## Geeta Yadav

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## Objective

To enhance my competencies by working with an organization which recognizes and gives me the opportunities to align myself with its intrinsic values and work towards achieving the common goal of holistic growth.

## Summary

- An accomplished Quality & Information Security Professional with 14+ years of industry experience in Project & Program Management, Process Consulting, Process definition/re-engineering, Software Quality Assurance, IT internal audits, Trainings, Risk Management, Institutionalization of framework/processes related to Software Development, Maintenance and Organizational Change Management using industry models & Standards like CMMI,  ISO 27001, ISO 9001, SSAE18, ITIL and Agile Practices .
- Working with Tech Mahindra for Japanese customer for QMS & ISMS Implementation and Continuous Process improvement.
- Worked as Senior Consultant with Deloitte Consulting, US for 4+ years.
- Worked as a Process Consultant with Robert Bosch Engineering & Business Solution Limited for 2 + years.
- MBA in IT Business Management from Symbiosis University with Major in Information Security & Risk Management.
- Experienced in CMMI v2.0, CMMI DEV v1.3, CMMI SVC v1.3 and ISO27001, ISO9001, ISO20K standard implementation in projects.
- Experienced in SSAE18 controls and Internal Audits.
- Worked with Comviva Technologies as Senior Software Engineer for 4 Years.
- Internship from Mudra Infotech Pvt Ltd as Business Requirement Analyst.
- B-Tech in Computer Science & Engineering from MMMEC, UPTU.

## Core Competency & Key Skill Sets

- Process Consulting for CMMI Dev & SVC implementation. Participated in of 4 CMMI implementation for Development & Services Management projects for L3 & L5 appraisal. **Certified CMMI Associate for CMMI v2.0**.
- ISO 27001, 9001, 20K Standard implementation and certification- Performed end to end implementation of ISO 9001, ISO 27001 and ISO 20K standards.
- SSAE18 Certification Governance. Audits of IT Processes and operations. Testing General computer control and application control for compliance.
- Experienced in Risk assessment in various type of engagements (ERP, Custom development and Services management projects).
- Process Definition, Implementation & Improvement. Expert Process designer for Development and Services Capability Area like Managing business resilience (MBR), Ensuring Quality (ENQ), Planning and Managing work (PMW) etc to name a few.
- Quality initiatives & Process improvement. Lead SEPG for continuous improvement and various Quality initiatives (Process Automation, Tools & accelerator standardizations, Cost of Quality analysis, Risks analysis, Metric framework Development , Defect Prediction framework development).
- Experienced in Process Performance Model, Base lining. Supported projects to run and analyse process performance model, plot control chart for critical subprocesses and enable them to run causal analysis where goals were not met.
- Generated baseline at offering level for identified processes leveraging the statistical methods and tools.
- Project performance measurement & metric analysis at project level .
- Process coach. Certified process coach, designed, developed, managed organization level training program along with adequate tracking measures. Proficient Trainer in Process induction & Quality Management System.
- Experience in Project plan creation, Project monitoring & control. Good hands on in Risk Management, Causal Analysis, Quantitative Project Management, Change Management and other process area implementation in projects.
- Quick learning and understanding the Business Goals, linking Business Unit Goals and Preparing the achievement plan to realize BU Goals.

- Preparing Defect Prevention Plan & Productivity Improvement Plan, Implementation, Tracking in Projects. Analysing the data and Status Reporting to Business Unit Head.
- Good knowledge of Estimation & Scheduling in Projects.
- Hands on experience in Planning and Conducting Internal Quality Audits, Tracking the Non-Compliances, Analysing CAPA and facilitating in implementation.
- Working knowledge of various Tools, Software Development Life Cycle methodologies, Metrics and Defect Analysis.
- Requirement Gathering, Gap Analysis, Requirement Specification Preparation

*Professional Experience (Total -14 years and 2 months)*

*Tech Mahindra, Bangalore.*
*Role:  Tech Lead*
*Duration:  From Dec 2020- Till date (3Years & 2 Months)*

**Key Projects at Tech Mahindra:**
**ISO 27001 implementation and certification project for Rakuten Mobile QA Lab (Oct 2023- till date)**
- Responsible for ISO 27001 standards implementation & certification in QA Lab. **Cleared CISA certification From ISACA** with Score of 608 in Jan 2024.
- Defined ISMS Scope, IS Policies, set up the implementation team and created project plan for implementation and certification.
- Defining risk assessment methodology, information security processes & control measures.
- Conduct risk assessment to get comprehensive picture of internal and external risks to organization and prepare the risk assessment report.
- Define risk treatment process and create SOA document and implement the required control & measures.

**ISO 9001 Implementation project for Rakuten Mobile QA Lab (Jan 2021- July 2022)**

- Responsible for end to end implementation of ISO 9001 standard from scratch.
- Understanding the current business scope of Rakuten QA Lab, its customer, vendors and other interested parties, core business activities and supporting activities and scope for certification.
- Identifying the best suitable certification standard for QA Lab by comparing different certification standards eg like ISO 9001, ISO 2000, ISO 27001, TMMi , CMMi in term of cost, effort, time required and benefits which will be gained in long terms and bigger scope.
- Performed Gap analysis with As Is and To Be method w.r.t. to ISO 90001: 2015 standard.
- Establish the Quality Management System in QA lab from scratch.
- Responsible for establishing the implementation team, defining the role & responsibility.
- Supporting customer for defining the Quality Objective, Quality Policy, Communicate the Quality Policy & Procedure to QA Lab Management and associates.
- Defined Quality Management processes like Configuration Management, Risk Management, Project Management, Change management, Document and Data Control, Estimation, Metrics Definition & Analysis, Corrective and Preventive Action etc in QA Lab.
- Responsible for Process Review & Governance.
- Responsible for planning the employees training and execution of training plan.
- Responsible for Implement the Quality Management System in QA Lab.
- Responsible for Planning Train the trainer program and successful execution of QMS Training Program .
- Responsible for Planning the internal audit and execution of the audit plan, tracking and closing the non-conformances & taking corrective actions.
- Responsible for external audit planning and certification. Supporting customer in Identify the certification Agency based on costing of certification and finalizing the vendor and external audit plan.
- Responsible for Internal Audits & External Audits as per the Audit plan, coordinate all the activities in the Audits right from schedule to closing meeting, follow-up of closing meeting action points and ensure closure of all action points.
- Responsible for Surveillance Audit planning and Closure of all Observations raised.

- Responsible for continuous improvement of QMS with Performance evaluation and CAPA .

**Rakuten Mobile (Japanese Telecom Company) QMS High Maturity Process Area establishment & implementation complied to CMMi & TMMi**

- Implementation and Institutionalization of Metrics & Measurement for QA projects. Design, developed Metric Framework for QA lab and Digitalization of same in QZen system.
- Define KPI, KGI at project, department & organization level to achieve the Business objective. Measurement, monitoring, analysis and reporting of these KPI to Management on periodic level and driving improvement actions.
- Led the Business continuity Project / Power shut down project for Lab for Government Annual Audit in Lab .
- Developed the framework for critical infrastructure resources monitoring in Lab. Establish & outline the necessary guidelines for L1 & ERT Team to rigorously screen business critical resources and in case of any disruption, restore normal operation of these resources as quickly as possible and minimizing adverse impact on QA operations with help of ERT Team and Domain Incident Management team.
- Responsible for ISO 9001 Surveillance Audit co-ordination, facilitation and closure of all observations raised.
- Responsible for continuous improvement of QMS with Performance evaluation and CAPA
- Responsible for Organization level QMS & Process training program, Planning train the trainer program and successful execution of QMS Training plan.

**Client Presentation on QMG establishment and implementation**:
- Create Client presentation with Rakuten Case Study on QMS establishment, implementation & certification.
- Presented Tech M capability in QMS establishment and implementation to other clients eg Reliance Client (RJIO).

*Deloitte Consulting India Pvt Ltd, Bangalore,*
*Role:  Senior Consultant,*
*Duration:  Dec 2015 – July 2020 (4 Years 7 months)*

**Key Projects at Deloitte**

**CMMI Program Management**
- Participated in 2 CMMI L5 Appraisal for Development projects.
- Prepared projects for High maturity process areas assessment.
- Supported engagements to run and analyse process performance model, plot control chart for critical sub processes and enable them to run causal analysis where goals were not met.
- Generated Process Performance Baselining at SAP offering level for identified processes leveraging the statistical methods and tools.
- Project performance measurement & metric analysis at project level.
- Implementation of CMMI L3, L5 practices in various types of projects (ERP projects and custom development & service management projects). Guided project teams and QA teams in preparing PIIDs, preparing project for SCAMPI A , B .

**Process Improvements and Innovations**
- Led process improvements and innovations initiatives in BU.
- Developed Defect Prediction framework for internal and external defects in SAP projects which enabled the project in taking effective measures to minimize their occurrence and save the rework effort.
- Process automation via Tool & Accelerator standardization (eg D-DASH, Bots, Arya ..)  in SAP offering which helped in increasing team productivity.
- Code & documents Re-usability Repository – Setting up of Object repository to increase productivity and reduce overall effort estimate for development.
- Implementation and Institutionalization of Metrics & Measurement for ERP projects and Defect Prevention programs.

- Developed risk assessment framework which was leverage by new & running engagements to identify probable risks early in the engagement. Automated the process in order to provide visibility to leadership about the health of all engagements on periodic basis.
- Identification of improvements using Cost of Quality Analysis and reporting the high-level early warning indicators to the Leadership along with corrective/preventive actions.

**Data Analysis / Metric Analysis**
- Experienced in Process Performance Model, Base lining. Supported projects to run and analyse PPM output, plot control chart for critical subprocesses, identify the outliers, performed causal analysis where deviation were identified and tracked the action items.
- Generated Process baseline at offering level for identified processes leveraging the statistical methods and tools.
- Developed Defect Prediction framework for internal and external defects in SAP projects using statistical method and tools.( Crystal ball & Minitab) .
- Experienced in various Root Cause Analysis method ( 5 why , Fish bone ,  ISHIKAWA, 8 D etc).
- Quantitatively monitor project metric performance and take required actions when Goals are not met.

**Risk Assessment and Internal Audits**
- End to end risk management of engagements from initiation till closure. Early identification of probable risks in the engagement through risk assessment, sharing them with leadership and helping project team in planning mitigation and contingency plan.
- Internal Audits of engagements to identify risks and non-conformance in engagement.
- Track and monitor engagement risks & issues using various tools like PMC, Jeera, Agile Manager etc.
- Build risks assessment framework which can be leverage by new & running engagements to identify probable risks early in the engagement.
- Risks analysis: Conducted risks analysis on periodic basis to identify key risks occurring in majority of engagements. Developed action plan to minimize their occurrence in new and current engagements and track them on regular intervals.

**Process Coach (Learning & Development)**
- Managed, designed & developed organisation level programs along with related tracking measures
- Trained more than 200 Project Managers and Leads on project initiation, planning, monitoring & Control practices using CMMI and Agile Practices under a self-defined programme.

**SSAE18 Certification – Program Management**
- Internal control attestations in support engagements for SSAE18 certification.
- Audits of IT processes, operations and IT Risk assessments.
- Review, document, evaluate and test general computer controls and application controls for compliance work.
- Completely handled SSAE18 certification program. Plan and co-ordinate with external auditors for Audits , publish the plan to leadership , prepare project teams for external audits, co-ordinated with various team like office of security , HR and project  to ensure  all required documents and evidences are shared with auditor and ensure  remediation provided.

*Robert Bosch Engineering & Business Solution Limited, Bangalore*
*Role - Process Consultant & Quality Analyst*
*Duration -   April 2013 – Nov 2015 ( 2 Years & 2 Months)*

**Key Projects at Robert Bosch**

*Quality Consultant for Custom Development & Services projects*
- Responsible for preparing projects for CMMI Dev L5, CMMI SVC L5 , ISO 20,000 certification. Guiding the project teams and QA teams in preparing PIIDs
- Responsible for Internal Audits & External Audits as per the Audit plan in Quality Management Plan; coordinating all the activities in the Audits right from schedule to closing meeting and follow-up of closing meeting action points. Causal analysis to find and address the main issues behind the findings.

- Involved in Process Definition, Estimation Model Definition , Process Re-engineering & Process Optimization and conducting System Audits for Projects/Departments/Roles
- Preparing the Implementation Plans for Business Unit Goals and helping Project Mangers in realizing them.
- Defect Analysis, Designing Defect Reduction Plan, Implementing, Tracking actions and Reporting Goals status to BU Heads in Monthly meetings.
- Understanding the Organization Productivity Goal, Designing Productivity Improvement Plan, Implementing actions in Projects, Training to Project Managers for all RBEI locations, Understanding the project specific constraints and providing solutions.
- Good Knowledge of Software Project Metrics , Metric Analysis, Process Performance Model , Base lining
- Responsible for Identification and Implementation of appropriated organization process in projects. Ensuring the  Process compliance in project through monthly audits.
- Identification of measures based on the project types. Preparation and analysis of control chart data analysis using statistical tools.
- Process Trainer – PM Process, Basic and Advanced Engineering, Support processes. Provide induction to new employees on CMMI, QMS and Mentor teams and groups as and when needed, to drive process discipline.
- Support Project in Estimation, Planning, Scheduling & Quantitative Project management.
- Responsible for Identification and Implementation of appropriated organization process in projects.
- Responsible for developing roadmap for attaining complete predictability of effort requirements and schedule for service management projects.
- Reporting to Senior Management about Process Goals Status of BU.

**Project – Automation of Monthly Status Report**

- Objective of MSR Automation Project was to build an automated integrated tool which extract the data from various independent project management tool used in RBEI, transformed, map and consolidate the available data and prepare the final Monthly Status Report. Prior to this tool, the activity was being performed manually by Quality analyst and was consuming a significant amount of effort. The tool was build using a open source BI tool called 'Talend'.

**Responsibilities:**
- Understanding the Different MIS and project Management tool used in MSR Preparation
- Understanding the Monthly Status Report creation used for presenting Quality status to BU heads.
- Gathering requirement from DQA and Department head for the Dashboard for Metrics & Goals Reporting
- Preparing the Requirement specification document , Functional Requirement Specification document
- Closely working with Technical team for  implementation
- Project schedule Creation, Controlling & closure.

**Summer Internship Project,**
*Mudra Infotech Pvt Ltd, Bangalore,*
*Role –Business Requirement Analyst,*
*Duration - April 2012- June 2012(3 Months)*

**Project:** *Feature Enhancement and Improvisation of Management Information System and Smart Channel System*
- Functional analysis of the Smart Channel System (ERP- Sales & Distribution Module) to look at key improvement areas from the industry best practices perspective and propose enhancements for the next release.
- Standardization and improvisation of the existing MIS by incorporating new analysis and features.

**Project:** *Requirement Gathering and Analysis for 'Help-Desk' system for a Shopping Mall*

- Performed requirement gathering using various requirement elicitation tools and creation of requirement document, design document, interface mock-ups for 'Help-desk' system.

*Comviva Technologies Ltd, Bangalore ,*
*Role -Senior Software Engineer,*
*Duration - July 2007- May 2011(3Years & 10 Months)*

**Product:**
- **Short Message Service Router:** Short Message Service Router is one of the products in SMS Platform portfolio. SMSR provides fast, reliable and end to end message delivery while cost-effectively handling increased traffic volumes. Handling message delivery for more than 85 operators globally, SMSR offer rich communication features, assured delivery and greater subscriber satisfaction. Technologies and languages used were: Unix, C, Perl, PHP, HTML, MYSQL.

**Responsibilities:**
- Sole responsibility of 'Rule-Engine' module of SMSR. Was involved in Requirement gathering and Analysis, Designing and Documentation, Development, Testing and support during deployment of product.
- Design and development of user interface of SMSR.
- Resolution of business critical issues by troubleshooting within stipulated period of time and providing RCA.
- Leading, mentoring & training resources in organization, leading various people initiatives in the company.
- Develop scripts for automation of testing, create and execute test cases and log defects in accordance with the project's defect management process.

**Skillset, Tools & Frameworks**

| Quality Frameworks | <ul><li>CMMI 2.0 (SVC + DEV), CMMI Ver 1.3 & 1.2</li><li>ISO 20000, ISO 27001, ISO 9001, ISO 27701 .</li><li>SSAE18 (SOC 1 Type 2)</li></ul> |
|---|---|
| Program Management | <ul><li>Client engagement and relationship building</li><li>Budget and Schedule planning</li><li>People Management , Team Building & Mentoring</li><li>Agile & Scrum Master</li><li>Metric, SLA & Change Management</li><li>ODC Management – Set up and verifications for Client audits</li></ul> |
| Tools | MS Project, SharePoint, Crystal Ball, MS Visio, Tableau, Minitab, MS Office, Confluence , PMC, HPALM , Control Charts, Remedy(ITSM suit) ,  Balsmic , Talend , SVN , Jeera , TFS , T&R |
| Technologies& Languages | Unix, C,  C++, Perl, PHP, HTML, MYSQL |

**Certifications**

- Cleared CISA (Certified Information Systems Auditor) from ISACA with score of 608 in Jan 2024
- CMMI Institute – CMMI Certified Associate – CMMI 2.0
- Certified Internal Auditor for ISO 20000 by TUV
- Certified CSQA in Oct from QAI.
- Certified Scrum Master by Scrum Alliance

# Geeta Yadav Resume

## Achievements

- 2 Pat On back award from Tech Mahindra, Key Achiever Award for 3 consecutive Quarters from client, 1 Kudos award from Tech M.
- 3 Awards (SPOT/ APPLAUSE) for successful SSAE18, CMMI Services and Development implementations, Defect prediction Framework,  Automation of Self/ Risk Assessment Framework,
- Awarded Best Quality Analysts for the Quarter for the period Oct – Dec 2015 @RBEI
- Star Award for Developing Service Delivery & Service project management processes
- Received "Star Team" award for two consecutive years for outstanding performance from the Organization in Comviva Technologies
- Successful Implementation of ISO 27001 , ISO 20000 program In RBEI.
- Successful Implementation of CMMI Dev L5, SVC L3 in Department projects.
- 2.6 CGPA in MBA
- Received "Ovation card" from VAS head for personal excellence and contributing the best in team work.
- Won accolades from client for support at times of deployment and peak hours of traffic in Comviva technologies.

## Education

| Year | Examination | Institution/University | Marks Obtained |
|------|-------------|------------------------|----------------|
| 2013 | MBA | Symbiosis International University, Pune | 2.6 CGPA |
| 2007 | B.Tech(Computer-Science) | UPTU, Gorakhpur | 70% |
| 2002 | Class XII, Science | UP Board, Gorakhpur | 65.6% |
| 2000 | Class X | UP Board, Gorakhpur | 60.6% |

## Personal Details

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|---|---|
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