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Position of Interest: **Programme (or) Project Test Manager** /**QA Lead**

A qualified Technocrat and Post Graduate as well as a seasoned IT professional, having a rich and Professional experience of over 12 years, involved in diverse functions of **Software Testing Life Cycle, Test delivery Management,** and **Team Management.** Forward thinking, capable and committed test manager with a proven ability to meet agreed deadlines, co-ordinate and work to defined testing methodologies within a structured environment.

Focused on any task at hand and able to utilise existing test knowledge and experiences to come up with practical solutions and alternatives to testing processes. Strong Managerial skills to negotiate lead and guide in house, offshore and third party test teams towards focussed deliveries and targeted programme/project milestones.

*Seeking leadership challenges for project/test Delivery Management*

**Professional Highlights**

* Consummate experienced and seasoned software Test Manager with 12+ years of experience in testing solutions, testing consultancy, functional and non-functional testing.
* Expertise in providing testing solutions for various **Transformation** and **Modernisation** programs.
* Ensure **process adherence** in project/programme, suggest process improvements & process implementation effectiveness.
* Hands-on competence in Test Management preparing **Test Estimation, Test Strategy, Test Plan,** **Test Execution & Control, Defect Tracking & Resolution, Lesson Learnt** and **Test Reporting.**
* Proficient in all phases of **Software Development Life Cycle** including Analysis & Study of Business Requirements, Technical & Functional Specifications, Data/Interface/Process Design, Module/Interface development, Testing, Integration and Implementation
* Similar competence in **Software Testing Life Cycle** through Development of High Level Test Plan, Detailed Test Plan/Functional Validation Matrix/Test Cases, Review of Test Cases & selection for Automation, Scripting of Test Cases, Traceability, Complete Testing Cycles, Test Result Documentation, **Metrics management** and **Evaluation of testing processes.**
* Expertise in **Risk Evaluation** and **Mitigation** for deadline critical programmes and projects.
* Strong expertise in Design & Execution of Test Strategy, Test Plan, Test Scenarios and Test cases using **Waterfall,** **V-Model** and **Agile** mode of testing;
* Demonstrated People Management abilities in Induction & Training, Tasking & Delegation, Performance Monitoring & Feedback, Skill Upgrade, Career Planning, Recognition & Reward, Motivation & Mentoring
* A result-oriented & cooperative Team Player, who demonstrates persistence, systematically pursues opportunities and excels to achieve organisation goals while improving customer experience.
* Strong Functional Knowledge in Retail and Telecom domains.
* **ISTQB** accredited on Software Testing Qualifications.

**Skill Summary**

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| * Software Testing Life Cycle * Software Development Life Cycle * Project Life Cycle Management | * Test Delivery Management * Test Strategy Definition & Execution * Team Development and People Management |

**Key Strengths**

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* Expertise in QA Test Strategy and Organisational Test Process Definition/Improvement.
* Expertise in **End to End Test Management** on variety of Projects and Programmes.
* Strong in managing different test phases Factory Acceptance Testing (FAT), System Integration Testing (SIT), User Acceptance Testing (UAT), Security Testing and Operational Acceptance Testing (OAT).
* Creation and maintenance of Test delivery dashboard consisting of **metrics, schedule, issues** and **risks.**
* Creation of detailed Defect Processing and Defect Management as per the project/programme requirement.
* Establish Delivery excellence and Quality Assurance through effective Test Process and Methodology.
* Expert in **Onsite and Offshore Service Model** of medium and large sized testing projects.
* Leading the team for process compliance, Proactive identification of risks & issues and tracking effective implementation of the mitigation plans and thereby assuring the smoother execution of the project.
* Managing coordination with various cross-functional teams like Environment, Application Support and Development during planning, execution and test completion.
* Managing third party vendors during planning, execution, **defect resolution** and test completion.
* **Expertise in Online (e-commerce), PCI Compliance, Infrastructure and PeopleSoft CRM Testing.**
* Expertise in managing **Devices** and **browser compatibility testing.**
* Leading large teams in delivery of System, Integration and non-functional testing.
* Creation of daily and weekly reports on test progress to Programme and Client IT Delivery management.

**Test Area Skills**

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| * Online Testing (e-Commerce):   Testing of online Order Capture, Shopping Cart and Checkout, Payment and Order Confirmation, Order Processing and Fulfilment (packaging, picking and delivery mapping/click and collect), Returns and Refunds or Exchanges. | * Defect Management: * Defining Defect Management Process and Defect Life Cycle. * Logging and Tracking defect status for internal and third party Issues. * Conducting daily Defect Triages and producing Defect reports. * Analysing defect root causes, producing defect metrics and suggesting defect prevention measures. * Defect closure and agreeing further course of action for deferred and agreed open issues with business and project stakeholders. |
| * Retail Testing:   Retail functionalities including Store Sales using Point of Sale Integration, Online Sales, Direct Sales and Branch based sales and offers, Customer creation, Individual and Company customer grouping, Customer Offers and Discount module, Customer Credit Checks and Fraud Checks, Store Payment Modules, Self Checkouts, Sales Agent permissions and Manager Authorisations. | * UAT Management: * UAT Test script sign off and UAT schedule planning and agreement with business user team. * UAT Test data and execution support. * UAT defects/issue tracking, analysis and issue resolution management. * UAT status reporting and exit reporting. * Acquiring UAT Sign off by UAT user team and business stakeholders. |
| * PeopleSoft CRM Testing:   CRM functionalities, including customised communications | * Agile Testing: * Agile test scope review for iterations and review of accomplished testing. * Attending Agile Stand ups and providing update on daily test status and issues. * Attending Iteration end reviews for test planning, scoping, any test challenges and process improvements required. * Conducting Iteration end demonstrations/Show and Tell walkthroughs with business stakeholders for successfully tested stories/iteration units for any feedback and requested changes from business. * Training to Agile test resources to support the Rapid Application Development. |
| * Infrastructure Testing:   Test Management of infrastructure and re-plat forming for upgrading store servers for major UK retailer. Migrating/upgrading the out dated hardware and software. | * Service/Operational Acceptance Test Management: * Planning SAT/OAT as part of test strategy for critical delivery and maintenance of software systems and complex IT infrastructures. * Defining Service/Operational Acceptance Criteria to address the non-functional attributes of a system. * Management of SAT with operational teams of the organization for verifying areas such as maintainability, reliability, recoverability, installability, compatibility and conformance. * Management of Disaster Recovery (DR) and Failover testing in SAT. |
| * Telecom Networks and Billing:   Testing of Telecom and Network billing covering functional areas such as Mobile Handset and Connection Sales, Post Pay and Pre Pay Connections & Contracts, Network Activations, Upgrades, Insurance & Repairs for telecom products, Network provider service and tariff options, Network provider billing, price plan changes, call processing and rating engine modules. | * End to End Testing: * Test strategy definition for end-to-end testing of programmes and projects involving multiple systems and third parties. * Environment and schedule planning for all involved systems, components and third party applications in the end to end flow of the Integrated system. * Test Data Management and validation for the end-to-end testing considering the involved systems, components and third party data specifications. * Ensure the end-to-end flow for different business scenarios and business processes are successfully covered and established. * Execution of end to end testing involving systems such as User Interface, Network connections, Database and third party applications. * Management of End-to-End testing issues due to system dependencies, environment and network issues, data issues and third party issues and resolving them for successful end-to-end test results. |

**Technical Skills**

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| **Operating Systems:** | MS Windows 95/98/2000/NT/XP/7,8,8.1 |
| **Databases:** | Oracle 9i, Oracle 10g, DB2 |
| **Programming Languages:** | C, SQL, HTML |
| **Project Management Software:** | Microsoft Project 2003, 2007,2011 |
| **Requirement Management Tool:** | IBM Requisite Pro |
| **Testing Tools:** | ALM, HP Quality Centre, IBM Manual Tester, Quick Test Pro, Load Runner, Test Partner, Selenium |
| **Defect Tracking Tools:** | HP ALM, HP Quality Centre, Test Director |
| **Configuration Management Tools:** | Visual Source Safe, IBM Rational ClearCase |

**Work History and Experience across Roles**

**Role: Test Manager**

**Client** #**1: Sainsbury’s Supermarket Limited (JS Information Systems)**

Location: Coventry, London; **Period:** December2010 to till date

Project #1: **Online PCI Programme** – current assignment

Project #2: Mobile Scan & Go – Mobile App.

Project #3: Centrally Hosted Scales

Project #4: Traders Workbench

Project #5: Veterans system re-hosting

**Responsibilities:**

* Defining Master Test Plan / Test Strategy and other Phase Test Plans.
* **Effort estimation, planning, deploying and managing the test resources.**
* Defining Defect Management Process followed within the programme.
* Conduct Requirements workshops with Business users for requirement prioritisation.
* Coordinating the availability of the test environment and managing the test environment with the environment and application support teams.
* **Managing End-to-End testing involves integrated systems/components and multiple developments partners/third parties.**
* **Managing System Integration testing, Regressions testing, User Acceptance testing, Performance testing, Application Security testing, Operational Acceptance testing and Deployment Verification testing.**
* **Managing different test phases are running in parallel in different environments.**
* Coordinate with third parties and ensure timely deployment & support.
* Manage Issues and Risks logged/identified throughout test delivery.
* Manage the change requests and do Impact Assessment and absorb into test scope.
* Produce interim reports and share with senior management to support any strategic decision.
* Managing defects identified across various phases of testing to closure.
* Produce Daily status reports and Weekly status reports.
* Define overall test completion report and phase closure reports.
* Providing test inputs to Go-No Go decisions for Go Live/production deployment.

**Solution Environment Tools: e-Commerce**, RMSv9, RMSv10, Web methods, Ab initio, RSS, RePoS tills, Self Check outs, Storeline, Java, EPoS, EFT, SQL, PLSQL, UNIX, Oracle, HP ALM, Microsoft Products – MS Office 2010, IE8, IE11, Windows 7, Windows 8.1, Lync, Exchange, Office 365,

**Role:** **Senior Test Lead**

**Client** #3**: Hutchison3G, UK**

Location: Chennai (India); **Period:** July, 2007 – November, 2010

Project #1: **H3GA-CRM2 PeopleSoft Maintenance (Performance Testing)**

Project #2: **H3GA- Commission Calculation Engine (CCE)**

Project #3: **H3GA-CRM2 PeopleSoft Maintenance**

Project #4: **H3GA- Sprint – Point of Sales**

Project #5: **H3GA- Sales Database**

**Responsibilities:**

* Defining Test Approach and Test Plan for the testing projects.
* Coordinating with Team, which includes reviewing Test Plan (in Quality Centre), resolving Queries and monitoring the Test Execution Status.
* Monitoring the Logged Defects and following up with the Dev Leads for quick resolution.
* Interacting with customers/respective stakeholders/third parties to sort out issues related to project / environment and help test team meet delivery timelines.
* Generating the causal analysis reports for the defects and coming up with the preventive action to minimize the defects with the iQMS
* Reporting of Work estimates, Daily Test Execution Status, Issues and Risks to Delivery Leads, Project Managers, Business and Development Stakeholders.
* Prepare performance test scripts using Load Runner for Customer Care/Dealer channel and Self-care/Web shop.
* Collect the required input data for load runner scripts and complete parameterisation and correlation in the scripts.
* Design the scenarios for Single Transaction and Multiple Transactions with various loads in Controller.
* Execute various types of performance tests as per requirement.
* Collect performance test results and share with various teams.
* Follow up with application team to get the performance issue fixed and ensure performance

**Solution Environment Tools:** C#.Net, ASP. Net and SQL Server-2000, PeopleSoft 8.8 CRM, Oracle 9.2.0.4.0, PL/SQL Developer, Toad, Unix, TIBCO Integration, Siebel CRM, Loadrunner, JMeter,

**Role:** **Test Lead**

**Client** #**1: DNA, Finland**

Location: Chennai (India); **Period:**  September, 2006 - June, 2007

Project #1:DNA – Rigmor Implementation

**Responsibilities:**

* Analysis of the business requirements and Change request and performing the 7 point Check Requirement Testing for the supplied requirements.
* Producing Test Plan and preparing High level Test scenarios for review by business analyst.
* Preparation of Test conditions and Test scripts for Reviewed and Signed off Test Scenarios.
* Test Cycle Management and Test Execution as per the Test Plan.
* Logging and Tracking of Defects to closure via the supplier defect management tool.
* Interacting with respective stakeholders and developers to sort out issues related to test execution/ environment to complete the testing deliverables on planned timelines.
* UAT support for issue analysis and live testing on product go live.

**Solution Environment Tools:**  PeopleSoft 8.8 CRM, Oracle 9.2.0.4.0.

**Role: Test Analyst**

**Client** #6**: Leasepac Financial Services, Australia.**

Location: Hyderabad (India); **Period:** Sept. 2005 to August 2006

Project #1:Leasepac Finance Portal

**Responsibilities:**

* Analysis of Requirements and Change requests.
* Identifying and subsequently defining the required tests.
* Test design including Test Scenarios and Test Scripts preparation.
* Defining the appropriate tests required and any associated Test Data
* Gathering and managing the Test Data
* Conducting analysis of test scenarios for Regression testing.
* Requirement Traceability matrix preparation.
* Test Execution and analyse test results.
* Monitoring the test coverage
* Defect logging and tracking to closure

**Solution Environment Tools:** Java, JSP, J2EE, Web logic, Oracle 9i

**Role: Tester**

**Client** #6**:** Savester Inc, USA

Location: Hyderabad (India); **Period:** Oct. 2004 to July.2005

Project #1:Savester Business Solutions

**Responsibilities:**

* Analysis of Requirements and Change requests.
* Test design including Test Scenarios and Test Scripts preparation.
* Requirement Traceability matrix
* Test Execution and recording test results.
* Retesting and Regression Testing.
* Captured GUI map for test automation.
* Developed TSL scripts using Win Runner for Regression testing.
* Reported the Bugs using Test Director.

**Solution Environment Tools:** ASP.NET, IIS 6.O, WIN 2003, SQL Server 2000.

**Client** #6**:** TravelCook Inc. Czech

Location: Hyderabad (India); **Period:** Nov. 2003 to Aug.2004

Project #1:Savester Business Solutions

**Role Responsibilities:**

* Test design including Test Scenarios and Test Scripts preparation.
* Test Execution and recording test results
* Retesting and Regression Testing.
* Reported the Bugs using Test Director.

**Solution Environment Tools:** ASP, IIS 5.0, SQL Server 2000

**Client** #7**:** Teknotron System Ltd, U.S.A

Location: Hyderabad (India); **Period:** Nov. 2003 to Aug.2004

Project #1:Easy Invoice V1.0

**Role Responsibilities:**

* Test design including Test Scenarios and Test Scripts preparation.
* GUI and Functional testing
* Test Execution and recording test results
* Defect Logging in the Defect Management Test Director

**Solution Environment Tools:** Java, MS-SQL Server

**­­­­Education**

**Master of Engineering (ME) : Mechanical Engineering**

**Andhra University** – Visakhapatnam, India

**References**

On request will be shared.