

SUMMARY:

- ❖ I am a leader with a keen eye for quality, with the ability to understand/define processes needed to achieve software quality and the technical ability to create tooling and automation that leads to better quality.
- ❖ I have close to 13 years of experience in various aspects of IT in the Security, Travel and Financial Services domains including strong experience with Project Management, PreSales and QA Leadership
- ❖ My educational background - BE (Computer Science) + MBA (Finance & General Management) + CFA Level I
- ❖ My most recent experience is at a very successful startup named Duo Security, where I am the Director of QA and am in the process of building out the team.
- ❖ Until recently I worked at an early stage startup (Pindrop Inc), being the first QA hire of the company and slowly building the team to add 13 QA Engineers over two years, to handle the company's growth from 20 employees to 250+ employees
- ❖ I have strong Linux, Python and MySQL skills. I also have good experience working with Perl, Shell scripting, QC OTA API (vb scripting) and with test management tools like QC. I have also used JIRA extensively.
- ❖ I have strong experience in handling distributed teams, spanning geographies and providing varied services like Production Support, Release Management, Smoke testing etc in high intensity, mission critical, time sensitive environments like Bank of America's Electronic Trading division, NYC.
- ❖ I have good pre-sales experience through which I learnt to work with customers with varying needs, understand their environment and the problems they were trying to solve as part of the process of designing a QA solution for them.
- ❖ I possess a good understanding of the Security and Financial domains, also understand business analysis and process tuning well
- ❖ I have been able to maintain high levels of performance and run high performing teams, while working under extended periods of pressure.
- ❖ I have managed QA teams as large as 90 team members, providing functional testing, smoke testing, regression testing, automation testing and performance testing for world class organizations like Pindrop Inc, Delta Airlines, Xerox and Verizon Telematics.
- ❖ I am very comfortable with the Agile way of managing projects and QA teams.
- ❖ I have acted as Test process consultant, in which capacity I analyzed testing processes, defect life cycle, test reporting etc and came up with the best possible tailored processes to suit the nuances of the project, including development lifecycle, operating environment etc. I used frameworks like TPI to do these assessments.
- ❖ Good experience with all phases of the software development lifecycle – having done projects in Waterfall/Agile models in support, maintenance, testing and small developments. Experience starting from gathering requirements, updating QC with those requirements, creating traceability matrices, ensuring complete coverage of business needs via these requirements, working with testing teams to ensure testability of requirements, defect review meetings, developing code, releasing builds to environments, supporting applications etc.

PROFESSIONAL EXPERIENCE:

Duo Security
Role: Director, QA

Nov 2014 till date

Duo Security is an Ann Arbor based startup that aims to democratize security and also be the most loved security firm in the world. I own the QA function here at Duo and am in the process of setting up QA

process, hiring the QA team and making sure we are able to handle all the QA needs of this growing company. So far, dev has owned testing and has done a great job. I need to build a team that is capable of taking that over from dev and making sure we achieve the same high standards.

I am a hands on leader who identifies and does what is best for the quality of the company. I am technical enough to write code when needed and am able to operate at a strategic level, where I plan the company's QA budget, create the hiring plan, build out the team, build out the QA strategy, the automation strategy, the performance testing strategy etc.

Responsibilities:

- ❖ Test Planning – create test plans, assign projects/tasks to team members
- ❖ Test Process design – given that I was the first QA person on the team, I had to design and set in place QA processes that the rest of the team could use once the team started ramping out.
- ❖ Budgeting for QA for 2017 - ensuring we have enough budget for things that we want to do in 2017, including human resources, training, tools etc.

Technology Environment: Linux, MySQL, Phabricator, Python, Selenium, Google App Engine, Web based testing, Functional testing, Regression testing, Smoke Testing, Automation Testing, SQL, Automation (Selenium), Locust.io (performance testing), redis, Jenkins, nosetests, virtualenv, AWS, Vagrant, chef, fabric, git, arc, ansible etc

Pindrop Security **Role: QA Manager**

May 2014 till Oct 2016

Pindrop Security is an Atlanta based start up operating in the Voice based fraud detection space. Pindrop is a leading player in this space with clients that are among the top banks/retailers of US. As the first QA hire, I was instrumental in building out the team, setting processes in place to ensure we could scale to meet a fast growing company's QA needs. I joined Pindrop when the company had 20 employees and was part of its journey as it stands at 250+ people today.

We slowly increased the QA team and we have 13 folks in the QA team today. QA is quite technical here and relies to a large extent on our Python skills and knowledge of different and sometimes arcane Unix commands. We rely heavily on open source testing tools like Selenium, Jmeter, Gatling, SoapUI etc etc for our testing needs. JIRA is the defect management software used here and Agile is the development methodology followed here.

The two products that I am responsible for ensuring Quality offered Fraud detection services - one as an appliance that was installed into call centers and the other as a cloud offering. Both of them required parsing various VOIP technologies like SIP, H323, Avaya etc and we added TDM support recently.

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- ❖ Test Process design – given that I was the first QA person on the team, I had to design and set in place QA processes that the rest of the team could use once the team started ramping out.
- ❖ Automation Planning – we currently use a Jenkins/selenium/python/Jmeter/soapUI based automation framework. I designed this framework and implemented it from scratch
- ❖ I have experience evaluating several automation frameworks including Robot Framework, Lettuce and finally Cucumber. We implemented our automated regression suite with Ruby/Cucumber.
- ❖ Performance testing – used Jmeter/Gatling/locust to stress/performance test an API, also did concurrent user testing with Jmeter on a Web based product
- ❖ Backend performance testing – used Unix tools like SIPP to generate load and other tools like top, iostat, vmstat, netstat etc to find breaking points. Did kernel tuning to address performance issues.

- ❖ Manual testing – manually tested new features in the product, involving both web based and api testing.
- ❖ Used selenium and python to monitor critical web pages and run checks on their functionality several times during a day
- ❖ Team management - made sure the team of high performance individuals I had on my team had clear direction, feedback on their progress and support/mentorship in all aspects technical and non technical.
- ❖ I built the automation framework and the test suite for one of our cloud based products. The framework was built with python using the requests library to hit the API end points and selenium to exercise various UI features and nosetests was the test runner I used. This suite ran from Jenkins every time a build was checked into github.
- ❖ Cucumber/ruby - we also wrote an automation framework based on cucumber and ruby for another product. This was also plugged into Jenkins and was where most of the recent test development was going on. I was not writing any code on this project and took more of a design/supervisory role here.
- ❖ Python scripting - I wrote utilities that helped the QA team be productive. This list included a test data generation tool, a tool that parsed/customized SIP traffic, produced charts/metrics on testing by connecting to JIRA.

Technology Environment: Linux, MySQL, JIRA, Zephyr, Jmeter, SoapUI, Selenium, Python, Shell scripting, Web based testing, Functional testing, Regression testing, Smoke Testing, Automation Testing, SQL, Automation (Selenium), BDD with lettuce, Locust.io (performance testing), redis, celery, Cucumber, JITS, Jenkins, nosetests, virtualenv, flask, AWS, Vagrant, chef, fabric, git

Verizon Telematics Inc
Via ProKarma Inc
Role: QA Coordinator

Mar 2013 till May 2014

Xerox Inc, (Government Healthcare Solutions)
As a consultant via Infinite Computer Solutions
Role: Test Manager

Nov 2012 till Mar 2013

Delta Airlines, Atlanta, GA
Role: Test Manager

Oct 2011 – Oct 2012

Travelport, Denver, CO/ Chennai, India
TCS QA Lead/Test Process Consultant/Presales Consultant

June 2010 - Sept 2011

Bank of America, New York City/ Chennai, India
Lead – Production Support/Release Management/Smoke Testing

Nov 2005 –Apr 2009

Standard Chartered Bank, Hong Kong/ Chennai, India
Team Member

Nov 2003 - Sept 2005

Project Network Custody, Clearing and Settlement + Cash Management Systems
Team member in the Cash Management Applications team

Sify.com – Assistant Engineer, Chennai, India,
Part of mail team

Jun 2003 – Oct 2003