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Vienna,

Summary:

Performance-oriented Quality Assurance Professional with proven success in building and leading results oriented teams. Unique combination of technical as well as management experience spanning Quality Assurance (QA)/Testing, End User applications, Sales/Systems Engineering. Proven experience and expertise includes:

***HP Quality Center, Remedy, JIRA**

***Excellent Organizational, Communication skills**

***Test Tools & Automation**

***Project Management, MS Project**

***Telecommunications Protocols**

***System Integration, Load, Performance Testing**

***SDLC (Waterfall, Agile)**

***Vendor and Customer relationship Management**

***Continous Improvement**

***Continous Integration**

Professional Experience:

Senior Manager, Software Test Engineering/DevOps

2014-Present

Gannett Digital, McLean, Virginia

Division Focus: Delivery of Mobile and Desktop Applications

- Managing Android and IOS test efforts for home grown Mobile Native Applications and Web. Testing across multiple devices. Current focus is on Continuous Integration.
- Researched and identified off-the-shelf as well as open source based Automation tools.
- Providing guidance towards team Professional growth per business needs.
- Implementing automation using Ranorex and Open source (Ruby/Cucumber/Selenium).

Time Warner Cable (TWC), Business Class Services, Herndon, Virginia 2014

Division Focus: Small to Mid-Size businesses.

Data Testing and Release/Launch Manager. Product Integration.

- Defined and executed Operations Readiness Testing (ORT) strategy for Ethernet Everywhere (EE) Services based on Metro Ethernet Forum (MEF) standards. Includes scope definition, test plan development, end-to-end solution validation (Sales Force to edge device), resource needs for field support and other service launch requirements.

Time Warner Cable (TWC), Herndon, Virginia 2003 – 2013

Company focus: 2nd largest Cable MSO in USA providing Commercial and Residential data, voice, video, wireless services.

Senior Manager, Quality Assurance (QA) – Managed VOIP Services

- Introduced automation of VOIP feature testing resulting in 50% savings of test time **every year (total savings: \$5M)** while increasing test coverage, consistency and reducing staffing needs. Collected KPI(s), metrics, analyzed gains, reported annual ROI.
- Led several test cycles to deliver various elements of the VOIP service (including softswitches, IMS Core, Application servers, eMTA(s), Unified messaging, Portals, SBC, Voice mail, SIP Proxy, Caller ID). **Issues found in the field reduced to 1%.**
- Established cross-training methodology to motivate staff and provide career growth based on business needs. **Managed a team of 20 employees and contractors.**
- Guided team to ensure test tools were regularly evaluated and upgraded to accommodate new functionality and changing business needs (load and automation).

- Forecasted resource needs and prevented budget over runs. **Managed budget of \$5M+.**
- Improved quality of deliverables from vendors resulting in reduction of test time by 10%.
- Consistently negotiated deeper discounts with vendors **resulting in \$1.5M savings.**
- Mentored and empowered staff resulting in improved team work and efficiency gains.
- Provided QA feedback in Requirements/Functional Specifications reviews.
- Provided weekly status to cross-functional teams resulting in increased awareness of health of the project, risk mitigation and timely escalations.
- Established standardized templates for test plans, final results, and handoff documents.

Senior Engineer, Broadband Technology Group (ATG)

- Performed product evaluations on data/internet solutions - defined test requirements, scoped efforts, developed and executed test plans, presented handoff documentation.

Caspian Networks, San Jose, CA 2001 - 2003

Company focus: First flow based backbone router.

Manager, Systems Engineering [North East], Vienna, Virginia

- Provided pre-sales support across multiple accounts. Responsibilities included: opportunity evaluation, technical presentations, documentation of applications, RFP/RFI support.
- Lead responsibility for Federal Government (including DISA, DARPA, N. Guard, NASA, NRL).

Amber Networks, Fremont, CA [acquired by Nokia] **2000-2001**

Company focus: First stateful resiliency edge router in the industry.

Manager, Systems/Applications Engineering [East] Herndon, Virginia

- Delivered product presentations, documented applications, performed lab/field trials.

Springtide Networks, Maynard, MA [acquired by Lucent Technologies] **2000**

Company focus: Layer 3 VPN services switch.

Senior Network Engineer [Mid-Atlantic]

- Provided pre-sales support across multiple accounts for IP VPN/MPLS services.
- Performed lab demonstrations, interoperability evaluations with prospective customers.

Lucent Technologies [Joined as part of Ascend Communications], Herndon, VA 1998-2000

Company focus: Cascade/Ascend ATM, FR and IP Services backbone switches.

Manager, Systems Engineering [for Verizon/Bell Atlantic (BA)]

- Rebuilt Systems Engineering team covering Verizon after Bell Atlantic/GTE merger.
- Defined training strategies and implemented them to quickly bring new hires up to speed.
- Reviewed RFPs for product fit, architecture definition, revenue potential and resources.

Network Engineer

- Overlay S.E for all of Bell Atlantic (BA) and primary lead for BA Global Networks (GNI).
- Supported BA-GNI (GNS) to launch their first data services based on ATM backbone.

Senior Systems Engineer (Lead Systems Engineer on Bell-Atlantic GNI (GNS)).

- Led initial network design, planning and implementation of data services.
- Led modeling projects and reported results to planning for data services (using WANDL).

Netrix Corporation [Nx Networks], Herndon, Virginia

1992-1998

Company focus: Integrated X.25, FRelay, TDM switch platforms; data and voice IAD.

Systems Engineer

- Led discussions with architecture, planning and operations groups of current and prospective customers (Federal and Enterprise).
- Developed network designs for current and future expansions of existing accounts.

Senior Member Technical Staff - LEAD (Quality Assurance/Product Test)

- Planned and led several test cycles to completion in a timely manner.
- Developed test plans for functional, load, regression and performance testing.
- Researched, evaluated, recommended and incorporated several test tools.
- Key contributor towards establishment of Product Test/Quality Assurance department.

Education:

M.S. Systems Engineering

George Mason University, Virginia. Concentration: Communication Networks. Course work completed.

B.E. Electronics and Tele-Communications Engineering, Andhra University, India