

Ramesh Kumar Malkari

Strategic QA Test Manager | Manual & Automation Testing Expert

Achievement-driven professional, targeting assignments in **Software Testing and Quality Management** with an organization of high repute



Profile Summary

- 🔴 **Visionary QA Leader:** With over 13+ years of specialized IT experience, excels as a QA Test Manager, driving quality assurance in both Manual and Automation Testing across diverse business areas including Health Care, Aerospace, Retail, Insurance, and Hospitality.
- 🔴 **Holistic SDLC & STLC Expertise:** Demonstrates profound expertise in complete Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC), ensuring robust quality protocols from inception to deployment.
- 🔴 **Innovative Testing Methodologies:** Mastery in diverse testing methodologies, including Black Box, Integration, System, Regression, and Functional Testing, bolstered by extensive experience in Test Case Design, Execution, and Reporting.
- 🔴 **Mobile Testing Expertise:** Skilled in mobile testing, ensuring quality assurance for mobile applications across various platforms, enhancing user experience and performance reliability.
- 🔴 **Cutting-Edge Automation Proficiency:** Proficient in advanced automation tools such as Java Selenium, Telerik, and HCL One Test UI, delivering high efficiency and precision in automation testing.
- 🔴 **Expertise with Automation Frameworks:** Skilled in Hybrid Framework, BDD (Cucumber), and TestNG using the Page Object Model, enhancing test efficiency and readability; good knowledge of AutoIt and Sikuli script for automating desktop applications and visual testing.
- 🔴 **Version Control/ API Testing:** Extensive experience in maintaining code over version control using GIT, ensuring smooth collaboration and code integrity; exposure to API testing with REST Assured framework, ensuring comprehensive validation of backend services.
- 🔴 **Strategic Defect Management:** Skilled in utilizing premier defect management systems like JIRA and Bugzilla, ensuring meticulous bug tracking, resolution, and quality reporting to streamline project deliverables.
- 🔴 **Agile & Waterfall Methodologies:** Adept in both Agile and Waterfall methodologies, providing flexible and efficient project management tailored to specific project needs, facilitating seamless integration and delivery.
- 🔴 **Leadership & Team Collaboration:** Proven ability to lead and manage teams, fostering collaboration, resource allocation, and performance optimization, evidenced by successful management of teams up to 12 testers.
- 🔴 **Comprehensive Domain Knowledge:** Extensive experience across various domains such as Health Care, Aero Domain, Retail, Insurance, and Hospitality, ensuring domain-specific quality assurance and project success.



Area of Excellence

Software Testing (Manual & Automation) Lifecycle

QA Plan & Strategy

Project Execution & Management

Testing Strategy Documentation/ Test Framework Development

Client/ Stakeholder Management

Agile & Scrum Methodologies

Software Development Lifecycle

Team Building & Leadership

Defect Management & Reporting



Soft Skills



Leadership



Motivational Leader



Strategic Thinker



Collaborator



Communicator



Innovator



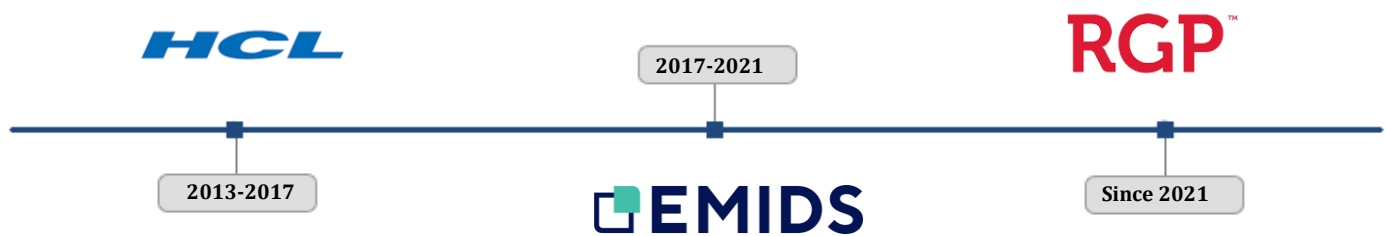
Education

Bachelor of Engineering in Computer Science



IT Skills

- 🔴 **Programming Languages:** Core Java
- 🔴 **Databases:** MS Access, Oracle 9i/10g
- 🔴 **Automation Tools:** Java Selenium, Telerik, HCL One Test UI
- 🔴 **Testing Tools:** HP Quality Center (ALM) 11.2, UFT 11.5, SOAP UI
- 🔴 **Defect Management Tools:** JIRA, Bugzilla
- 🔴 **Version Control Systems:** SVN, Microsoft Team Foundation Server (TFS)
- 🔴 **Methodologies:** Agile, Waterfall
- 🔴 **Testing Types:** Functional Testing, Web Application Testing, Black Box Testing, Integration Testing, System Testing, Regression Testing, Performance Testing, Stress Testing, Unit Testing
- 🔴 **Web Services Testing:** SOAP UI
- 🔴 **Operating Systems:** Windows, Linux
- 🔴 **Software Configuration Management:** SVN, Microsoft TFS



Roles Across The Career

Key Result Areas:

- Participating in **test case/plan preparation, test design & execution** and review of results; gathering and analyzing data in support of use cases, writing test plans and scripts for tracking defects & fixes
- Executing IT Projects based on IT Software Testing; encompassing planning, design and compliance with **IT quality standards**
- Spearheading, leading & mentoring a **Software Testing Team** for delivering assistance on all phases of application development and testing; ensuring that information systems, products, and services met or exceeded organization/ industry quality standards and end-user requirements
- **Following up with clients and getting artefacts sign-off**; holding timely reviews of all artefacts to be delivered to the customer; complying with SLA terms for meeting offshore deliverables, sustaining healthy relations with the clients
- Administering **offshore & Onsite QA resources for project completion**; established quality standards by actively partaking in the initial software development stages, validating and enhancing the existing QA plan and strategy
- **Conducting audits of product requirements**, specifications, designs, code and test plans related to the SDLC
- Working on **onsite assignments for release planning**; effectively engaged in product backlog meetings, product reviews and taking further course of action
- Managing **risks and planning for contingencies** to ensure minimal effect on deliverables
- **Formulating test summary reports**, proposals, estimations, ROI, audit related docs, metrics, resource management
- Identifying & **analyzing the defects, questionable functions, errors, program functionality**, outputs, online screens, & so on using Defect Tracking Tool
- **Setting out quality standards for various operational areas**, ensuring a high-quality customer experience while adhering to the SLAs and work processes
- **Evaluating formal test results** in order to discover and report any defects, bugs, errors, configuration issues and interoperability flaws; suggesting recommendations for improvement of applications to the development team
- Conducting **systems analysis sessions** for understanding client business processes as per management standards
- **Meeting deadlines** without compromising quality norms; conducting testing management and test automation
- Setting-out **quality standards** for various operational areas, implementing quality systems & procedures to facilitate a high-quality experience, while adhering to the Service Level Agreement (SLA)
- Recording **software defects and providing technical descriptions** and evidence, reviewing technical & functional design specifications for ensuring understanding of individual deliverables

*Refer To Annexure for Projects

ANNEXURE

DTC (Direct to Consumer) Project

- **Client:** UHG (United Health Group)
- **Role:** QA Test Manager
- **Organization:** RGP (Veracity)
- **Duration:** Nov 2021 – Present

Project Description: Managed the development and testing of the MVP (Member Viable Product) for non-UHG members at United Health Group. This project focused on enhancing accessibility and usability of healthcare products through web-based applications like Family Link and SENS. It involved rigorous testing to ensure seamless user experience and reliability in code migrations.

Responsibilities:

- Strategized testing phases to align with project milestones and business goals, ensuring comprehensive coverage of functional and non-functional requirements.
- Led a multidisciplinary team of 12 testers, fostering collaboration and professional growth while overseeing day-to-day testing activities.

- Implemented stringent quality assurance measures, including extensive regression testing and defect management, to maintain high standards of application performance and reliability.
- Collaborated closely with UHG stakeholders to analyze project requirements, provide regular progress updates, and address feedback to ensure alignment with client expectations.
- Leveraged expertise in software configuration management tools such as SVN and Microsoft Team Foundation Server (TFS) for efficient version control and collaboration across distributed teams.
- Produced detailed test evaluation reports, offering insights into test coverage, defect trends, and system stability metrics, facilitating data-driven decision-making and continuous improvement.

Scotia Gas Networks Project

- **Client:** SGN (Scotia Gas Networks)
- **Role:** Test Manager
- **Organization:** Emids
- **Duration:** Oct 2017 – Nov 2021

Project Description: Oversaw the testing initiatives for critical applications supporting the gas distribution network across Scotland and southern England. This included the SQS (Scotia Quotation System) and Synergi pipeline applications, ensuring operational efficiency and regulatory compliance.

Responsibilities:

- Provided strategic oversight for application testing, from initial requirement analysis to final deployment, ensuring alignment with regulatory standards and operational objectives.
- Directed a team of 4 testers, fostering a culture of excellence in testing methodologies and adherence to project timelines.
- Conducted meticulous functional and regression testing, validating system functionalities and performance under varying operational conditions.
- Identified and mitigated risks associated with system upgrades and application enhancements, ensuring minimal disruption to operational workflows.
- Collaborated closely with SGN stakeholders and development teams to resolve issues promptly, enhance system performance, and optimize user experience.
- Implemented robust quality assurance processes, including comprehensive test documentation and defect tracking, to uphold system reliability and stakeholder confidence.
- Implemented continuous improvement initiatives based on test evaluation reports, driving efficiency gains and enhancing overall project outcomes.

MINT (Millennium Infrastructure Network Technology) Application Project

- **Client:** Channel 4
- **Role:** QA Manager
- **Organization:** HCL Tech.
- **Duration:** Jun 2017 – Sep 2017

Project Description: Led the testing efforts for the MINT application, supporting Channel 4's advertising operations. This project involved ensuring the accurate transmission and management of advertisement campaigns through robust manual and automated testing processes.

Responsibilities:

- Developed and executed strategic test plans to validate the functionality and performance of the MINT application, ensuring seamless integration with Channel 4's broadcasting systems.
- Managed a dedicated team of testing professionals, providing guidance in test case design, execution, and defect management to achieve project milestones.
- Ensured compliance with advertising industry standards and regulatory requirements through rigorous testing and validation processes.
- Applied advanced testing methodologies and automation tools to streamline testing processes and enhance overall testing efficiency.
- Collaborated closely with Channel 4 stakeholders and development teams, fostering effective communication and proactive issue resolution to maintain project momentum.
- Produced comprehensive test evaluation reports, offering actionable insights into test coverage, defect trends, and system performance metrics, facilitating informed decision-making and project success.

Boeing WEED Project

- **Client:** The Boeing Company
- **Role:** QA Test Lead
- **Organization:** HCL Tech.
- **Duration:** Aug 2016 – May 2016

Project Description: Managed the testing and validation of the WEEDS (Weights Engineer Electrical Wire Data System) application at Boeing, supporting critical aerospace engineering processes. This project focused on ensuring accurate data generation and reporting for electrical systems in aircraft.

Responsibilities:

- Provided strategic leadership in the planning, execution, and oversight of testing activities, ensuring alignment with Boeing's stringent aerospace quality standards.
- Directed the design and execution of comprehensive test cases to validate the functionality and reliability of the WEEDS application across multiple aircraft platforms.

- Identified and mitigated risks associated with application changes and upgrades, ensuring minimal impact on aircraft manufacturing and operational workflows.
- Collaborated closely with Boeing engineers and stakeholders to address technical challenges, resolve issues promptly, and optimize system performance.
- Implemented robust quality assurance processes, including rigorous regression testing and defect management, to uphold system integrity and reliability.
- Generated detailed test evaluation reports, providing stakeholders with actionable insights into test coverage, defect metrics, and overall system performance, supporting data-driven decision-making and continuous improvement initiatives.

USAA – FASG IMCO Testing, San Antonio, TX

- **Client:** USAA
- **Role:** Onsite Coordinator
- **Organization:** HCL America Inc.
- **Duration:** Feb 2016 – Jul 2016

Project Description: Coordinated onsite testing efforts for USAA's investment management and customer service applications, ensuring the accuracy and reliability of financial transactions across web and mobile platforms.

Responsibilities:

- Coordinated onsite testing activities, overseeing the execution of test cases and ensuring alignment with project schedules and objectives.
- Engaged closely with USAA stakeholders to understand project requirements, provide regular updates, and address feedback to enhance application performance and user experience.
- Applied advanced testing methodologies and tools to conduct comprehensive system and integration testing, validating the functionality and reliability of financial management applications.
- Collaborated with development teams to track, report, and resolve defects promptly, ensuring minimal impact on project timelines and operational workflows.
- Supported UAT efforts, assisting users in navigating application functionalities and ensuring compliance with business requirements and usability standards.
- Produced detailed test evaluation reports, offering insights into test coverage, defect trends, and system performance metrics, facilitating informed decision-making and continuous improvement initiatives.

WY CAN UI System Build and Maintenance, Cary, NC

- **Client:** WY CAN
- **Role:** Test Analyst
- **Organization:** HCL America Inc.
- **Duration:** Jan 2013 - July 2014

Project Description: Supported the design, development, and maintenance of the unemployment insurance system for the WyCAN consortium, ensuring system reliability, performance, and compliance with architectural standards.

Responsibilities:

- Conducted detailed analysis and review of batch and online program requirements, ensuring alignment with architectural and design standards for unemployment insurance processing.
- Executed unit testing and system testing activities, validating system functionalities and performance across multiple states within the WyCAN consortium.
- Provided online support and resolved production issues within SLA, preparing root cause analysis reports and implementing solutions to ensure uninterrupted system operations.
- Implemented robust quality assurance processes, including comprehensive test documentation and defect management, to uphold system reliability and stakeholder confidence.
- Collaborated closely with WyCAN stakeholders and development teams, fostering effective communication and proactive issue resolution to maintain project momentum and achieve project milestones.
- Produced detailed QA documentation and user manuals, supporting end-users in navigating and utilizing system functionalities effectively, while also contributing to ongoing system enhancements and improvements.