

Deepa Reddy

Email: deepareddy7022@gmail.com

Profile: <https://www.linkedin.com/in/deepa-reddy-a99316161/>

Mobile: +91-7022651232

Accomplished and result-driven QA management professional with over 11 years in quality assurance. Hands-on manager with proven ability to direct and improve quality programs, reduce defects, and improve overall efficiency and productivity. Highly adept at developing and implementing test strategies, quality methodologies to support development and release of business applications. Able to train, lead and motivate effective cross-functional teams

Profile Summary

- 11+ years of experience in software testing industry.
- Experience in managing a team of 50+ QA engineers
- Expertise in hiring and training the team. Conducted 2 large hiring in the last 3 years and hired around 40+.
- Provide leadership, guidance, and mentorship to the QA team to develop skills and promote career growth
- Proven experience in designing and implementing quality control processes, procedures, and standards.
- Conducted 1-1 meetings for QA leads, skip level meetings with the QA team providing regular feedbacks.
- Set up and maintained automation testing frameworks using selenium webdriver IO, Cypress and implemented around 3000+ test cases resulting in 30% reduction in manual testing
- Worked closely with DevOps to set up CI/CD pipelines in Jenkins for 6 projects and implemented docker containers
- Implemented Allure reports and hosted it on Netlify
- Reviewed automation scripts, provided feedback and was responsible for merging PR's in GIT
- Shared automation Weekly/Monthly Metrics to the higher management in monthly review meetings
- Implemented E2E processes across verticals for smoother delivery of the products.
- Collaborated with cross-functional teams to identify areas for process improvements and implement changes that increase overall product quality.
- Experience in reviewing test cases and providing necessary feedbacks
- Experience in testing Web Applications and Mobile apps (iOS, Android)
- Experience in Black box testing methods (Smoke, Sanity, Functional, Integration, Regression, Usability, System and End to End testing)
- Expertise in API testing using Postman and Cypress for Automation
- Experience in BDD cucumber studio tool
- Good knowledge on SQL and Database testing
- Basic knowledge on Performance tools like JMeter and Grafana k6.
- Worked in dynamic Agile Environment and participated in Scrum and Sprint meetings
- Experience in test case management tools like Zephyr, Azure and Jira

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- Capable to quickly learn new technologies and adapt to new environment
- Dedicated and self-motivated to lead a team as well as work individually.

Work Experience

- Senior QA Engineering Manager – BYJUS (Jan 2020– April 2023)
- Senior QA Analyst- Spanidea Systems Pvt Ltd(July 2018-April 2019)
- Senior QA Analyst - IDC technologies Pvt Ltd (June 2019 – April 2022)
- QA Analyst – Costrategix Technologies Pvt Ltd(April 2012 – March 2018)

Education Background

- B. Tech in Computer Science and Eng. from KNSIT, Bangalore, India, (2006- 2010)

Certifications

- The Complete JavaScript Course 2022
- Leadership: Practical Leadership Skills
- WebDriverIO + Node.js -JavaScript UI Automation from Scratch
- Docker for the Absolute Beginner - Hands-On - DevOps
- The Manager's Guide to Effective One on One Meetings
- Security Awareness Training

Skills:

Project Management	Automation
AGILE – SCRUM	Javascript
CI Tool- Jenkins	Leadership
Docker	Cypress
GIT	WDIO
JIRA	Postman
AWS	API
Cucumber Studio	Zephyr

Work Experience

SENIOR QA ENGINEERING MANAGER 11/2021 – 04/2023

BYJUS, Bengaluru, India

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- Managed and lead a team of 50+ QA members.
- Defined QA policies, Quality improvement processes and best practices.
- Lead QA hiring, training, supervising QA engineers, QA leads, and automation QA engineers.
- Formed and trained Automation team. Have achieved more than 90% Test Automation
- Worked with Project Managers to develop project schedules and resource allocation models.
- R&D on QA tools, technologies, methodologies, and process.
- Worked with R&D team on Amazon Transcribe model for call analytics and shared the metrics to VP of technology
- Coded performance scripts using Grafana k6 for AP govt and US launch projects for bulk Order creation API's of around 12Lakhs.
- Researched on cucumber studio tool and implemented it across projects.
- Researched on Zephyr test case management tool and implemented across 4 verticals
- Conducted 1-1 for QA leads, skip level meetings with the QA team providing regular feedbacks.
- Trained and guided QA leads on Leadership qualities.
- Worked closely with DevOps to set up Jenkins pipelines, Docker set up for Automation.
- Implemented E2E testing processes across verticals to deliver a high quality product.
- Implemented weekly QA sessions to Improve QA skills
- Implemented requirements brainstorming processes to improve test coverage.
- Conducted biweekly review meetings with QA leads from all verticals and reviewed QA metrics
- Involved in Incident review meetings to debug critical production issues
- Involved in Prioritization meetings with different stakeholders.

SENIOR QA LEAD 01/2020 - 10/2021

BYJUS, Bengaluru, India

- Involved in Requirements analysis with Product and Engineering teams.
- Involved in effort estimation.
- Contributed to Test Plan documentation.
- Documented flow diagrams for complex features.
- Documented Test Cases and executed Test Runs in the Zephyr tool.
- Performed Smoke, Functional, Integration, Regression, Compatibility, System, and End-to-End testing.
- Performed Data Validation testing for Sales incentive module for 8K records using python pandas
- Performed API testing using Postman.
- Involved in Hiring and training Fresher's.
- Conducted weekly sessions and trained the team on new tools, processes, and Automation.
- Involved in Requirements prioritization meetings.

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- Worked closely with BA on UAT testing.
- Explored Automation tools using Javascript (Cypress), created a POC and implemented for a project.
- Involved in production bugs review.

SENIOR QA ENGINEER 06/2019 - 12/2019

TCS, Bengaluru, India

- Managed a team of 6 QA members.
- Involved in Requirements Analysis.
- Documented Test cases, executed and tracked the metrics.
- Documented Bugs in JIRA and tracked.
- Performed Functional Testing, Smoke, Integration, System, Database, API, and Performance testing and Implemented Automation scripts using Selenium webdriver.
- Shared QA Status and metrics to Management and business teams.
- Analysed the risk and provided mitigation plans.
- Participation in daily and weekly status meetings.
- Built Robust QA Dashboards in JIRA.
- Responsible for Test plans, on-time QA sign-off as per the Release plan.

SENIOR QA ENGINEER 07/2018 - 04/2019

Spanidea Systems Pvt. Ltd, Bengaluru, India

- Worked on Trains module for Cleartrip client.
- Managed QA team of 5 members.
- Involved in Requirements Analysis.
- Documented Test cases, executed and tracked the metrics.
- Documented Bugs in JIRA and built Robust QA Dashboards
- Performed Functional Testing, Smoke, Integration, System, Database, API, and Performance testing and Implemented Automation scripts using Selenium webdriver.
- Performed bulk API testing using postman and cypress tool
- Shared QA Status and metrics to management and business teams.
- Analysed the risk and provided mitigation plans.
- Participation in daily and weekly status meetings.
- Responsible for Test plans, on-time QA sign-off as per the release plan.

QA ENGINEER 04/2012 - 03/2018

Costrategix Technologies pvt Ltd, Bengaluru, India

- Experience in Content management systems (Drupal, Joomla, WordPress, Magento), eCommerce, and mobile applications (Android and iOS)

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- Worked on multiple USA projects like Fastpark, Parkplace, Polar 3D, Audit companion, Running to Win, First Watch, Mixer.
- Involved in Requirements Analysis, documented Test cases, executed and tracked the metrics and bugs in JIRA.
- Performed Functional Testing, Smoke, Integration, System, Database, API, and Performance testing Implemented Automation scripts using Selenium webdriver.
- Trained QA members on Automation tool
- Shared QA Status and metrics to Management and business teams.
- Participation in daily and weekly status meetings.
- Responsible for on-time QA sign-off as per the Release plan.

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

(Deepa Reddy)