.
<b>Responsibilities</b>	Client Management, Allocation of tasks to resources, Team handling, Understanding the functional requirements, Prepare mock-ups of the requirement, Review and Analysis of test results, test report and defect log, Interacting with the development team on various forums to discuss the status of the project, clarify any queries regarding the functionality

etc, doing the internal project audit, Creation of Test Plan, Test execution, document, templates, version control, naming convention, making sure that project has executed according to organization standard and procedure, doing project estimation & planning, defect management, Scheduler execution and error handling, Review of script and version maintenance, Taking interviews and reporting. Providing support to the client.

<b>Project</b>	HOPE Loan Portal
<b>Role</b>	Project Manager (QA)
<b>Environment</b>	Windows XP, Windows 7.0-8.0, IE 8 onwards, Firefox, Google Chrome
<b>Technology</b>	C#.NET, ASP.NET, Web Service & using MS SQL SERVER2008 as back-end.
<b>Project handled Duration</b>	Sept 2009 – Jul 2012
<b>Project Summary</b>	HOPE LoanPort helps homeowners get a faster answer, via a housing counselor, on whether or not they qualify for a modification loan. This is a platform established by corporate and government initiative in US to effectively deal with 2008 subprime crisis and help homeowners to serve better and faster for mortgage loan support program launched by the government.
<b>Responsibilities</b>	Understanding the functional requirements, preparing SRS, Setup quality goals, Allocation of tasks to resources, Team handling, Analysis of functional specification and Technical specifications, Review and Analysis of test results, test report and defect log, Interacting with the development team on various forums to discuss the status of the project, clarify any queries regarding the functionality, doing the internal project audit, Creation of Test Plan, Test execution, document, templates, version control, naming convention, making sure that project has executed according to organization standard and procedure, doing project estimation & planning, defect management, Scheduler execution and error handling, Review of script and version maintenance, Ensure on time deliveries.
<b>Project</b>	<b>Maryland State Portal</b>
<b>Role</b>	Project Manager (QA)
<b>Environment</b>	Windows XP, Windows 7.0-8.0, IE 8 onwards, Firefox, Google Chrome
<b>Technology</b>	C#.NET, ASP.NET built & using MS SQL SERVER as back-end.
<b>Project Handled Duration</b>	2011 – 2012 ( and now in support phase as and when needed )
<b>Project Summary</b>	The portal helps homeowners of the states to get a faster approach to their servicers/ banks/ financial institutions directly or via authorized housing counseling agencies to apply for the loan modification request.

<b>Responsibility</b>	Setup quality goals, Allocation of tasks to resources, Team handling, Understanding the functional requirements, Analysis of functional specification and Technical specifications, Review and Analysis of test results, test report and defect log, Interacting with the development team on various forums to discuss the status of the project, clarify any queries regarding the functionality, doing the internal project audit, Creation of Test Plan, Test execution, process documentation, version control, naming convention, making sure that project has executed according to organization standard and procedure, doing project estimation & planning, defect management, Review of script, Ensure on time deliveries. Post production support to the client.
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<b>Title</b>	<b>RxOffice Premium Portal</b>
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<b>Role</b>	Project Manager (QA)
<b>Environment</b>	Windows XP, Windows 7.0-8.0, IE 8 onwards, Firefox, Google Chrome

<b>Technology</b>	C#.NET, ASP.NET built & using MS SQL SERVER 2008 as back-end.
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<b>Project Handled Duration</b>	2010 – 2014
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<b>Project Summary</b>	It's a product helpful for counseling agencies for comprehensive case management options and recently enhanced document management suite. RxOffice Premium Counselor portal has helped homeowners communicate more efficiently with their mortgage servicers. The portal is integrated with HOPE Loan Portal through which homeowners' loan modification requests submitted to servicers.
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<b>Responsibility</b>	Define roadmap, priorities the requirements, prepare SRS, work flow definitions, adapting counseling agency specific requirements, deciding value added features, Setup quality goals, Allocation of tasks to resources, Team handling, Understanding the functional requirements, Analysis of functional specification and Technical specifications, Review and Analysis of test results, test report and defect log, Interacting with the development team on various forums to discuss the status of the project, clarify any queries regarding the functionality, doing the internal project audit, Creation of Test Plan, Test execution, process documentation, making sure that project has executed according to organization standard and procedure, doing project estimation & planning, defect management, Review of script, Ensure on time deliveries. Post production support to the client.
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### **Employer/Client – MSTD Inc. and Land America, United States of America**

#### **PROJECTS UNDERTAKEN:**

<b>Title</b>	<b>BackInTheBack</b>
<b>Role</b>	QA Team Member / QA Team Lead
<b>Environment</b>	Windows XP, IE 6, Firefox

<b>Technology</b>	VB 6.0, Web Classes, Web Service, Oracle 10g
<b>Project Handled Duration</b>	2005 - 2009
<b>Project Summary</b>	<p>BackInTheBlack application serves to the lenders in US Mortgage industry to mitigate their loss and keep track on their loan status effectively. Primary focus is on accepting the promises from the borrower, conducting interviews of the borrower and offer the loss mitigation plans – Repayment Plan, Special Forbearance, Mortgage Modification and Pre-Foreclosure Sale. Tracking, work allocation functionalities to the users of the application.</p> <p>Effectively managed the system testing activities of major modules of the applications like – Call Campaign, Reports, Work Allotment, Work Flow Management, Special Forbearance, Repayment Plan, Tracking.</p> <p>Effectively managed the system testing activities of the enhancements of the applications like – Property Valuation, 01C/01D file processing for Promises received from Avaya/Varolli, Outbound Report Extract File Generations for day to day activities in the system, business rule execution engine, promises received from 2040/2041 extract files from MSP, Manual Loan Boarding.</p> <p>Played active role in system testing and testing management for the implementation of Property Inspection &amp; Preservation interface, Valuation BPO/AVM interface, Lexis-Nexis Banko interface, VSI and other major enhancements in the application for <b>JPMorgan Chase</b>.</p> <p>In all, handled more than 150+ assignments of this application.</p>
<b>Responsibility</b>	<p>Attend client calls, Test Plan review meetings with client's QA Manager, Business Analysts and Project Lead. Requirement understanding, Requirement Analysis, User Interface Testing, System Testing, Functional Testing, Regression Testing, Defect Tracking, Test Planning and Test Strategy designing, Tasks allocation to team, Conduct Reviews of Test Scripts, Root Cause Analysis of the Defects, Attend Status Meeting with Client, Preparation of Test Cases and Results, Support production releases, Post production support to the client. Handled more than 150+ testing assignments with varied complexities on this project. Post production support to the client.</p>

### **Employer/Client – Franklin Credit System Litigation Log**

#### **PROJECT UNDERTAKEN:**

<b>Title</b>	<b>Franklin Credit System Litigation Log</b>
<b>Role</b>	QA Team Lead
<b>Environment</b>	Windows XP, IE 6, Firefox, Safari
<b>Technology</b>	PHP, My Sql
<b>Project Handled Duration</b>	2008 - 2009
<b>Project Summary</b>	Litigation Log application is a case management tool with case creation, maintaining the current status, history and report generation facilities.

Involved in QA activities of the product.

**Responsibility** Requirement understanding, Requirement Analysis, User Interface Testing, System Testing, Functional Testing, Regression Testing, Defect Tracking, Test Planning and Test Strategy designing, Tasks allocation to team, Conduct Reviews of Test Scripts, Root Cause Analysis of the Defects, Attend Status Meeting with Client, Preparation of Test Results, Support production releases, Post production support to the client.

### Domain - M-Commerce

Project Management for mobile application development of Homepunch (an online shopping portal for home products) for iOS, Android and Windows operating systems.

### Domain - M-Governance

#### Employer/Client – District Collector, Nandurbar, Maharashtra State

#### PROJECTS UNDERTAKEN:

<b>Project</b>	Anupam
<b>Role</b>	Project Manager
<b>Environment</b>	Android mobile/ tabs, Internet Explorer 8 and onwards, Firefox 30.0 and above, Android OS v3.0 onwards
<b>Technology and Tools</b>	C#, .NET Framework 4.0, Visual Studio 2013, SQL Server 2012, JSON, HTML5, CSS3, C3D3 reporting component, Android SDK 22 Level
<b>Project handled Duration</b>	Apr 2015 – Feb 2016
<b>Project Summary</b>	An M-Governance Project for the on-site inspections of the tasks running under PWD, Irrigation, Rural Water Supply, Education, Anganwadi & Health departments. The inspectors of respective departments physically visits the sites, submit inspection data through mobile. The administrator officers can monitor the data and generate different types of MIS reports from the web application.
<b>Responsibilities</b>	Requirement Gathering/ Analysis, database design, coordinating mobile, web, design and testing teams, demonstrating the application to the client, project planning, CMMI process compliance, Creating screen mock-ups / MIS report formats, conducting code reviews, test plan and test script reviews. Defect Monitoring, Project Status Tracking.

#### Employer/Client – Ministry of Interior, Kingdom of Bahrain

<b>Project</b>	Ombudsman
<b>Role</b>	Project Manager
<b>Environment</b>	Android mobile/ tabs, iPhone, iOS
<b>Technology and</b>	Android SDK 22 Level, Java, Rest API, SMS Gateway, XCODE, MS-SQL



<b>Tools</b>	Server 2008
<b>Project handled Duration</b>	May 2015 – Nov 2016
<b>Project Summary</b>	With this application, any countrymen / visitor can register and log a complaint against an inappropriate incident happened with him/ her in the country. User can also log it on behalf of someone and specify a valid mobile number of Bahrain for further investigation. User can also upload photos as an evidence of the incident happened and add defendant's details.
<b>Responsibilities</b>	Requirement Gathering/ Analysis, handling client meetings, database design, coordinating mobile, web, design and testing teams, demonstrating the application to the client, project planning, CMMI process compliance, conducting code reviews, test plan and test script reviews. Defect monitoring, Project Status Tracking.

#### **Employer/Client – Mela Officer (an IAS Officer), Mela Office, Ujjain, Madhya Pradesh**

<b>Project</b>	Mobile Application Development for Public Use and mobile and web app development for the use of Mela Office Employee Management deputed in the Mela Area
<b>Role</b>	Project Manager (Mobile Application)
<b>Environment</b>	Mobiles and Tablets of Android, iPhone and iPad, Windows mobiles
<b>Technology and Tools</b>	Android Studio, iOS, Windows, JSON APIs, Google Map APIs.
<b>Project handled Duration</b>	November 2015 – November 2016
<b>Project Summary</b>	2 mobile apps were in scope each to be developed in Android, iOS and Windows platforms. An app for Public Usage (named Simhasth Kumbh Ujjain 2016) was having information which was beneficial for public e.g – Parking Arrangement, Transportation Arrangement, Nearest Hotels/ Dharmashalas, Akharas and the programmes in the Akharas, Emergency Help etc. The other app named SARTHI (Simhasth Automated Resource Tracking and HRMS Integration) was developed to track employees deputed in the Mela area with the help of geo fencing, track their attendance, quick calling and text facility to their teammates and superiors, to get statistical updates in graphical forms for quick decision making etc.
<b>Responsibilities</b>	Requirement Gathering/ Analysis, Preparing SRS, coordinating mobile, web, design and testing teams, demonstrating the application to the client, project planning, Creating client's account on respective play stores, CMMI process compliance, Creating screen mock-ups / MIS report formats, Demonstrate mock ups to the clients, conducting code reviews, test plan and test script reviews. Defect Monitoring, Project Status Tracking, get apps released on respective Stores for users ' download, handing over source code and deliverables to the client, Change Request management, Co-ordination with on site team members, prepare



presentations for Mela Officer to demonstrate the applications to press conference, Mela Work Assessment Committee.

## Domain- E-Governance

**Employer/Client – Department of Information Technology and Communication, Rajasthan**

### PROJECT UNDERTAKEN:

<b>Project</b>	Website of CM Relief Fund, State Government of Rajasthan
<b>Role</b>	Project Manager(QA)
<b>Environment</b>	Compatible on top 4 browsers, mobile / tab / iPad compatible
<b>Technology and Tools</b>	Drupal 7, HTML5, CSS3 and JQuery. W3C Validator ( <a href="http://validator.w3.org/">http://validator.w3.org/</a> ) tool, <a href="http://www.brokenlinkcheck.com/">http://www.brokenlinkcheck.com/</a> to test broken links, <a href="http://wave.webaim.org/">http://wave.webaim.org/</a> for UAAG verification
<b>Project handled Duration</b>	Sep 2014 – Jun 2015
<b>Project Summary</b>	This application is a convergence of Bank, Valuation Manager and Real estate agents to get different types of property valuations.
<b>Responsibilities</b>	Faced interview of DIT team as a part of technical assessment of bidders to clear technical assessment round with highest marks among the participated bidders. Define and track quality goals of the project, managing testing team, defining test strategies, ensure CMMI compliance, defect tracking and prioritization, Review and Analysis of test results, test report, doing the internal project audit, Creation of Test Plan.

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### ADDITIONAL EXPERIENCE:

Worked as Lecturer in the Department of Computer Science at Jai Hind College, Dhule, Maharashtra, India from July 1999 for 5 years.

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### PERSONAL DETAILS:

**Date of Birth:** 18<sup>th</sup> Feb 1977

**Marital Status:** Married

**Address:** C-602, Sarvodaya Anand Co-Operative Housing Society, Opp. Shani Template, Sagaon, Manpada Rd, Dombivili (East). PIN – 421203

**Nationality:** Indian

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### APPRECIATIONS:

1. Appreciation Letter by ITShastra's then CEO on winning ISO27001 certification –

**From:** Prasad Nagool [<mailto:prasad.nagool@itshastra.com>]  
**Sent:** Monday, December 26, 2011 3:09 PM  
**To:** Sameer Desai  
**Cc:** Ramesh Devare; [pranali.zaware@itshastra.com](mailto:pranali.zaware@itshastra.com); Amit Dahiavadkar  
**Subject:** Letter of Appreciation.

Dear Sameer

Thanks for the effort you've put in this past couple of months to achieve ISO 27001 certification for the Company.

This mail represents our profound appreciation for your exemplary work.

I want to tell you how much we appreciate your endless hours of service, dedicated to getting the things completed on time. We all admired your ingenuity in work. We appreciate the extra time you put in this work. You've been right there, helping out wherever and whenever needed for these past few months.

I appreciate your positive attitude and your ability to motivate people to contribute to a good cause. We are pleased to have you with us.

This fine effort shall be listed in your records and we are confident of greater things from you in the future to enhance our company's name

Again, Thanks for your help. You are of great value to our company.

Prasad



CEO, IT Shastra (India) Private Limited

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*Note – Mobile number of the CEO in above letter has been removed for the sake of confidentiality but can be produced at the time of interview.*

2. Simhasth Kumbh Mela Ujjain 2016 Mobile App awarded as Skoch Platinum Award under Swachh Bharat category - <http://www.skoch.in/188/smart-governance-award-2016--awardee-list.html>