# Objective

*Self-motivated and goal-oriented professional committed to presume a challenging carrier in xxxxxxxxxx. Strong team player with analytical and problem solving skills. Decisive, action-oriented and result focused professional who can utilize man and machine effectively to achieve the goals*

# Key Professional Attributes

* A result-oriented professional with over 10 years of experience, Project execution, management of quality systems and software Quality assurance.
* Experience of twenty three months in field of Software Quality Assurance, manual Testing.
* Knowledge of ISO & CMM process implementation.
* Certified Test engineer, ITIL certified, Six Sigma Green Belt certified and pursuing CSQA from QAI
* Adept in operations management, implementing compliance & quality standards, team management and coordination with the development department during testing of process/product.
* Adept in Design, roll out and implement complete project schedule for new processes and introducing automation processes.
* Target & achievement oriented with an ability to take up challenges & perform in changing work environments.
* Personal attributes include: workaholic, sincere and eager to learn.

# Technical Skills

* Software Quality Assurance (manual testing)
* Mentoring and Facilitating Test Teams and Organizations
* Implementation of Quality systems/processes

# Employment History (Reverse chronological order)

**3S USA Inc, USA Nov 2011 - Present**

**Client: United Healthcare Inc**

**Title: Manager – Quality Assurance**

United Healthcare is an operating division of UnitedHealth Group, the largest single health carrier in the United States.  UHC sets out to develop an SOA based Physician Designation System that qualifies Healthcare providers as “**UHC preferred Network Provider**”. Over 100,000 Healthcare facilities across US are benefitted from the system.

## System Objectives

The objectives of the UHC Physician Designation system are:

* Host online registration application for facilities that are applying for physician designation
* Deliver completed registration data to UHC utilizing web services
* Provide ability for UHC super users to update and resubmit registration application previously completed by the facilities
* Maintain and display statistics on the number of application completed, pending etc
* Provide canned and on-line reports

**My Contribution**

* Responsible for overall Quality of the product
* Executed the project adapting agile on-site/offshore delivery model
* Prepared execution plan
* Participated in test plan development and documentation
* Developed and executed test cases based on the requirements
* Contributed towards validation and verification of the bugs reported.
* Defined and implemented user acceptance process
* Prepared and analyzed test metrics, communicating progress and status to project teams and stakeholders
* Participated in Use Case reviews, JAD sessions, Change Control discussions
* Coordinated discussions for Release Management
* Involved in production support and enhancement initiatives
* Applied agile methodology to deliver milestone releases
* Mentored team members and assisted the team as and when need arises

**Infotech Enterprises Pvt. Ltd, Noida 2005-Nov 2011**

Infotech is a $193 million Global IT services company with over 8500 people specializing in Engineering Design Services (EDS), Geographic Information Systems (GIS), and IT services. We provide services to a wide range of industries - Aerospace, Automotive, Banking Services, Finance and Insurance, Energy, Government, Marine, Rail, Hi Tech Consumer & Medical Devices, Retail, Telecom and Utilities.

**Process Analyst /Test engineer) (till 2009)**

Responsible for testing & roll out of tools (tools specific to the production process) and processes in-house and across Hyderabad team.

* Role in Quality Assurance/ Testing:
* Participating in test strategies and plans, bug documentation and regression.
* Understanding and inputting Test Plan and deciding testing strategies.
* Writing and Executing Test Cases for Functionality, Integration, system, Compatibility testing.
* Effective defect tracking and reporting.
* Verification and Validation of updated Products.
* After the tools is

**Projects worked:** TA Mapper, Tool box, Inca

**Technical Environment :** Ms-Access, Informix, Delphi and Bugzilla.

**Client**: Tom Tom, USA

* Role in Process analysis:
* Coordinating between departments for developing process flows for projects.
* Share the process flow with the team & across the team in Hyderabad.

**Senior Process Analyst (2009 till Nov 2011)**

A multifunctional role which included small part of quality management and management reporting towards clients. Also conducted pilots or process validations for the new processes being rolled out.

* Role in QMS
* Establishing and monitoring the Document Control System.
* Ensuring all required processes & documents are available in established document control system
* Maintaining master list of Documents.
* Ensuring new processes are rolled out towards Hyderabad counterpart.
* Perform audits as per plan and sharing the observations, following up of Non conformities / observations.
* Role in Process Management
* Drive customer driven matrices / CTQ’s.
* Establishing any new CTQ’s as per the requirement from customer.
* Conducting and driving Process Improvement Projects using Six Sigma and FMEA approach.
* Validations of any new processes/project proposed.
* Role in Performance Management
* Monitoring the performance of process as per the agreed target.
* Conducting meetings with SPOC’s from production team to know the Process issues & bring improvements.
* Interacting with Hyderabad counterparts for knowledge transfer of new processes & agreements taken with client.

**Tele Atlas India Ltd., Noida. Sept 2001 - Jun 2005**

**Tele Atlas** is a Netherlands-based company founded in 1984 which delivers digital maps and other dynamic content for navigation and location-based services, including personal and in-car navigation systems, and provides data used in a wide range of mobile and Internet map applications.

**Team Leader**

Responsible to mentor, coach work with team of 20 Digital cartographers. Meet project expectation within the scheduled time / plan & required quality.

* Scheduling tasks and monitoring timelines.
* Coordinating between internal and external customer for smooth running and implementation of projects.
* Following up with production, quality and other functions to ensure project timelines.
* Managing change and risk issues.
* Helping team to interpret geographical source material to digitize high quality maps.
* Checking quality of digital maps whenever required.

# Academic Qualifications

* B.Com from Delhi University.
* Diploma in Computer Programming from YWCA of Delhi.

# Certifications

Software Applications : MS Office applications

Processes & Methodologies : ISO 9001:2008, Six-Sigma,ITIL, ITSM and Agile

# Contact Details

Date of birth : 15 May, 1979

Address : 219, Oriental Society, C-58/26, Sector – 62, Noida, UP, India

Languages known : Tamil, English, Hindi,

Passport available (Y/N) :Y

Current CTC : 5.8 lacs

Preferred Location : Noida / Gurgaon