**Suneetha Gagadam**

**IT Manager of Projects/Release/Business/Quality**

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## CAREER SUMMARY

SeasonedIT professional, **Scrum Master Certified,** obtainedTrainingin **ITIL,** trained **Project Management Professional,** experience in Project Management, Business/User Acceptance Test Management, Quality Management and Release Management, with a proven ability of successfully managing large teams, including facilitating meetings, prioritize team activities, mentoring the team to meet their goals and deadlines. Diverse experience across several different industries as mentioned in the cover letter with a broad understanding of customer needs. Excellent interpersonal and communication skills as well as planning skills to break down and delegate tasks. Familiarity with **CMMI, ITIL, IEEE, ISO**, **PMI-PMBOK**. Strong strategic planning and decision-making abilities, the timely delivery by making crucial decisions **(Go-No-Go)** at **00:00:00 hours**. **Strong customer focus and obsessed with continuous quality improvement.** Demonstrated **strong work ethics, passion to deliver quality products** and **e**xceptional ability to thrive in a **fast-paced schedule driven environment**. Capabilities in process improvement, and highly experienced with **Waterfall and** Agile **Scrum Methodologies.**

## EDUCATION/VISA STATUS/TRAINING/CERTIFICATIONS

**Visa Status: US Citizen**

**Academics:** **Master’s Degree (Osmania University, India)**

**Technical: Diploma in Advanced Computer Technology from B.D.P.S (Indian Technical Institute, India)**

**Certification: Scrum Master Certified**

**Certifications in progress: ITIL & PMP (Obtained training in PMP from EdWel Programs)**

**Memberships: PMI -** <https://www.projectmanagement.com/profile/SuneethaGagadam>/

**LinkedIn -** <https://www.linkedin.com/in/suneethagagadam>/

**President/CEO: All Nations Toastmasters Club** - <https://www.toastmasters.org/>

## **EXPERIENCE LISTED BY INDUSTRY**

* 5 + years of **US Government** experience working at **Massachusetts State Health Exchange, New York State Health Exchange, Washington State Department of Corrections, Michigan State Child Support Disbursement Unit, Indiana State Child Support Enforcement System, Michigan State Child Support Enforcement System.**
* 7 years of **Health Care** experience through working at **Massachusetts State Health Exchange, New York State Health Exchange, Horizon Blue Cross Blue Shield of NJ, Blue Cross Blue Shield of Massachusetts and Health Data Management Solutions.**
* 2 + years of **Banking/Finance** experience through working at **ABN AMRO LaSalle Bank (acquired by Bank of America and City Group), B-BOP - Business to Business Online Processor.**
* 2 + years of **Retail** experience through working at **Living Spaces, Borders Group**.
* 2.5 years of **Energy & Utility** experience through working at **Detroit Edison & Energy, Commonwealth Edison, IL.**
* 1.5 years of Email **Marketing** Campaign experience working at **Annuncio Software Inc., (acquired by PeopleSoft** and now **Oracle**).

## **EXPERIENCE LISTED BY ROLES**

* 6 years of Project Management/Product Management/Business Analysis experience through working at Living Spaces Furniture, New York State Health Exchange, Blue Cross Blue Shield of Massachusetts, Health Data Management Solutions.
* 12 + years QA Management & Technical QA experience through working at Massachusetts State Health Exchange, New York State Health Exchange, Horizon Blue Cross Blue Shield of NJ, Blue Cross Blue Shield of Massachusetts and Health Data Management Solutions, ABN AMRO LaSalle Bank, Detroit Edison & Energy and Commonwealth Edison, IL, Washington State Department of Corrections, Michigan State Child Support Disbursement Unit, Indian State Child Support Enforcement System, Michigan State Child Support Enforcement System, Annuncio Software Inc., and Business to Business Online Processor.
* 2 years of Programming experience through working at Ion Infotech, Informatics India.

## PROJECT MANAGEMENT SKILLS

* 20 years of industry experience as an individual contributor, leading a team of IT Professionals, SMEs and Business Users, including training and providing input to performance evaluations.
* Prepare Project Charter and demonstrate that to the Project sponsors and obtain approval.
* Prepare Project budget based on Business Goals, Project milestones.
* Work collaboratively with business partners to clarify and define complex project requirements, budgets and business cases, including statements of work.
* Interact with senior leadership and major stakeholders to establish strategic plans and objectives for programs or projects across the organization toensure seamless project delivery.
* Prepare presentations on program or project goals and plans, including metrics based progress reports.
* Responsible for end-to-end program or project management, demonstrating ownership of the entire process from initiation to conception, and post-production based on the SLAs.
* Ensure program/project-related risks are being identified in time and a mitigation plan.
* Responsible for sourcing and managing geographically distributed (Onsite/Off-shore) teams, Contractors, Full-time employees and negotiating and managing outside vendors.
* Define project requirements by identifying project milestones, phases, and elements; forming project team; establishing the project budget.
* Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions and prepare reports by collecting, analyzing, and summarizing information and trends.
* Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Detail oriented and well-organized to help execute project activities while coordinating across multiple different business groups, both inside and outside of the IT organization, and with external target companies.
* Experience working in a wide variety of technical platforms and methodologies like Agile Scrum, Waterfall and thorough understanding of Software Development Life Cycle (SDLC) and Software Test Life Cycle (STLC).
* Ensures project-related risks are being identified & mitigated in a timely manner according to the Project Management Policy.
* Define, execute, and prepare audit reports, identify process gaps.
* Manage multiple high-visibility, strategic, complex M&A activities and enterprise-wide projects that require influential management of composite teams across functional and executive boundaries.
* Worked collaboratively with the team on the continued development of program/project processes, methodologies, and standards that feed into internal IT M & A Playbook and execution resources.
* Participate in Project Release Plan Board meetings to discuss release scope and/or roadblocks and update project team by sending out weekly Release Report.
* Lead and coordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Responsible for leading project teams and managing all activities in a project life-cycle from initiation to Closure. (Initiation, planning, executing/controlling, and closing)
* Well versed defining defect management guidelines, SME in several defect tracking tools like ALM/Quality Center, Clear Quest, JIRA, Remedy, Test Tracker, and Bugzilla and offered training to the project team.
* Experience managing projects migrating LARGE volumes of data, familiarity with Big Data, Hadoop, and Cloud solutions.
* Experience managing Data Center Migration activities.
* Well versed with consumer privacy laws, outsourced data and specific industry guidelines such as HIPAA, SOX, PCI compliance, prepare audit reports, identify process gaps to ensure proper governance, security, and quality of information assets.
* Experience in leading large enterprise based DWH/ETL/DWH projects.
* Expertise in Risk management, Change management, Release Management and Disaster Recovery.
* Acted as a Release Manager, scheduled the Releases by running Technical Release Plan Board meetings and coordinated with Project Stakeholders to save project time and eliminate delays.
* Approximately 50% traveled (within the US) and flexible working variable schedule(s) as needed.

## TECHNICAL SKILLS/SOFT SKILLS

Standards/Models : SEI-CMMI LEVEL 5, ISO 9000, ISO/IEC 20000

SDLC Models : Agile SCRUM, Waterfall, V Model, Lean

Project Management : MS Project, MS Office, MS Visio

Requirement Management : Rational [Requisite Pro], Quality Center, ALM

Planning & Management : MS Project, Smartsheets, Rational Quality Manager, Quality Center, ALM

Defect Tracking : ALM, Quality Center, JIRA, Rational Clear Quest, Remedy, Test Tracker

Document Management : SharePoint, Documentum, VSS, DOORS, Caliber

Technologies : SOA/WebServices, Java, J2EE, XML, Informatica, DataStage,

Cognos, MainFrames, Oracle Forms, Developer/2000, PL/SQL, Visual Basic, EDI, Business Intelligence, MS Dynamics AX 2012 R3, Tableau, MicroStrategy, Futrix, SaaS

Databases : SQL Server, Oracle, DB2, MS access

Operating Systems : UNIX, Linux, Windows/NT, XP, Vista/Mac/iOS

Browsers : Firefox, I.E, Chrome, Safari

Programming Languages : Visual Basic, ASP, Oracle, PowerBuilder, C, C++, Java

Automation : UFT/QTP, WinRunner, Load Runner, Silk Test, Silk Performer, JMeter

Software Configuration Management: Visual SourceSafe (VSS), PVCS, Endeavor, ClearCase, CVS and GitHub, Apache-

Maven

Compliance : HIPAA, SOX, PCI

## PROFESSIONAL EXPERIENCE

**Robert Half Technologies (Living Spaces Retail, In-house Projects), Irvine, California Jan’ 2016 – Jun’2017**

**IT Project Manager/Business Manager**

* Developed and executed Project Plan with Schedule/milestones for their COTs (Customer Off the Shelf) Microsoft Dynamics AX 2012 application, also ensured that key business requirements are captured and reflected in projects and systems developed and deployed.
* Determine operational objectives by studying business functions; gathering information; evaluating output requirements and formats for POS application.
* Define project requirements by identifying project milestones, phases, and elements; forming project team; establishing the project budget.
* Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions.
* Prepare technical reports by collecting, analyzing, and summarizing information and trends.
* Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Partnered with QE team to devise test scenarios and review and build test scripts to ensure solid test coverage and quality releases are delivered.
* Scheduled Agile Scrum meetings, resolved the impediments and ensure smooth execution.
* Ensured UAT readiness by obtaining any materials needed, setting up any equipment (WMS, POS) or connectivity needed, Access ID Testers compiled contact/logistics info and communicated to project team.
* Defined User Acceptance Test Plan with End to End Business Process Sequencing to execute trial Runs and incorporate any changes in initial trial plan and Execute Actual tests.
* Ensured Business Users, SMEs report/log the issues in time, which may affect the schedule or quality of the product or the testing process.
* Defined and executed the Data Migration effort by scheduling Initial Kick off, and several rounds of meetings with project team until the completion.
* Develop and monitor feedback method and content by compiling responses/feedback from testers (both formal and ad hoc), Follow up any open action items.
* Prepared summary report for items that are finished and at the completion of UAT phase.
* Created Quality flows and metrics in JIRA to demonstrate programs’ effectiveness.
* Regular & ad-hoc reporting to Project Sponsors, Project Manager, and other stakeholders.

**Environment: Windows XP, MS Dynamix 2012 R3, Tableau, MS Dynamics CRM, BI360, SQL Server, ETL, SharePoint, JIRA, MS Visio, MS Project and MS Office.**

**Massachusetts State Health Exchange ( MA-HX), Boston, MA Jan’ 2015 – Oct’2015**

**Sr. Manager of Quality Assurance/Incident-Defect Management**

* Defined the Master Test Strategy for Massachusetts Health Exchange Program.
* Built an organization by hiring/mentoring engineering professionals. Coordinated geographically diversified teams by conducted daily touch base call to track the progress.
* Created Dashboards and Gantt chart with the project timelines and monitored End to End development and execution of test plans.
* Hired a test team of Manual/Automation Test Engineers with appropriate skills, attitudes, and motivation.
* Gathered the Hardware and Software Requirement for the Test Environment setup.
* Provided oversight to ensure that all the resources have been occupied with Project work and consideration for future availability by creating Project Portfolio.
* Created QA estimation dashboard using Test Case Points (TCP). Initiated Portfolio meetings with the vendor to organize the effort to forecast the future.
* Enhanced product test coverage and quality by tracking test progress, analyze, monitor and maintain metrics/trends.
* Defined effective Test Data Management (TDM) Strategy to save project time in test data creation.
* Built efficiency into test process, mitigate the risk of exposed sensitive data, and ultimately saved money by reducing costs associated with testing.
* Reviewed and approved Entry, Exit criteria, and test summary report. Lead test execution activities, ensure Testing
* Facilitated meetings to provide overall QA project goals and objectives, timelines, deliverables, production support activities.
* Actively participated in Executive Meetings/Project status meetings and provided status updates.
* Provided the project team with risk assessment and risk mitigation strategies related to QA.
* Defined the Defect Guidelines made sure project team adhere to these rules.
* Facilitated Defect triage meetings daily basis, tagged them with Severity/priority/turnaround time, make sure defects flow in the right direction until the closure.
* Closely worked with the State of MA, Release managers, development teams, Test teams in Application defects/Production Defect resolution until the closure.
* Demonstrated good people skills, ability to mentor, motivate and provide direction during stringent timelines.
* Approximately traveled 100% (within the US) and worked at the variable schedule(s) as needed.
* Participated preparing Go-No-Go deck and presented to the project team.
* Strong planning and organization skills with proven ability to manage large/complex projects and to synthesize and summarize voluminous information into executive presentations.

**Environment: Windows XP, Firefox, I.E, Chrome, Safari, WebServices, Java, J2EE, XML, DB2, ETL, DataStage, SharePoint, HP ALM, JIRA, MS Visio, MS Office and MS Project.**

**New York State Health Exchange ( NY-HX), Rensselaer, NY Oct’ 2013 – Nov’2014**

**IT Project Manager/Product/Operations/Quality**

* Provided oversight to ensure that all the resources have been occupied with Project work and consideration for future availability by creating Project Portfolio.
* Prepared Project estimation and initiated Portfolio meetings with the vendor to organize the effort to forecast the future.
* Created Dashboards and Gantt chart with the project timelines and monitored End to End development/execution.
* Enhanced product test coverage and quality by tracking test progress, analyze, monitor and maintain metrics/trends.
* Gathered the Hardware and Software Requirement for the Environment setup.
* Reviewed and approved Entry, Exit criteria and test summary report
* Facilitated meetings to provide overall project goals and objectives, timelines, deliverables, production support activities.
* Analysed the Scope for Emergency Releases, Weekly Releases, Bi-Weekly Releases, Monthly Releases and Planned/prepared the team ahead to be available at various schedules as needed by the client.
* Acted as a central communication point for the Test team, Development, DBAs, Infrastructure, Operations, Deployment teams during each Release to avoid delays in project implementation.
* Planned QA activities in alignment with Technical Release Plan Board for integrated release initiatives for weekly Releases, Emergency Releases, Exception Releases and Enterprise Releases for the Calendar Year.
* Interacted with State and Federal Interfaces like eMedNY, WMS Up State and Down State, Immigration, IRS, Department of Taxation, Department of Labor, Department of Corrections, OTDA, CMS (Centers for Medicare & Medicaid Services) and Familiarity with FFS & HCFA.
* Acted as a Release Manager and coordinated Emergency Releases, Weekly, Biweekly and Monthly Releases.
* Interface and communicate with QA Managers, Development Managers, IT Ops, and PMO.
* Participated in Release Plan Board meetings to discuss release scope and/or roadblocks and update project team by sending out weekly Release Report.
* Lead and coordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Worked collaboratively with all participants in software development projects and is supportive of developers and testers as they set up their build dev/test environments.
* Owned the Release Management lifecycle which includes scheduling, coordinating and the management of releases across the release environments, including application updates, operating system patches, security improvements, and hardware upgrades.
* Responsible for implementing and managing release processes for code through development, test, and production environments.
* Worked collaboratively with all participants in software development projects and is supportive of developers and testers as they set up their build dev/test environments.
* Worked with IT management to improve the software engineering processes and practices associated with continuously building, deploying, and updating software and environments.
* Responsible building the release calendar in working closely with the both business and technology teams and centralizing a view of all releases.
* Manage risks and resolves issues that affect release scope, schedule, and quality.
* Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews.
* Produce Deployment, Run Books, and Implementation Plans.
* Negotiate, plan and manage all release activities and communicated to the Business as required.
* Work with release engineers to understand impacts of branches and code merges.
* Lead and coordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Maintain release repository and manages key information such as build and release procedures, dependencies, and notification lists.

**Environment: Windows XP, Firefox, I.E, Chrome, Safari, WebServices, Java, J2EE, XML, DB2, Cognos, ETL, DataStage, SharePoint, Rational QM, RTC, Maven, MS Visio, MS Office and MS Project.**

**Horizon BlueCross BlueShield of NJ,** Newark, NJ **Dec’2012 – Aug’2013**

**Quality Manager,** Projects: NASCO Claims (HCI, PMD, OON, ITS), Universal Payment System, On-demand.

* Performed similar QA managerial roles & responsibilities as stated above.

**Environment:** Windows XP, Mainframes, DB2, CICS, TSO/ISPF, COBOL, AS400, JCL, Informatica, ETL, Data Warehouse, SharePoint), MetaVance 2.9, Rational Clear Quest, MS Visio, MS Office and MS Project.

**BlueCross BlueShield of Massachusetts,** Quincy, MA **Oct’2011 – Jul’2012**

**IT Project Manager/Quality Manager,** Projects: NASCO Managed Care

* In addition to the above managerial roles & responsibilities, lead large volumes of data migration effort from legacy systems to MembersEdge.
* **Environment:** Windows XP, Mainframes, DB2, CICS, TSO/ISPF, COBOL, AS400, JCL, Informatica, ETL, Data Warehouse, Documentum, MetaVance 2.9, Rational Clear Quest, RTC, HP Quality Center, MS Visio, MS Office and MS Project.

**Health Data Management Solutions**, Chicago, IL **Mar’2010 – Jun’2011**

**Project Manager/Software QA Manager,** Projects: Catapult, DART and Arrow, Data Center Migration, Monthly upgrades

* Responsible for leading project teams and managing all activities in a project life-cycle from initiation to Closure. (Initiation, planning, executing/controlling, and closing)
* Prepare Project Charter and demonstrate that to the Project Team and obtain acceptance.
* Interact with senior leadership and major stakeholders to establish strategic plans and objectives for programs or projects across the organization toensure seamless project delivery.
* Work collaboratively with business partners to clarify and define complex project requirements, budgets and business cases, including statements of work.
* Prepare presentations on project goals and plans, including metrics based progress reports.
* Responsible for end-to-end project management, demonstrating ownership of the entire process from initiation to conception, and post-production based on the SLAs.
* Ensure program/project-related risks are being identified in time and a mitigation plan is in place as per Project Management Policy.
* Consult with business partners to clarify and define complex project requirements, budgets and business cases, including SOW.
* Identify process gaps, develop and implement processes, procedures and performance metrics.
* Responsible for sourcing, negotiating and managing outside vendors.
* Coordinated Data Center Maintenance upgrades every month by defining schedules and coordinating with Development, DBA, Deployment, QA teams.
* Developed and implemented program and project level processes, procedures and performance metrics,
* Defined and executed the Test Strategy for Data Warehouse Project (ETL).
* Experience in leading large enterprise based DWH/ETL testing, Business Intelligence testing of various reports using Business Objects by reviewing ETL Mapping Specifications, understanding of FACTS/Dimensions, Data Count, duplicate rows and uniqueness in data Record versioning continuity (slowly-changing dimensions). Source/Target record-count comparison, Identify anomalies in the results.
* Defined the Change Management Process to track the new requirements.
* Acted as a single point of contact between the Business team, development team, Test Team, and Senior Executives.
* Tracked the reports for testing activities like, test assessment, test case coverage, closing report, defect status and provided the Sign-off/approval during Project implementation by reviewing the Entry/Exit criteria.
* Provided support during UAT and coordinated Product touch testing post-implementation.

**Environment:** **Windows XP, Oracle 11g, JAVA, LDAP, MicroStrategy 9.2, Tomcat, Futrix, SAS,**

**ETL, Data Warehouse, Informatica, SharePoint, HP Quality Center, MS Office, MS Project and MS Visio**

**Commonwealth Edison (Utility & Energy),** Oak Brook, IL **Mar’2009 - Feb’2010**

**SQA Lead/QC Admin.** Projects: AMI Meter Data Management (MDM), Customer Information Management System (CIMS), Silver Springs Network (SSN), Revenue Protection, Remote Connect Disconnect, Web presentment, Power Outage Status Check; Quality Center Administration.

* Performed Technical QA Lead and QC Admin roles, accountable for the nightly batch run in MainFrame environment.
* Hired interns and mentored them. As QC Admin created job aids and provided training to the entire project team.

**Environment:** Windows XP, UNIX, Novell, Citrix Client, Oracle PL/SQL, SQL, Itran, VB, .NET, J2EE, Liquid XML Studio, Web Logic, JSF, LDAP, Maximo 7.0, HP Quality Center, MS Office, SharePoint, WinSCP 4.2.4, (SFTP, FTP, SCP), Putty, RFHUtility, MS Project, TOAD, SOA, Web Services, Enterprise Service Bus, BPM, SOAP UI, OS/400Mainframes, JCL, TSO/ISPF, SPUFI, QMF, CICS, FILEAID EX, DB2 and Ariba.

**Employer: APEX, May’2001 – Mar’2009**

**Detroit Edison & Energy** **(Utility & Energy),** Detroit, MI **Oct’2007 - Jan’2009**

**SQA Lead,** Projects: Customer Service & Billing (CSB), Key Customer Service (KCS), Meter Data Management (MDM), MDMI and Event Management (MAXIMO)

* In addition to Technical QA Lead roles in Agile Scrum environment, lead large volumes of data migration effort.
* Contributed towards process improvement.

**Environment:** Windows NT/ XP, UNIX, Oracle 10g, Oracle PL/SQL, SQL, Oracle Forms 9i, Oracle Reports, Java, J2EE, XML, Web Logic, JSF, LDAP, Apache, EI Server, Maximo, Visual SourceSafe, HP Quality Center, QTP, MS Office, EMC Documentum, RTS, Shell Scripts, MS Project, TOAD, SOA, Web Services, SOAP, Mainframes, JCL, TSO/ISPF, SPUFI, VSAM, CICS, FILEAID EX & DB2.

**Borders Group Inc.,** Ann Arbor, MI **Mar’2007 - Sep’2007**

**SQA Lead,** Project: E-Commerce (Borders.com)

* Performed Technical QA Lead roles in the Agile environment.
* Hired Interns, trained the team with defect tracking Tool and the Agile iterative testing model.

**Environment:** Windows 2000/ NT, WebSphere, Java, DB2, C#, .NET, Yantra, Lawson, Endeca, Search, Omniture, Firefox, Business objects, Designer, Infoview, SOAP, MS Project, SQL, Mercury Test Director 8.0, Mercury Quick Test Pro 8.2, Excel Spreadsheet, Ms. Word.

**ABN AMRO LaSalle Bank (Acquired by Bank of America),** Ann Arbor, MI **Mar’2006 - Feb’2007**

**SQA Lead,** Projects: Online Banking, Application Support, and Document Management

* Performed Technical QA Lead roles, for their Online Banking Stronger Application.

**Environment:** Windows 2000/ NT, Oracle Forms/Reports, Java, J2EE, JSP, Business objects Designer, Desktop Intelligence, Infoview, SOA, MS Project, SQL, Test Director, QTP, Ms. Office, Lotus Notes.

**Michigan State Child Support Disbursement System of Michigan, Lansing, MI** **Jan’2005 - Feb’2006**

**SQA Lead,** Project: Michigan State Disbursement Unit, Kids 1st

* Performed Technical QA Lead roles, Making sure checks are scanned using OCR machines and loaded into the system, and the daily totals matched with State Flat file. Amounts are disbursed.
* Coordinated setting up Disaster Recovery Unit. Being Flexible working in three different client locations.

**Environment:** Windows 2000/ NT/ XP, OPEX3600 image scanner, Visual Basic, SQL Server 2000, .NET, Informatica, Business Objects, Designer, Crystal on Web, Microsoft Project, Test Director, Ms. Office.

**Washington State Department of Corrections,** Olympia, WA **Sep’2004 - Dec’2004**

**Project coordinator,** Project: Washington State Department of Corrections

* Helped Project Manager with gap analysis for the State of Washington Department of corrections.

**Environment:** Windows 2000/ NT, J2EE, Doors, WebSphere, Microsoft Project, Lotus Notes, MS. Office, SQL

**General Motors,** Detroit, MI **Jun’2004 - Aug’2004**

**SQA Lead,** Project: Global Issues Database Management System

* Performed Technical QA Lead roles, besides designing User Stories for Functional and non-functional Testing.

**Environment:** Windows 2000/ NT, Visual Basic, JAVA, J2EE, MQ series, Lotus Notes, MS Office, CaliberRM, SQL, MS Access, Doors, RTC, Rational Clear Quest.

**Indiana State Child Support Enforcement System,** Indianapolis, IN **Sep’2003 - May’2004**

**SQA Lead,** Project: Indiana State Child Support (ISETS)

* Performed Technical QA Lead roles, in addition to automating all CICS Screens for the MainFrame application.

**Environment:** Windows 2000/ NT, OS/380, OS/400, Mainframes, AS/400, Cobol, TSO/ISPF, SPUFI, VSAM, CICS, FILEAID EX, IMS, RUP & DBU, PVCS, DB2, Win Runner 7.5, ITS, DOORS, Excel Spreadsheet, PowerPoint, SQL.

**Michigan State Child Support Enforcement System,** Lansing, MI **Jan’2002 - Aug’2003**

**Test Coordinator,** Project: Michigan Child Support Enforcement System (MiCSES)

* Performed Technical QA roles, Back End, Batch, Front End (Oracle Forms) and Coordinated Forms Testing with Lason, the Vendor, for the entire MI State.

**Environment:** IBM Compatibilities, Windows 2000/ NT, Java, Oracle Forms, Oracle Reports, Oracle, C++, XML, XSL, Cognos, Business objects, RUP, MQ Series, Oracle, Manual Testing, Visio, Software Quality Metrics, Excel Spreadsheet QA Run, SQL, and Remedy.

**Employer: Global Associates Inc. April’1999 – May’2001**

**Annuncio Software Inc. (email campaign Acquired by PeopleSoft),** Mountain View, CA **Jul’2000 - Dec’2001**

**SQA Consultant,** Project: Annuncio Live TM for Campaign automation (Annuncio.com)

* Performed Technical QA roles, Certified the product before signing off and shipping to the customers.

**Environment:** Windows NT, Unix, Asp, Java, C++, COM, DCOM, MS Office, Oracle, SQL Server, MS Access, Silk, Test Tracker, Visio, SQL.

**Business to Business Online Processor (eTrade**)**,** Burlingame, CA **Sep’1999 - Jun’2000**

**SQA Consultant,** Project: Investment Resource Information System

* Performed Technical QA roles, Showcased the product to the Customers.

**Environment:** Java, Visual Basic, XML, Crystal Reports, Oracle, MS Access, Silk, Visio, Excel Spreadsheet, Test Tracker, SQL.

**Ion InfoTech,** Hyderabad, India **Jan’1998 - Jun’1999**

**Developer,** Project: Online Training

* Developed Online Training application.

**Environment:** ASP, Visual Basic, Crystal Reports, Java, IIS, Visual Interdev

**Informatics India,** Hyderabad, India **Jun’1996 - Dec’1997**

**Developer,** Project: Inventory/Order Tracking/Payroll System

* Developed program for Inventory updates, Order Tracking and Payroll system.

**Environment:** ASP, Visual Basic, Crystal Reports, Java, IIS, Visual Interdev.