**Hari Prasad Reddy Veeram**

**Springfield, IL, 62704 ・ (346) 256-2987 ・ hari.reddy45@gmail.com**

**PROFESSIONAL SUMMARY**

**CSM Certified** Project manager/Scrum Master/QA Manager with 13+ years of rich experience in Project Management/Agile Methodology, Software Testing providing cradle-to-grave management over large-scale IT implementations., expert in agile and waterfall project management methodologies, acted as a test liaison between Product Delivery and Test teams. Excellent communicator in leveraging technical, business and financial acumen to communicate effectively with client executives and their respective teams to achieve on-time, on-budget and on-spec project completions. Capable of merging customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables. Leverage strong problem-solving skills in analyzing complex issues and developing effective solutions.

**A PMP aspirant**

**EXPERIENCE SUMMARY**

GPSI Intern / Project Manager / Business Analyst - Nov 2018 to present

**Department of Innovation and Technology**, **State of Illinois**

Test Lead **Spectra Force Technologies** July 2015 - June 2018

Sr. QA Analyst **CA Technologies** April 2013 - April 2015

Test Engineer **United Health Group** April 2010 - April 2013

Quality Analyst **Patni Computers** March 2007 - April 2010

**ACADEMIC QUALIFICATION**

**University of Illinois / Masters in Management Information Systems**

August 2018 - May 2020, SPRINGFIELD, IL

**G Pulla Reddy Engg College** / **Bachelors of Technology in Electronics and Communication Engineering**

April 2002 - April 2006, Kurnool.

**Skills:**

**Technologies worked on**:

Siebel CRM, Mainframes, SAP MDM, SAP MM, Sales Force, Service Cloud, API interface, Project and Portfolio Management (PPM).

**Project Management skills**:

Project Life cycle Management, Enterprise-wide Implementations, System migrations, Requirement definition and analysis, Team building and Leadership, Project planning, Project budgeting and cost controls, Project Schedule, Project Risk and Issue management, Project scope change management, time management and resource management, managing multiple large-scale projects simultaneously, Project and performance reporting, Analytical/critical thinking and problem solving, Strong team building and stakeholder engagement skills.

**Software Testing skills:**

Quality Assurance, QA methodologies, Software testing principles, Verification/ Validation techniques, Manual Testing, SDLC, Test Automation, System Testing, User Acceptance testing, Test Strategy, Test Plan, Requirement Analysis, Agile methodologies, Regression Testing, Defect Tracking, Scrum, Functional testing.

**Test Management Tools**:

ALM, QC, Mantis and Rational ClearQuest.

**Undergone Training:**

Java, Java script, C, C++, Data Structure, UNIX, DBMS/SQL, V&V Testing.

**Work History**

**GPSI Intern / Project Manager / Business Analyst**, 11/2018 to Current

**Department of Innovation and Technology**, **State of Illinois** – Springfield, IL

**Project Manager:**

* Primarily responsible for the successful completion of the project.
* Prioritized tasks and carefully managed time to consistently meet delivery dates;
* Use standard project performance metrics to assess and evaluate the program.
* Closely collaborated with project members to identify and quickly address problems.
* Assign roles and holds individuals accountable for meeting responsibilities.
* Organize and lead project status and working meetings.
* Detailed improvements to restoration plans by creating detailed budgets, schedules and cost estimates for clients.
* Performed detailed assessments of risks to determine constraints and develop mitigation strategies.
* Monitor the overall cost, control, adherence to schedules, and technical quality of work.
* Took active role in company growth by consistently providing quality customer service to promote growth and retention.
* Created and maintained schedule to protect company from dead-deal expense while meeting contractual obligations.
* Delivered projects to pre-determined budget, maintaining time parameters and quality standards.
* Prepare and distribute progress reports and all required Status Reports.
* Analyze spend-down.
* Determine and provide prioritized list of custom reports including report design/filter requirements before the start of this work package.
* Handling and mitigating project risks, issues and handling scope changes aligned to statement of work and PCRs.
* Ensure that the Project deliverables are met, Project Schedule is completed, approved and updated as required.
* Worked with senior leadership to complete complex projects on time and under-budget.
* Developed and initiated projects, including managing costs, schedule and performance.
* Developed process improvement initiatives and analyzed problems to create corrective action strategy.
* Kept project on schedule and within budget while serving as project leader.
* Collaborated with team members to develop, identify and accomplish assigned goals and objectives.
* Lead acceptance testing of each of the work packages and provide prompt continuous feedback.
* Develop and update business process documentation for testing and training management.

**Business Analyst:**

* Creating, analyzing, and validating detailed functional specifications.
* Requirement gathering and analysis.
* Using business analysis, flow charts, activity diagrams, use case diagrams, document analysis, workflow analysis using Microsoft Visio, Top Team Administrator tools.
* Interpreting business needs of customers and translating them into the application and operational requirement with the help of strong functional, analytical and project management skills.
* Creating a detailed business analysis, outlining problems, figuring out opportunities and solutions for a business.
* Communicating the benefits of your recommendations across departments and assisting to address any uncertainty.
* Collaborating proactively with internal and external customers to analyze information needs and functional requirements and delivering use cases, interface designs as when required.
* Delivering work products throughout the project life cycle.
* Producing written documents to support the work, report on findings to present to the stakeholders when necessary.
* Lead UAT testing effort with actual business users.

**Projects Worked on**:

* Unified Data Governance
* Project and Portfolio Management solution implementation Project

**Test Lead**, 07/2015 to 06/2018

**Spectraforce Technologies Inc.** – Hyderabad

* Establishing test operations processes and procedures.
* Lead the architecture, design, development and operations of enterprise scale testing frameworks, processes, methodologies.
* Support business development activities, including the creation and presentation of proposals to senior leadership and key stakeholders.
* Managed software quality assurance and testing teams comprised of onshore and offshore resources.
* Involved in Scrum meetings, played a role of Scrum master.
* Implemented new quality assurance and customer service standards.
* Reported all malfunctions to production executives to ensure immediate action.
* Monitored staff organization and suggested improvements to daily functionality.
* Assured consistent quality of production by implementing and enforcing automated practice systems.
* Prepared and collection production reports.
* Developed quality planning for multiple new product launches by verifying customer requirements and implementing in design and production.
* Determined quality department standards, practices and procedures.
* Tracked quality issues with external customers, suppliers and internal plant operations.
* Applied coaching techniques and tools to support managers and team members in improving performance.
* Updated ongoing testing procedures for software to account for changes resulting from post-release patches.
* Maintained bug reporting system for all logged faults, delegating issues to development personnel for remediation.
* Reviewed bug reports and error logs, translating data into digestible reports for senior leadership personnel.
* Edited software documentation to increase accuracy and reduce occurrences of user error due to confusing content.
* Analyzed historical testing results to isolate failure patterns for long-term investigation into possible development protocols improvements.
* Tested pre-release modifications to reduce possibility of end users experiencing crashes or bugs.
* Coordinated with off-site staff to verify correct use of all test procedures and confirm accurate reporting.
* Completed in-depth usability testing on Windows, Android and iOS mobile devices.
* Evaluated function, performance and design compliance of every product against design standards and customer needs.
* Tracked, prioritized and organized defects with TFS, working with development team to facilitate timely corrections.
* Authored and maintained well-organized, efficient and successful manual test cases for entire team.
* Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations.
* Planned and devised cohesive test plans for all projects.
* Operated under Agile and Scrum frameworks to complete releases every 2 weeks and well-organized sprints.
* Effectively interacted with Development and Support departments regarding software defects and issues, working closely to develop innovative solutions.
* Reduced overall testing hours >80% by writing and optimizing automation test scripts.

**Projects Worked on**:

* iArya (Leoforce)

**Sr Quality Assurance Analyst**, 04/2013 to 04/2015

**CA Technologies** – Hyderabad

* Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches.
* Reported test findings to development personnel, advising staff on efficacy of subsequent remediation attempts.
* Involved in Scrum meetings.
* Assign daily test preparation and execution activities to testers.
* Worked with supervisors to streamline testing processes and improve testing capabilities.
* Prepare RTM and Review all the QA deliverables.
* Developed and executed comprehensive test plans, test approach and workforce breakdown structures for complete systems.
* Collaborated with developers and product owners to stay current on product features and intended functionality.
* Trained new test employees on project, product and company guidelines to promote productive and high-quality work.
* Maintained authoritative knowledge of multiple software testing tools, including ALM and TFS.
* Recorded test results in ALM detailing testing processes, results and suggestions for production team.
* Identified and tracked defects with ALM and supported developers in resolving problems by completing additional tests.
* Interacted with product managers to deliver performance issue resolution reports.
* Created both real-time and accelerated testing scenarios for long-term and expedited development schedules.
* Directed off-site teams completing manual and automated tests to support successful product development stages and releases.
* Evaluated results against design and customer standards.
* Guided team of 10 testers in agile environment, coaching employees to maintain best-in-class testing.
* Worked alongside management to develop testing and improvement plans.
* Coordinated with offshore development teams, delivering remote lectures on testing techniques, tools and protocols.
* Perform super care defect analysis and Test closure activities.

**Projects Worked on**:

* Product Master Data Foundation
* Global Facilities Management Systems Upgrade
* Service Cloud implementation on SalesForce (SFDC)
* MDM Site Enhancements (SAP MDM)
* Predictive Lead Scoring (Sales PRISM tool on Sales Force)
* Ca.com Redesign

**Test Engineer**, 04/2010 to 04/2013

**United Health Group** – Hyderabad

* Created accurate and efficient test scripts in Quality Center to manage automated testing of certain products and features.
* Collaborated with developers and product owners to stay current on product features and intended functionality.
* Identified and tracked defects with Quality Center and supported developers in resolving problems by completing additional tests.
* Provided each staff member with exemplary training to help improve departmental efficiency and boost understanding of respective job duties.
* Evaluated data sets from multiple test implementations to determine and account for standard variance in test results.
* Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches.
* Identified bugs and issues within system and applied troubleshooting techniques for mitigation purposes.
* Directed team members to follow specific testing standards and guidelines as outlined in project requirements.
* Reviewed all test cases and test scripts for quality and identified additional areas to review.
* Effectively interacted with development and support departments regarding software defects and issues, working closely to develop innovative solutions.
* Tailored testing procedures to obtain data most relevant to understanding underlying causes of production limitations.
* Directed off-site teams completing functional, regression GUI and UAT tests to support successful product development stages and releases.
* Gathered data on integration issues and vulnerabilities and reported all findings, including improvement recommendations.
* Conducted in-the-line testing and evaluated resulting measurements to identify variances in output using current production methods and compare against application-specific tolerances.
* Documented current production methods to identify points of limitation to target for quantification through testing procedures.
* Attended meetings with quality assurance, developers and project managers to assess scope and sequence of project.

**Projects Worked on**:

* Comprehensive On-Line Software for Management and Operational Support – COSMOS (Mainframes)

**Quality Assurance Analyst**, 03/2007 to 04/2010

**Patni Computer Systems Ltd** – Hyderabad

* Composed and edited work instructions for quality and test procedures.
* Analyzed test results and prepared system-level evaluation reports to verify and validate system performance.
* Wrote high-quality test cases and scripts.
* Created comprehensive test plans, test scripts, and use cases to support testing objectives.
* Engaged internal and external customers during planning and test phases and interfaced with assigned project managers to comply with entry criteria.
* Developed and ensured adherence to testing standards and best practices.
* Planned, implemented, tested, and documented solutions within Integrated Testing Facility for integration efforts and support of third-party engineers.
* Prepare/Review Test Cases, Test scripts, executing, find the defects and logging in HP Quality Center.
* Prepare verification and validation test plans, test procedures and test reports.
* Participate in customer meetings on project status and design reviews.
* Understanding the FDS and FRS Documents.
* Analyzing Test Results, Tracking the Defects.
* Conducting the Regression Testing.
* Ensure that testing methodology, techniques, standards are established and developed.

**Projects Worked on**:

* CRM Stream Lining Project
* Internet and Financial Service Systems (IFSS) -State Farm Insurance
* 1060-TESTING OF COSMINEXUS 07-60 PHASE 1 and PHASE 2

**Certifications**

* Certified Scrum Master (CSM)

**Accomplishments**

* A proud member of **Beta Gamma Sigma** academic honor society.
* Received Above and Beyond award for exceptional contribution in SAP MDM implementation.
* Received Excellence Award with a cash prize of $500 for the team for exceptional performance towards the project (ca.com site redesign).