Suma K S

QA Solutions Architect

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Academic Details:

MS in Software Engineering (BITS PILANI)

Personal Details:

Date of Birth: 14-Dec-1982

Place: Bangalore

Hobbies: Playing (Throw ball, Carom, Shuttle, Cards), Cooking

Key Impact Areas:

Delivery Management
Planning and Leadership
Process Improvements
Automation and Optimization
Customer relationship
Risk Management

Awards:

Hall of fame Award for delivery excellence and for being solution centric

SPOT Award for helping management with customer demos and technical writings

Overseas Experience:

Aug-16 to Sep-16: Ingenico, Alpharetta, USA (Quality Assurance Lead)

Jul-15 to Jul-15: Ingenico, Alpharetta, USA (QA automation Lead)

Mar-10 to Oct-10: Gilbarco-Veeder-Root, North Carolina, USA (Project Lead)

Jan-09 to Apr-09: Gilbarco-Veeder-Root, North Carolina, USA (Module Lead)

Energetic and enthusiastic QA Solutions Architect and lead by example. Believes in teamwork, good mentor, self-starter and motivator. Productivity oriented person with high quality in the task performed and enable team also towards that. Targeting for challenging & rewarding opportunities in Leadership - Engineering Role with an organization of high repute preferably in Bengaluru.

Profile Summary:

- 20+ years of experience in Information Technology industry mainly into Management, Test Architect, automation testing, product testing, **POS testing**, Patient Monitoring System testing.
- Individual Contributor as well as experience of managing the team of 18 which involved test planning, effort estimation, requirement analysis, review of test artifacts, ownership of delivering all artifacts on time, tracking of effort, metrics analysis, handling of meetings, mentorship and defect escape analysis.
- 3 years of experience in Python/Iron Python (Ver 2.7/3.8) scripting, 5 months of Experience in C# scripting, 5+ years in Rational Robot Scripting, 5+ year of experience in **Cucumber**/Ruby/Java Framework.
- Enhancing and contributing development of **framework written in Python**.
- Experience in Automation and Manual Testing and involved in all phases of SDLC, STLC
- Experience in Automation tools like Rational Robot, Auto IT, and Auto Hot Key. Having good Knowledge of scripting languages such as **Python**, Lua Script, SQA Basic, and Auto IT.
- Experience in end to end **testing of embedded devices**: pin pad, petrol pump simulator, Cash drawer, customer display, report printer, receipt printer, fore court simulator, price sign simulator basically a point of sale system.
- Experience in different testing methodologies like Functional Testing, Regression Testing, System Testing, Migration Testing, Data Testing by executing SQL Queries, Payment Application Data Security Standards Testing, Card Testing and POS Testing worked for **Danaher Corporation(Gilbarco), Ingenico and Verifone**
- Having experience in using SVN, CVS, Stash as Configuration management tool
- Worked in multiple domains like Retail, Manufacturing, Industrial Automation, Health Science
- Having Experience in process like **Agile** Methodologies.
- **Future Manager Program(FMP), Project Management Academy(PMA)** certified

Career Timeline:

Wipro	Encora	Verifone
2003 – 2015	2015 – 2021	2021 - Current

Organizational Experience:

Mar-21 to till date: Verifone India Private Limited – Bengaluru as Test Architect

- Responsible for overall quality of the deliverables for North America Region/Canada region customers
- Collaboration with dev and QA directors to understand the road map for End to End testing
- Defining Test strategies for new features/new hardware release and making sure which team is responsible for what type of testing with verification Matrix defined.
- Bringing different quality process/release management activities for the successful delivery of the product
- Capturing different QA metrics for the team and bring month on month improvement by reviewing and measuring the metrics

IT Skills:

Domain: Retail, Medical, Embedded

Tools: Jira, Confluence, Share point, code collaborator, Bugzilla, Postman, Jenkins, Artifactory

Scripting: Python, Lua, Cucumber, Rational Robot, Rational Test Manager, Rational Administrator, Rational Clear quest, Test Director, Quality Center, Query Express, Query Analyzer

IDEs: IntelliJ, Eclipse, PythonWin,

Environments:
Win 7, XP, 2003 Server,
Oracle 9i,
Embedded C, C+,
Web sphere Application server 5.1.1.1,
Web sphere Portal Server 5.1,
SAS Server 9.1.3,
C++,
Java,
VB,
VC++,
MS SQL Server

Testing methodologies:

Functional Testing

Regression Testing

System Testing

Sanity Testing

Database Testing

Performance Testing

Integration Testing

PADSS Testing

POS Testing

Exploratory Testing

Hardware devices testing

Migration Testing

Web Testing

EMV Testing

- Escape analysis and bringing improvements in the releases
- Define overall automation plan and handing it over to team for further implementation of the plan
- BRD review and feedback for better requirements. Help in Designing BRDPortal for Merchant Solution Testing to automatically build Config specific to Merchant.
- Risk Analysis of area where Maximum defects might arise from customer perspective and taking preventive measures.

Achievements:

- Release with 0 defects in deployment for recent releases like McDonalds, TJX, GAP
- Successful implementation of End to end testing process life cycle within 3 months of period
- Successful Gap Analysis for SAF feature and handing over the missing scenarios to respective teams for implementation.
- Automated EPIC Creation based on the BRD Review Complete label in BRD Ticket. Updated required BRD contents automatically to Jira Task ticket – Reduced 1-2 hours of work to less than a min
- Part of BRD Portal Design and Review which completely automated Merchant Solution Build release

Jan-15 to Feb-21: Encora Innovation Labs - Bengaluru as QA Solutions Architect working for Ingenico Customer: Successfully Managed QA team comprising of 14 members working on multiple projects with high quality in deliverables.

- Streamlined different automation and manual projects in terms of resources, responsibilities, structure of team and work
- Automated MSR and EMV features using Java automation framework and Cucumber scripts
- Constantly monitored team's productivity by capturing metrics month on month and made sure defect slippage is minimal when the product is delivered to customer.
- Reproducing of field issues by analysing logs/creating automation scripts
- Brought in new processes and practices in the team
- Team growth from 3 to 16 with the showcase of team performance and increased productivity and building a good relationship with customer in terms of quality deliverables
- Responsible for delivery of Ingenico product to Walmart customer. MSR, EMV Chip, EMV Cless, Manually Entry with P2PE enabled features have been delivered which has been deployed across Walmart stores in Canada region by Nov-20

Achievements:

- Bringing good relationship with Ingenico Customer by delivering quality product
- Ramping of team from 3 members to 16 members QA team due to best processes in place and
- 70% Automation coverage in Walmart and UPP core project.
- Delivery of Walmart release with 0 defects in the field

Sep-12 to Jan-15: Wipro Technologies - Bengaluru as Test Manager working for client Draeger Medical Systems Inc: The Project involved automation development and testing of IACS – infinity Acute Care System - Patient Monitoring System.

- Enhancement of Remote Test Framework written in python 2.7
- Testing of C# DLL APIs using Iron Python 2.7 Scripting & C# Scripting
- Responsible in ramping up team from 5 to 11 members
- Mentorship and training of new members
- Reorganizing of the team structure for better maintainability with 2 leads and 1 onsite

Early Experience:

May-06 to May-07: Wipro Technologies - Bengaluru as Senior Test Engineer working for client Kintetsu World Express–KWE

Mar-05 to Apr-06: Wipro Technologies - Bengaluru as Senior Test Engineer working for client Marketing Management Analytics

Feb-04 to Feb-05: Wipro Technologies - Bengaluru as Project Engineer working for client Weyerhaeuser

Sep-03 to Jan-04: Wipro Technologies - Bengaluru as Project Engineer undergoing initial trainings.

- Project management activities like, effort tracking, monitoring, sprint planning, handling meeting like stand up, retrospective, fortnightly meeting with delivery manager, monthly calls with Customer and top management.
- Automaton of Test Procedures using Python Framework

May-07 to Aug-12: Wipro Technologies - Bengaluru as Project Lead working for client Gilbarco Veeder Root: Gilbarco Veeder-Root provides fuelling and retail management systems for convenience stores, hypermarkets and service stations. Products include dispensers, tank gauges, submersible pumps, POS, back office and service monitoring. POS – Point of Sale is a solution from Gilbarco for their customers like Shell, Exxon, HPS Dallas, RBS, Chevron, and NBS etc. One unique feature about Gilbarco Point of sale/Passport application is that one can manage/Control inside store sales as well as outside forecourt fuel sales. By converging across multiple sites, multiple devices and all major dispenser manufacturers, Passport makes everyday tasks easier and gives you the power to grow your business in ways you never thought possible.

- Handling of team to delivery of all assignments - PADSS testing, migration testing, functional testing, regression testing, quick fix testing, patch testing, defect testing etc on time with review to maintain 100% quality.
- Making sure all deliverables are in SVN or Share point and getting approval from client for all the deliverables made.
- Single point of contact to client in case of any escalations.
- Tracking effort, Review, Metrics collection and data analysis for each team member. Corrective action in case of low metrics of team member.
- Handling of Customer meetings, Wipro higher management meetings.
- Inspiring team on automation, suggesting innovative ideas to develop useful tools like hardware management tool, test execution report tool, metrics calculation tool etc.
- Quality maintenance to keep the Project always ready for Audit.
- Helping senior manager in SOW finalization, Effort estimation. Modification of Project plan to look more recent.
- Prepared "Stop lights" for the project to gain more business.
- Demo on customer lab on testing activities to different clients which helped to gain some more business to Wipro. (BP, Morrison).
- Hardware Management, quality management, look ahead meetings management, Training management.
- Part of test design, testing activities on request basis from client.
- Managed Ecube, QIC meetings, Key Process Improvement (KPI) meetings.
- Point of contact to Wipro in case of queries related to POS.
- Test Effort Estimation for the new two migration projects.

Usage of wiki, effort tracking system, Binary verification tool, Test log generator, Automation tools like auto IT, Rational Robot, hardware management tool are best practices of the project

Linked In Profile : Suma K S Rao | LinkedIn

Soft Skills:

Leader   Motivator   Flexible   Adaptive