

# G.S Shameera Tanveer

Analyst



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DOB: 10-July-1994



## PROFILE SUMMARY

- 5+ years of professional experience as a Software Quality Assurance, well versed with the role of SQA and SEPG activities.
- Proficient Knowledge and implementation experience in various quality standards and models CMMI V2.0 L5, ISO 9001, ISO 27001, ISO 20000
- Experienced in handling different life cycle methodologies such as Agile Scrum, Waterfall, Application Management System and Infrastructure Management System.



## EDUCATION

### Bachelor of Technology | 2016

#### Gates Engineering College, JNTU ATP, A.P

An Electronics & Communication Engineering graduate with an aggregate of 75%.

### Board of Intermediate Education | 2012

#### SSBB Junior College, A.P

A Mathematics, Physics & Chemistry (MPC) scholar with an aggregate of 87%

### Board of Secondary Education | 2010

#### SJP High School, A.P

A secondary student with an aggregate of 84%



## CORE SKILLS

- ISO 9001: 2015, ISO 27001, ISO 20000
- SSAE18, CMMI V2.0 L5, ITIL 4, Six Sigma
- Risk Tracking & Defect tracking, Decision Making, Problem Solving
- MS-Office, Excel, PowerPoint
- Minitab, Simulacion
- Jira, Rally



## WORK EXPERIENCE

### Analyst | April 2021 – Present

#### ValueLabs Solutions LLP

Responsible to drive CMMI selected projects (Level 5) and to take of GDPR and HIPPA compliance accordingly. Handling departments like SOC, L&D and there compliance for CMMI, ISO.

### Associate SQA| February 2018 – March 2021

#### Yash Technologies Pvt Ltd

Responsible to facilitate the project from the kick off. Worked for many Information security audits like SOC1, SOC2, ISO 27001 and SSAE18. Plan and conduct Audits and performs Audit Analysis, Data analysis for the project and validate continuous improvement using Minitab tool.

### Engineer | Nov 2016 – Dec 2017

#### RMSI Telecommunications Experts Ltd

Undergone APPLE certified training for 2 months, performed various operations on GIS TOOLS as digitizing maps, performing quality check of the entire survey using automated tool to deliver the error free tickets. Verify the requirements as per the standards defined by APPLE INC.



## ROLES AND RESPONSIBILITIES

- Understand Integrated Quality Management System (SMART IQ) and responsible to design, develop and maintain the Quality Management System.
- Establish project defined process for projects in-line with client requirements and QMS
- Facilitating the various projects types (Agile – scrum implementation, Development, IMS, AMS) and support departments with respect to compliance with CMMi-Level5, ISO 9001-2015, ISO 27001, ISO 20000
- Responsible to collate all the audit findings and report to the senior management on timely basis.
- Monitoring the process compliance and raising the gaps as (NCs), Observation and tracking their closure
- Track and report performance of all the project & Departments on a weekly basis using compliance index (Dashboards)
- Track the Risk(s) and opportunities at the project level and validate the effectiveness of Mitigation, Contingency and leverage Plans.
- Plan, schedule and conduct internal Audits, configuration audits, release audits and publish respective reports
- Analyse internal audit findings on monthly, Quarterly and Yearly basis to identify CAPA and implement them accordingly.
- Collection and Verification of project metrics on a monthly basis
- Raising Early Warning for the projects which are in RED / AMBER.
- Participated in Assessments and External audits for ISO 9001, ISO 27001, ISO 20000, SSAE18 & CMMI V.20 Level5 (Represented as an SQA for 4 projects and 1 Department)
- Driving process improvement using problem solving techniques (DAR, CAR and QPM).
- Defining Process Performance Baselines using Boxplots, Control charts and Capability charts, generating Process Performance Models by Regression using Minitab tool and perform OPI and OCAR.
- Ensuring Quantitative Project Management implementation (Level 5 activity) on assigned projects.



## PROJECTS

- Assigned as an SQA to the projects like Lionbridge (Agile), Vertafore (Agile), Caterpillar (AMS & IMS), Charles River Laboratory (Dev), Sandvik (AMS & Dev) John Deere (AMS & Dev)
- Identified the gaps in the projects and raised as an NC's, Observation which is directly communicated to the Business Unit Head.
- Responsible to assist and train project teams on QMS implementations like Risks and opportunity monitoring, Configuration Management, Project Management, Estimations etc
- Driving process improvement using problem solving techniques (DAR, CAR and QPM).



## Achievements

- Received Champion Award for successfully driving **CMMI V2.0 Level 5 in the year 2020**
- Received **Best Quality Award** for consistently meeting quality targets on projects.
- Received **Raising star Award** for commitment to serve and timely publishing the dashboard
- Received **Star Team member Award** in the year 2018 for successful completion of certification for ISO 20000 and recertification of ISO 9001, 27001.