HEENA KUMARI

9988027022   Noida India   heena11.k@gmail.com

Professional Summary

Precise Quality Assurance Manager with 12 years experience, proficient in all QA technology, operations, policies and procedures. Committed to thoroughly assessing product quality and manufacturing processes to achieve excellent results and customer satisfaction. Skilled at managing long-term quality goals and day-to-day organization goals.

Certifications

Google License of Fundamentals of Project Management

Skills

- Quality Assurance and Control
- Strong Technical Leadership, client Handling, Problem solving skills
- Lean Six Sigma
- Status Reports, Burn up & Down charts, Team velocity
- Cross Functional Team collaborations
- Business development by gathering new projects & client dealing

- Team building & Management, Project management
- Defect management, Risk & Time Management, Team Motivation
- API, Functional & Non-Functional Testing
- Security and Penetration testing- Burp suite, OWASP
- Team hiring and reviews
- Staff training and development

- Strategy making and implementation
- Operational budget forecasting & Reduction
- Manual & Automation Testing (Selenium, UFT, Katalon)
- Mantis, Jira, Confluence Administrator
- Program Management
- Worked on Web Applications, Mobile Applications, Desktop Applications, PWA, Mobile web applications

Tools

- Jira, Mantis, Testrail, Bugzilla, Trello, Asana, Fogbugz, Unfuddle, TCMS (Bebo- Test case management system), TCS ion (TCS- bug tracking system)
- Postman, Katalon, UFT, Selenium, Swagger, Burp Suite, Tamper, Oracle Sql Developer, Sonar Qube

Development Methodologies

Agile, Scrum, Kanban, Waterfall, V-model

Experienced CMS

- AEM, AWS-S3 bucket, Wordpress, Magento, Drupal

Work History

QA/QC MANAGER, 05/2022 - 04/2023
Reddoorz Pvt Ltd, Noida, India

- Organized QA plans and performed quality control testing for multi products with the team.

- Handled a quality control team of 20+ members across several departments, bolstering interdepartmental integration of processes.
- Responsible for team support, test planning, Resource allocation, Test reviews, team management, improving quality and team hiring.
- Jira administrator with different workflows creator.
- Identified key process indicators for all major process areas, eventually leading to 40% decrease in potentially detrimental quality oversights.
- Submitted reports interpreting collected data to increase team efficiency at work by 20%
- Helped set annual goals and continuous improvement initiatives to drive an average of 6% annual increase in budget.
- Frameworks used as Agile-Scrum/Kanban methodologies
- Trialed and implemented several new testing procedures.
- Helped team with Prioritization, Motivation, Stress management, Defect Management, Risk management.
- Lean Six Sigma implementation.
- Crucial thinking strategy ideas, Time Management and Conflict resolution.
- Mentored team with technical and professional skills.
- Cross team discussions and implementations of project and change management.

DEPUTY MANAGER, 08/2021 - 05/2022
Hindustan Times, Shine.com, Gurgaon, India

- Agile, Scrum methodologies, Team Velocity, Burn up & down charts, Status reports
- Organizing QA Plans with proactive resource planning
- Improving quality of system while introducing with Strategic thinking.
- Prioritization and Program Management
- Mentored team and performing Api, web application and mobile application testing
- Provided strategic allocation of resources to various departments and managers in alignment with needs
- Researched emerging products and used researched information to update our tool lists
- Risk management, time Management, stress management skills are fully utilized in fast paced environment
- Maximized resource utilization during projects testing to uphold strict budget targets
- Conferred with customers reviews each day to maintain current understanding of needs and preferences, resolve issues, and promote brand loyalty
- Implemented process improvement to shape organizational culture, optimize procedures for higher efficiency and help company evolve and grow
- Supervised and motivated approx 20 staff employees with cross departments while leading 8 members in QA team
- Interviewed, analyzed, hired and trained associates.

QA TEAM LEAD, 10/2016 - 07/2021
Dew Solutions (P) Ltd, Gurgaon, India

- Adapted procedures to mitigate issues and improve deficiencies
- Creating Test plans and execution along with team handling and resource planning
- Providing quality while reducing the number of defects already existing in the system
- Team hiring, training and team reviews.
- Involved in cross functional teams for finding in-depth quality needs and implementing new strategies to overcome them
- Performing testing alongside managing team

- Performing Manual and automation testing with Tool: Katalon
- Performing testing of Web applications, Mobile applications, Desktop applications, Mobile web and PWA
- Performing various functional and non-functional testing including API, Penetration, UAT and
- Regression testing.

QA TEAM LEAD, 03/2016 - 10/2016
Nvish Solutions LLp, Mohali, Punjab

- Reassessed quality control measures at systemic level to proactively identify non-conformances.
- Involved in client calls and requirement gathering, analysis, scrum.
- To perform UI and functional testing and Validation and verification on Data Migration activities on VmWare.
- To validate the mapping done on various components.
- Reporting bugs in Jira and to perform quality management with dev.
- Team to provide recommendations for more possibilities in working instructions.
- Creating, modifying and updating products on Adobe AEM.
- Project Maintenance including product Releases and release notes.

QA TEAM LEAD, 10/2011 - 02/2016
Live Deftsoft Informatics (P) Ltd, Mohali, Punjab

- Client handling and brought up new projects for the team from platforms like- Elance, Odesk/Upwork etc
- Set up QA Department at organizational level from 1 to 30 people while bringing up new projects
- Perform Team and people Management
- Introduced and implemented QA and Agile methodologies at organizational level
- Involved in all STLC and SDLC stages for better quality control
- Performed tests and inspections to conform to established standards
- Requirement gathering and analysis for testing tasks and finding Flaws at Initial Stages
- Assisting development team for defect management
- Designing and execution of the test cases and bug logging on GitHub
- Testing performed -Functional, UI, Globalization, compatibility, End to End testing, Regression
- Creating Project brief document with the features and its flow.

FREELANCER, EMCEE, 01/2009 - 01/2012
THEATRE ARTIST

- Performed acting skills in theatre
- Handled stage professionally with leading actors and cricketers
- Emcee of the event, where Kapil Dev was the Guest.

Education	

Education

B.Tech: Computer Science
Rayat & Bahra Institute of Engg. And Bio Tech (PTU - Punjab 07/2011

10+2
AISSCE (CBSE) - Chandigarh, 04/2007

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AISSCE (CBSE) - Chandigarh, 05/2005