

HEMADRI DASARI

San Antonio, TX – 78258 – 210.294.2654 – dasarih@gmail.com

IT LEADER WITH PASSION FOR QUALITY ENGINEERING

SOFTWARE ENGINEERING ~ TECHNOLOGY STRATEGY & ARCHITECTURE ~ PROJECT MANAGEMENT

IT Strategy and Governance
Program and Project Management
Budget & Vendor Management
Global delivery
Performance and Scalability
Security and Compliance
Test Automation
Shift Left Testing (T/B DD, CI/CD)
Agile and Iterative methodologies
SOA/Billing/Payments SME
Cloud Computing

Experienced professional with extensive background in developing, deploying and evaluating systems aimed at improving quality and efficiency. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Extensive track record of success in growing global teams and managing vendor contracts.

Demonstrated skills in technical leadership and quality engineering experience including six years in leadership roles within quality engineering. History of building world-class quality engineering teams and automating repeatable, scalable QE processes. Proven track record of repeatedly shipping high-quality software for cloud, telecommunications, Internet, and retail markets.

Well-versed troubleshooter continually focused on identifying, isolating, and resolving technical issues. Accomplished communicator adept at building and strengthening relationships across functions to drive cohesive, strategic operations.

CAREER PROGRESSION

INTUIT • San Diego, CA

2016-Present

SENIOR IT MANAGER, GLOBAL BILLING PLATFORM– INTUIT, EBS-FACT GROUP

Active member of the organization's Sr. Leadership team responsible for organization strategy and employee engagement. As part of the leadership team, driving shift left and CI/CD implementation to move from a yearly feature release to monthly feature release and hotfixes in between. Oversee and mentor engineers in several scrum teams across US and Canada building Intuit's global monetization service-oriented architecture billing platform for SaaS that abstracts out the complexities around financial transactions, subscription management, billing, payment gateways, global sales tax, restricted party screening, tax exemption, PCI, revenue recognition, and compliance. The platform is made up of a set of consistent APIs, a cohesive set of global services, an enterprise service bus, and a variety of widgets and tools. Requires active collaboration with cross-functional teams within and outside our business unit including Product, Program Management, Development, Operations, Finance and UAT teams to coordinate and align the roadmaps to implement program initiatives.

SENIOR IT MANAGER, PAYMENTS PLATFORM DEVELOPMENT– INTUIT, SBG-PD GROUP

Oversee and mentor engineers in eight scrum teams providing payment platform solutions for small business group and entire company. Train Scrum team members on best quality engineering practices and guarantee delivered software quality. Collaborate with scrum and development staffs on test automation and product development using JIRA as ALM tool. Supervise all aspects of merchant onboarding and underwriting. Investigate transaction risk and secure and partner with outside payment processors to fund merchants. Employ Agile methods to create and evaluate quality production.

RACKSPACE INC. • San Antonio, TX

2011-2016

IT MANAGER– RACKSPACE INC, GLOBAL BILLING, GET GROUP, 2012-2016

- Managed company's largest geographically dispersed team (25 software developers and engineers in test) building global billing platform supporting all Rackspace products including OpenStack Public Cloud, Microsoft Azure, Amazon AWS, and Rackspace Dedicated Hosting serving global customers. Hands on experience working with vendors and legal and finance Departments on SOW contracts and CapEx/OpEx budgets. Collaborated with 15+ teams across the organization to lead E2E testing effort using opencafe, Selenium, Protractor/AngularJS, Docker, Git Hub, Maven, Jenkins, Chef/Pyrex python SDK with Open Stack. Played active role in addressing concerns and promote synergy of quality goals and project milestones across IT and Finance teams.
- Administered performance testing efforts for various complex projects (web applications and services, backend billing applications, databases, and other legacy components), and constructed team with core testing competencies.
- Built next-generation automated testing framework for billing platform using open-sourced OpenCafe framework working with team of software developers in test.
- Served as back-up to director on billing governance team accountable for quality experience activities.

TEST ARCHITECT – RACKSPACE INC, GLOBAL BILLING, GET GROUP, 2011-2012

Led test strategy (functional, integration, E2E, and performance testing), focusing on shift left testing, design, execution, continuous integration, automation tool selection, and designing and developing frameworks. Mentored teams on tools and processes to test functional and non-functional requirements for wide variety of applications (Legacy/Web/Web Services/Billing/ETL, and more).

- Hired, trained, and mentored team members, and grew organization from start-up to global QE contender.
- Analyzed systems architecture and built robust and scalable applications in team collaboration.

COMCAST CORPORATION • Herndon, VA

2010-2011

PRINCIPAL TEST ARCHITECT

Developed and identified tools to improve and optimize quality. Adopted shift left testing (TDD and CI) using Jenkins, Apache Jmeter, HP Suite of testing tools, and Parasoft service virtualization.

- Managed quality assurance and coordinated testing of 14 other QA teams and quote-to-cash system deliverables by simplifying testing processes with complete system architecture knowledge, proper tools, and best practices.
- Developed monitoring tool to observe business-critical web services.

AOL INC. • Dulles, VA

1999-2003, 2005-2010

TEST LEAD, QUALITY ASSURANCE

Managed testing efforts for Open Business Infrastructure (OBI) platform providing monetization engine for customers, affiliates, publishers, and others. Designed and developed testing methodology for next-generation AOL infrastructure platform using Service Oriented Architecture. Supervised and executed testing phase of core infrastructure components, customer care support, and billing platform applications involved in membership services from multitude of platforms, client versions, devices, and communication protocols. Validated deployment in different environments used by internal and external customers.

- Created new quality assurance team and ensured successful transition from contract to full-time employment.
- Developed and identified tools to improve and optimize application delivery quality.
- Mentored and cross-trained various QA teams on web applications and services and provided hands-on technical assistance for automated testing.
- Oversaw knowledge transfer, created test script templates, and helped team learn and use SOATest while migrating test cases from FitNesse and Mercury Loadrunner tools to Parasoft SOATest web service testing tool.

MICROSOFT CORPORATION • Hyderabad, India

2003-2004

TEST LEAD, VOLUME LICENSING & PROGRAMS IT (VLP IT) GROUP

Oversaw team building, drive test automation, and risk and change management. Created test plans, strategy, and cases. Validated test estimations, and ensured test module leads worked properly. Analyzed defects, metrics, and root causes. Supervised and executed testing phase for delivering mission-and business-critical supply-chain functions, including demand generation, fulfilment and customer care, customer reporting, and customer, partner, and order management.

- Managed multiple quality assurance teams of up to 15 members.
- Led offshore transition process while taking part in joint application design sessions to learn business requirements and overall scenarios to build deep domain knowledge with long-term objective of owning total offshore applications.

*** **

Established career as System Analyst/Test Lead with NCR Corporation in Rockville, MD

EDUCATION AND CERTIFICATIONS

Master of Science in Electrical and Electronics Engineering

South Dakota School of Mines & Technology, Rapid City, SD

Bachelor of Science in Electrical and Electronics Engineering

Jawaharlal Nehru Technological University, Hyderabad, India

Certifications

AWS Certified Solutions Architect/Microsoft Certified Systems Engineer | Proficiency in German

Professional Courses

Oracle WebLogic | Advanced Java | JavaScript | XML