

JESSICA CLAIRE

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Professional Summary

Seasoned Engineering Manager with ability to build and motivate high-performing engineering team with over 14+ years of experience in cards and payments industry, committed to rapidly and efficiently completing projects by leveraging team-based frameworks to best leverage available engineering talent. Self-motivated, forward thinking mindset, solution-focused, clear communicator, decision maker and problem solver.

Skills

- QA Engineering software expertise - Design, Estimate, Execute, Maintain and Document.
- Technical communication skills - Bug Triage, reporting, technical reviews, Root cause analysis
- Automation tools - Design and Implement
- Collaborating with stakeholders - Roadmap, Managing releases, Demos, Risk mitigation planning,
- Organization and Time management - resource planning
- Leadership - Strategic Planning, Team building, Conflict resolution, Training & Development, mentoring
- Behavioral skills - Forward-thinking mindset, Detail-oriented, Multitasking abilities, Flexible & Adaptable

Work History

QA Engineering Manager, 01/2016 to Current

Airspace Technologies â€œ Stockholm, ME,

- 20+ EMV certs in calendar year with team of 2+ cert Analysts.
- Managed fast paced project delivery from QA for time sensitive and key projects for company.
- Collis tool (BTT) automation using Python to reduce EMV test cases execution time to 1 week for all brands, thus completing any EMV certification within 3 months.
- Design test automation using Katalon to for improved regression test coverage and reduce time to complete release cycles to less than 1 week.
- Managed and Implemented spreadsheet based automation, that helped in improved test coverage and reduced production bug by 20% and rollbacks by 80%.
- Performed resource and project trade off analysis to meet roadmap schedule, product life-cycle (PLC)/Software Dev Life-cycle (SDLC) and QA requirements, resulting in development of best practice models.
- Reviewed project goals and objectives on monthly basis with project manager and design team.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Managed team of 8 employees, overseeing hiring, training, and professional growth of employees.
- 4 promotions within team including 1 lead and 1 manager.

Software Certification Analyst, 04/2015 to 01/2016

Johnson & Johnson â€œ Providence, RI,

- Instrumental in procuring 1st EMV certification within 6 months of joining.
- Reduced overall EMV certification timeline from 1+ year to
- Automation of EMV Certification and Transaction link application using spreadsheet based input.
- Established myself as go to person for any QA issue within QA and Merchant Implementations team.
- Created common test/tool strategy to supplement automation for regression and functional testing; reduced time to market.
- Instrumental in doing POC on different test management tools (zypher, Jira, QA complete) to identify best suited for company needs(Jira).

Project Lead, 09/2005 to 04/2015

Syntel Consulting Inc â€œ City, STATE,

- Received core value awards - â€œSYNERGYâ€ in 2009 for team building and â€œSMARTâ€ in 2012 for Individual performances.
- Nominated for BRAVO award in First Data (2012 and 2014).
- Automation improvement using PERL scripting.
- Established involvement of frontend application into Change release management and helped to identify key issues during backend testing.
- 3 times achiever of â€œ0â€ issues in support queue as offshore lead.
- Planned, executed and promoted total of 10+ releases in calendar year.
- Produced quality standards, checklists, report templates and processes for same.
- Developed and trained junior team members by leveraging industry experience to achieve optimal project strategy.

Education

Master of Computer Applications (MCA): Computer Applications, Software Engineering, Databases, Networking, and Operating Systems, 2005

Devi Ahilya University - ,

GPA:

Bachelors of Science: Electronics, 2002

Devi Ahilya University - India,

GPA:

Micro-processors, Databases, Networking, and Operating Systems

Certifications

Certified Scrum Master (CSM) â€™ Certificate code: 1221056, Expires May 2022 Certified Tester Foundation Level (CTFL) - Certificate code: 17-CTFL-02141-USA No Expiry Agile Scrum Foundation - Certificate code: 2146592, No Expiry Using Python for Automation â€™ LinkedIn, No Expiry Python: XML, JSON, and the Web â€™ LinkedIn, No Expiry SQL for Testers â€™ LinkedIn, No Expiry