

CHITRA PADMANABHAN

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Objective

Looking for a fast paced dynamic environment to apply my track record of delivering quality excellence, while making a significant contribution to the success of my employer.

Education

B.S. (Electrical Engineering) San Francisco State University, San Francisco

Highlights

- 20 years of hands-on experience in Software Quality Engineering and management. Strong technical leader/mentor and responsible for hiring key high performing quality players into the organization
- Highly self-motivated and results-oriented; high-energy and hands-on professional with a successful record of delivering high quality products in a fast paced environment.
- Excellent oral and written communication skills; strong team player
- Experience with establishing and managing off-site and offshore teams with a clear line of sight to the parent company business and product goals.
- Played critical role in influencing senior management on strategic quality processes and framework

EMPLOYMENT HISTORY

Walmart.com (2013 – Present)

Sr QE Manager – Walmart International (Mexico) (08/2017 – Present)

- Responsible for delivery of Walmart Mexico Groceries & Mexico Superama sites (full stack)
 - Work closely with the teams in Mexico, Sunnyvale and India team to delivery quality release
 - Successfully completed the migration of Mexico Grocery site form ATG 10.2 to ATG 11.2
 - Work with the cross functional team to identify test strategy, E2E test coverage and test data needs (including field testing)
 - Defined automation goals for Front-end, Mobile app (iOS & Android) and Services (API) and work with the team to meet the goals.
 - Support new store launches / expansion
 - Build excellent rapport with Business (in Mexico), Product (Sunnyvale & Mexico), Engineering (Sunnyvale & India) and other cross functional teams.
- Responsible for hiring, goal alignment, performance management and retention plans.

***Sr QE Manager – Walmart Groceries
(08/2013 – 2017)***

- Responsible for delivery of Walmart Groceries site (full stack)
 - Supported bi-weekly releases and emergency bug fixes
 - Worked with the cross functional team to identify test strategy, E2E test coverage and test data needs (including field testing)
 - Defined automation goals for Front-end and Services (API) and worked with the team to meet the goals.
 - Supported new store launches / expansion
- Responsible for hiring, goal alignment, performance management and retention plans.
- Played a critical role in working with the peers and counterpart to define and deliver roadmap solutions; led frequent communication to set the expectation and update the project status.
- Played critical role in identifying the solution for test case management tool & implemented the tool of choice.
- Led various roles such as Tools & Release Management (in addition to QA Management)

In Logic Technologies Private Ltd, India (2012 – 2013)

Sr QA Manager – Medtech Evolution product

(03/2012 – 06/2013)

- Responsible for organizational Quality and Security certifications: ISO 9001 and ISMS 27001
- Management Representative for ISO 9001 and ISMS 27001
- Led a group of 12+ Quality Assurance engineers in India; responsible for delivery of Medtech Evolution product.
- Responsible for hiring, goal alignment, performance management and retention plans.
- Played a critical role in working with the customers in New Zealand to define and deliver roadmap solutions; led frequent communication with the customer to set the expectation and update the project status.
- Defined the training plan for testing team and coordinated the training effort and assessment after each training session.

PayPal, San Jose, CA 95125 (2006 - 2011)

Sr QA Manager - Global Product Development

(09/2008 – 3/2011)

- Led a group of 100+ Quality Assurance engineers in India; responsible for Automation Backlog, PayPal Risk, Global Customer Support Tools and Core PayPal Payment Engine.
- Responsible for setting up processes that help with hiring, goal alignment, performance management, retention plans, succession planning and budget management with vendors.
- Played a critical role in working with the business partners and cross-functional engineer team to define and deliver roadmap solutions; led frequent communication to major stakeholders and upper management on critical initiatives.

QA Manager - Global Product Development

(08/2006 - 09/2008)

- Managed a team of 40+ Quality Assurance engineers responsible for the product delivery of several key areas of PayPal Payment solutions developed in Chennai, India.

- Delivered the current version of eBay PayPal Checkout experience in 6 months period for North America and rest of the world.
- On a daily basis managed QA efforts by closely tracking resource map, project timelines, testing status and bug verification progress.
- Played a critical role in establishing a 'follow the sun model' to improve work-life balance of the teams in all locations and increase turnaround time for delivery.

eBay, San Jose, CA 95125 (1999 - 2006)

QA Manager Trading Application

(09/2003 - 07/2006)

- Responsible for a team of 17 QA engineers (on shore and off shore). Management responsibilities include hiring, performance management, team building, mentoring, 1:1s and staff meeting.
- Led the eBay Express Checkout, SYI Redesign, My eBay Redesign & Unified Checkout projects.
- Solid experience leading successful teams, maintaining schedules, dealing with resource constraints and providing guidance. Constantly strived for quality excellence by initiating and driving process improvements.
- Closely worked with senior and peer managers for cross QA issue resolution, communication, process change, resource balancing, scoping and contact point for Product, PD and PMOs
- Define and implement metrics to support mission of the team.

QA Supervisor Trading Application

(04/2002 - 09/2003)

- Managed a team of 12 QA engineers and delivery for the My eBay and Checkout projects. Led large size projects of high risk spanning across functional teams – V3 conversions
- Was responsible for hiring, performance management, training, resource management and mentoring QA engineers.
- Reviewed and wrote test plans, test cases and was involved in test execution.
- Initiated and drove process improvements – Dev to QA handoff, QA demo etc.

QA Engineer Lead Trading Application

(02/99 - 04/2002)

- Responsible for leading a team of 10 QA engineers for the eBay core functionality group (Sell Your Item, Mr. Lister, View Item, Buying, My eBay).
- Reported defects, developed test plans and test cases, as well as executed black box and automated regression tests.

Worked with the Director of Quality to assess and help plan test effort required for new functions/features under development.

- Conducted production bugs meeting, weekly release meetings and provide status to stakeholders on releases.

Phoenix Technologies, Ltd., San Jose, CA 95134 (1995 - 1998)

Sr Software QA Engineer

(12/98 - 02/99)

- Responsible for Quality testing and documentation
- Participated in early product discovery to determine QA testing requirement
- Mentor and train fellow team members and acted a point of contact for all customer support issues.

Software QA Engineer

(8/95 - 12/98)

- Responsible for providing software testing to assert compatibility, functionality and reliability of software/firmware deliverables from the product line.
- Assisted Engineering and Marketing in identifying potential support problems

- Wrote comprehensive test plans and test reports.
- Validated specific problems reported by customers
- Assisted in product release control and was responsible for production builds

References available upon request