**ASH KHAN**

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Professional Profile

A commercially astute, results driven and highly motivated **SC Cleared** / **Certified Leading SAFe® 4.6** / **Certified Scrum Master PSM I / Certified Product owner PSPO I /** **QA Test Manager** with significant experience in managing, developing and deploying end-to-end medium to large complex digital web and mobile transformation programmes within the public and private sector. I specialise in agile scrum, Kanban, Lean, XP, SAFe, Nexus Integration and waterfall methodologies. Possess a wide understanding of system and integration testing, as well as fundamental knowledge of the entire Systems Development Lifecycle. Able to collect and analyze information, digest facts/figures and quickly grasp complex technical issues.

Core Competencies

* **Removing barriers and keeping the team on track.**
* Share experiences and encourage collaboration within the team.
* Introducing best engineering practices to help the team to deliver fast and value for money.
* Acting as a coach for the Development team and helping to build an organic and self-organising team.
* Flexibility and persistence.
* Establishing a close relationship with product owner.
* Full understanding of the software delivery lifecycle.
* Continuous service improvements.
* Building and integrating automation test frameworks using Selenium, Java, Jenkins, AWS and Azure.

Training & Professional Certifications

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| Certified Leading SAFe® 4.6  Certified Scrum Master  Professional Scrum Product Owner  ITIL Foundation& ISTQB Advanced Test Manager | Prince2  ISTQB Foundation  Oracle Certified Associate 9i (OCA)  Risk Management |
| ISEB Business Analyst | Introduction to Oracle 9i: SQL |
| NIKU Clarity R8 Technical Essentials I - Installation | Oracle9i Database: Fundamentals I |
| NIKU Clarity Technical Essentials III - Implementation | Implementing Microsoft SharePoint Server  Oracle Certified Associate 9i (OCA) |
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Professional Experience & Significant Achievements

June 2019 – Present TJX COMPANIES

**SCRUM MASTER / DELIVERY MANAGER**

I was engaged by TJX Europe to help deliver the Inventory Allocation Tool project, which is a custom-built supply chain application. The Inventory Allocation tool is replacing the SCMS legacy application for UK vendors and spreadsheet process for Europe and Rest of the World. The application is build using Microsoft Azure technology stack.

**Key Responsibilities & Achievements**

* Managing and mentoring 4 scrum teams, which are based in the UK, U.S and India (Onshore/Offshore model).
* Enforced Kanban principles for the DevOps team, which helped the team, increase its throughput.
* Helping the teams to embrace SAFe core values, adopt and apply SAFe values.
* Experience of leading teams, implementing Agile and Continuous Delivery practices.
* Introduced built in quality practises such as Extreme Programming (XP), Pair Programming and Work in Process (WIP) to help teams to become high performing and self-sufficient.
* Helping and challenging the teams to improve performance in areas such as Quality, Flow, Predictability and Velocity.
* Facilitating Scrum ceremonies and helping teams remove any impediments.
* Supporting the Product Owner with managing the backlog and guiding the team while facilitating a healthy team dynamic.
* Supporting the Product Owner to maintain a strategic product roadmap that identifies deliverables, milestones and benefits through facilitating and driving core agile principles such as business value and quality delivery flow.
* Participating in the Scrum of Scrums to coordinate with other integration teams.
* Supporting the teams in preparation of ART activities such as PI Planning, System Demos and Inspect and Adapt.
* Participating in the Pre and Post PI (Product Increment) meetings to prepare the vision and backlog for the PI.

July 2016 – June 2019 DEPARTMENT FOR EDUCTION

**DELIVERY MANAGER**

I was engaged to lead 3 agile teams and introduced agile ways of working to deliver Azure Identity and Access Management (IAM) solution. The IAM service would prevent data / security breaches and allow restricted control of access on the Azure platform using Microsoft Active Directory and allow users to access their SaaS applications. Implementation involved SSO, RBAC, and MFA. The implementation was for a Hybrid Identity (Cloud and On-Premise).

**Key Responsibilities & Achievements**

* Ability to drive innovation and change across teams through collaborative working and effective influencing skills.
* Facilitating Daily scrum, Sprint planning, Sprint reviews (Demos), Sprint retrospectives and Release planning meetings.
* Removing impediments to the Scrum team for continuous smooth development.
* Delivering features to the business iteratively in line with agile principles, getting functionality to users early and using their feedback to learn and improve the service.
* Capturing and reviewing sprint metrics for example burn-down charts, velocity charts and confidence forecasting for future sprints.
* Coach, guide and support the Product Owner with backlog refinement and facilitating learning workshops e.g. user story mapping and estimating.
* Motivate, inspire and give clear direction to the team to encourage client focus, clear lines of responsibility, excellent result and performance.
* Developed close working relationship with internal, external stakeholders and vendors to ensure that the business and technical requirements are clearly articulated to the development team in order to deliver a quality product.
* Leading and enabling the development team to complete sprint goals, self-organise in order to achieve excellent results.
* Coached and mentored Delivery teams on the implementation of AGILE principles, values and practices and facilitated AGILE training workshops for wider stakeholders to embed AGILE, create awareness and ensure consistency among teams.
* Effective liaison with all relevant business stakeholders and system owners.
* Working towards GDS standards too ensure project meets GDS requirements.

Feb 2016 – July 2016 hmrc digital

**Test manager**

I was engaged by Agility to help establish software quality standards for the Taxation Platform. I was responsible for working across the 22 project teams to ensure quality standards were put in place and implementing automation testing across the teams. One of the projects, which I oversaw, was the award winning Check Your State Pension.

**Key Responsibilities & Achievements**

* Managing 22 project teams across the tax platform. Each team represents a micro service where I am responsible to ensure all testing is completed before we go to CAB.
* Ensuring our service is ready for the GDS assessment review in which we need to explain how we have built our services, in order for us to release our service to Private Beta and Public Beta.
* Engaging with the key stakeholders across the programme.
* Managing 3rd party penetration testers to come and test the platform too ensure we have no major defects before each of the micro services GO-LIVE.
* I work closely with the developers from each of the teams and also the architects too ensure the testing teams are aware of any changes to the functionality, which would need to be tested.
* I represent the testing community in the scrum of scrums where I can highlight any major issues in the testing arena to the scrum masters so they are also aware of any potential risks and blockers.
* Working with suppliers such as Capgemini and Accenture. I am also involved with setting up a new process for our digital testing strategy. I am responsible for vendor management too ensure our 3rd party suppliers.
* Workings with the scrum masters too ensure our Acceptance criteria, integration; accessibility, exploratory and performance testing are defined in the definition of done.
* Holding workshops with developers and testers too demonstrate the TDD approach.
* Refactored our automation framework towards using cucumber BDD.
* Holding sessions within the centre to educate Business Analysts, Testers, and Developers with best practises around BDD.
* Working with Test & Release to define test strategy for the programme.
* I created an API framework using SoapUI where I integrated with Jenkins and trained the teams of how to use the framework. The teams were currently testing the API’s locally using Postman.
* Set up a QA Testing forum where all testers from each of the teams come together to discuss best practises and also what challenges they are facing and how they overcome those challenges.

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| Feb 2015 – Feb 2016 | SHELL DownStream digital marketing and ecommerce |
|  | **SCRUM MASTER** |

Digital Marketing and eCommerce (B2B, Adobe CQ/AEM, Hybris 5.4) implementation across Shell's Downstream businesses - Fuels, Lubes, Aviation, Marine, Retail Agile. 36 countries, 26 languages

**Key Responsibilities & Achievements**

* Build and maintain teams, ensuring they are motivated, collaborating and working well.
* Identifying obstacles and helping the team to overcome them.
* Focus the team on what is important to the delivery of the products and services.
* Coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques.
* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
* Ensure team follows the values and practices of scrum.
* Interacting with internal and external customers within Shell via user conferences and showcasing new functionality and enhancements.
* Facilitating Daily scrum, Sprint planning, Sprint reviews (Demos), Sprint retrospectives and Release planning meetings.
* Attending scrum of scrums.
* Shield the team from any disruptions during the sprint.
* Responsible for Defect triage between QA and DEV teams on a weekly basis to discuss defects priorities and SLA for defect fixes.

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| September 2014 – Feb 2015 | Assentis AG |
|  | **TECHNICAL SCRUM MASTER** |

Working within an agile software development environment where I was engaged to lead 2 agile teams. I coached the teams in agile principles and ways of working. I was working with 3rd party vendors who were responsible for the implementation of ERP Clarity.

**Key Responsibilities & Achievements**

* Oversaw software developer’s progress on applications and applied principles of agile methodologies to keep project on track.
* Ensuring acceptance criteria was agreed upon and the stories were ready for sizing.
* Collaborated closely with the product owner on backlog grooming to keep product backlog relevant and prioritized.
* Tracked teams progress including burn-down, velocity and release forecasting.
* Coached team in optimal time utilization through concepts of scrum and agile methodologies.
* Led sprint reviews and daily scrum meetings to touch base with the whole team to ensure all team members were working towards the sprint goal and removing any blockers.
* Producing daily status and test completion reports for management.
* Liaising with Defect Management team and Environment Managers for resolving issues/defects.
* Continually looking at ways to save money but ensure quality is not compromised.

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| May 2014 – September 2014 | HOME OFFICE |
|  | **AUTOMATION TEST MANAGER** |

I was working on behalf of Sogeti to help deliver value to the Cap Delivery programme by implementing automation testing. I was tasked with creating an automation test framework and integrating to Jenkins to be part of our CI/CD pipeline.

**Key Responsibilities & Achievements**

* Gathering functional requirements and created a test strategy.
* Conducting tool evaluation for automation.
* Created automation framework from scratch using Selenium.
* Trained automation team on how to use the framework.
* Created documentation on automation best practices.
* Integrated our test automation with Jenkins (CI).
* Using TDD and BDD for designing and creating test scenarios.
* Working with 3rd party vendors to ensure quality is maintained throughout.
* Managing and owning the defect triage with iteration teams.

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| March 2014 – September 2014 | SOGETI |
|  | **PRINCIPLE CONSULTANT** |

Part of Capgemini, this is one of the largest test consultancy globally.

**Key Responsibilities & Achievements**

* Setting up test strategies and test plans.
* Set up a mobile test lab with various different automation frameworks.
* Mentoring team in agile and QA best practises.

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| August 2013 – March 2014 | TRINITY MIRROR DIGITAL RECRUITMENT |
|  | **QA TEST MANAGER** |

I was leading a team of 6 QA Testers across 4 market leading jobsites – Secsinthecity (Secretarial), Totallylegal (Legal), GAAPWEBB (Accountancy and Finance) and Fish4jobs.

**Key Responsibilities & Achievements**

* Created an automation test framework using Selenium, Java.
* Introduced API testing using RestAssured and Java.
* Performing End – to End Testing.
* Gathering functional and non-functional requirements.
* Creating UAT Test plans.
* Managing UAT testing lifecycle.
* Liaising with stakeholders and senior management.
* Using JIRA to raise and track defects.
* Working with Release Manager to sign off releases into Production.
* Creating OAT test strategy and plans.
* Implemented Risk base testing strategy.

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| January 2013 – August 2013 | telegrapgh media group (tmg) |
|  | **QA TEST LEAD** |

I was engaged by First Clarity to deliver Telegraph Media a new CMS tool Escenic. This would be introduced for a new channel within Telegraph. [www.telegraph.co.uk/luxury/](http://www.telegraph.co.uk/luxury/).

**Key Responsibilities & Achievements**

* Creating a Test plan.
* Managing a team of 5 testers.
* Introduced web and mobile automation to the project.
* Capturing functional requirements.
* Holding workshops for the business.
* Conducting End – to End testing.
* Liaising with DevOps with regards to code drops and release planning.

Previous Experience

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| February 2009 – December 2012  March 2005 – February 2009 | **SENIOR QA ENGINEER**  **BUSINESS ANALYST** |
| August 2002 – February 2005 | **BUSINESS ANALYST** |

Technical Skills

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| Selenium WebDriver | CQ5 |
| Java and Junit  AWS Cloud | Hybris  Azure Cloud |
| BDD  Linux Kali | HP Quality Centre (QC)  Visual Studio |
| TDD | Linux |
| JMeter | PhantomJS (Headless browser testing) |
| Jenkins (CI) | JIRA |
| SVN / GIT  Slack | TFS/VSTs  Microsoft Teams |
| SQL | My SQL / Mongo DB |
| Restful Web Services  Specflow  C# and Nunit | SOAPUI  Service Oriented Architecture (SOA)  UFT/AXE |

References available upon request