



## SUMMARY

Highly skilled and results-oriented professional with **12 years** of experience in project management, software application development and testing for various industries including, Finance, Banking, Healthcare, Construction, Retail and Cyber Security. Experienced with development and testing of web-based applications using **HTML, CSS, JavaScript, React JS, Angular JS, Python, node JS, C#, Java**. Has exposure to Software Development Life Cycle (SDLC) models like **Waterfall, Agile (Scrum, SAFe, Kanban)**. Experienced with relational databases like **MySQL, MSSQL, PostgreSQL** and project and defect management tools like **HP ALM, JIRA** and **Version One**. Worked on testing web services using **Swagger, Requests, Postman** and **SoapUI**, and automation testing tools like **Selenium, UFT** and **Tosca**. Also, has experience in project management. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team. Ability to work with aggressive timelines and deliverables. Possess good understanding of current technologies and eager to learn the new ones.

## EDUCATION

### Masters in International Business

Hult International Business School, CA, USA  
2014

### M.Com

University of Mumbai, Mumbai  
2013

### B.Com

South Gujarat University, Surat  
2011

## SKILLS

- HTML, CSS, JavaScript, MSSQL, MySQL, PostgreSQL, Python, React.js, Java, C#, Django, Django REST framework, ASP.NET
- SDLC: Waterfall, Agile – Scrum, Agile – SAFe, Agile – Kanban
- IDE: Visual Studio, VS Code, IDE, Eclipse
- Testing Tools: Selenium, HP UFT, Tosca, HP ALM, Swagger, Requests, Postman, SoapUI
- Project Management Tools: JIRA, VersionOne, GitHub, Bamboo, Bitbucket, SourceTree, IBM ClearQuest, Citrix, MS Project
- Testing Environments: Chrome, Firefox, Safari, Edge, IOS apps, Android apps
- Cloud Technologies: AWS – Cognito, RDS, EC2, S3, Lightsail, IAM, CodePipeline; GitHub Actions; Microsoft Azure

## PROFESSIONAL EXPERIENCE

### Project Manager

Tech Mahindra, Hyderabad | Dec '23 - Present

- Managed more than 15 customers and numerous projects simultaneously.
- Gained proficiency in managing AI driven cybersecurity projects.
- Oversaw project plans along with user stories, use cases, milestones and timelines, and tracking the progress on a weekly basis to report to senior management.
- Leveraged tools like JIRA, Accelo, Salesforce, Freshdesk, Microsoft 365, Slack, Teams and Zoom.
- Collaborated with internal and external stakeholders such as Directors, Customer Success Manager, Professional Service Engineers, Architects, Sales team, Product team and Testers.
- Facilitated stand up, kick-off, discovery, project plan review and status touch point meetings.

### Project Coordinator

Jain Engineers, Hyderabad | Apr '22 - Dec '23

- Managed the business and technical aspects of the client site, including developing a website to record staff/labor database, for smoother processing and better productivity.
- Created and updated tables, schemas, and databases, and managed user permissions in My SQL. Written queries for adding, updating, retrieving, and manipulating data.
- Used HTML, CSS, Sass, JavaScript, Typescript, React.js, Node.js, Python for development and testing.
- Used AWS Cognito, EC2, S3, RDS, and IAM User for website user management, hosting website, storing documents, and maintaining tables.
- Created CI/CD pipelines using GitHub actions.
- Created REST API testing using Django Rest Framework.

### Product Owner

Client: St. Jude Children's Research Hospital - ALSAC, Memphis TN, US | Jan '21 - Jan '22

- Created a donation widget for Shopify platform, which can be easily added by the shop owner for shoppers to make donations.
- Suggested a business idea and developed a new donation platform to receive higher donations by making the process direct and easy for donors. Acted in multiple roles as Product Owner, Full-stack Developer, Tester, and Presenter.
- Developed the complete platform before expected, a first of its kind in the industry to get donations directly without a third-party platform, and received first prize in St. Jude Hackathon 2021-22 in the Increase Revenue/Cost Savings category.
- Followed Agile development methodology and used JIRA for managing, administrating, and planning the project.
- Created SQL queries in MSSQL for receiving, verifying, and analyzing data to make reports.
- Used JAVA, C#, HTML, CSS, JavaScript, React.js, and Node.js for development and testing. Used Swagger for API's.
- Conducted testing to validate the product quality and support the testing team.



## PROFESSIONAL EXPERIENCE

### Python Developer

Scholad, San Jose, CA, US | Apr '20 - Jan '21

- Worked on an app, which helps users to get scholarships from various sources.
- Performed full-stack development using HTML, CSS, JavaScript, Python, and SQL. Created API using Django.
- Used libraries like numpy, openpyxl, os, regular expression (re), selenium, time, string, Pandas, Matplotlib, collections, sci-kit-learn, etc.
- Created tables and SQL queries to research, analyze, and troubleshoot data.
- Hosted Web pages and database on AWS Linux servers.

### Quality Assurance Manager

Client: Louis Dreyfus Company, Memphis TN, US | Nov '19 - Jun '20

- Worked on websites for wholesale cotton buying and selling; maintaining warehouse stock data using SQL and displaying it on website; and keeping track of the transportation of goods.
- Used Python and React JS to create and modify programs. Used Bamboo for build and deployment approval and tracking.
- Used JIRA and qTest for defect tracking, User stories, test cases and test plans.
- Conducted manual and automation testing using Selenium with Java, Groovy, Maven, Katalon IDE, and Eclipse IDE, and rest API testing using Swagger and Postman.
- Used Page Object Model or Page Factory methodology for creating and maintaining automated test cases.

### Quality Assurance Manager

Client: First Horizon Bank, Memphis TN, US | Jun '19 - Nov '19

- Worked on 6 projects (LoanOps, SCSP, CJT, Branding, instep, BBOL)
- Worked with Salesforce cloud application. Experienced managing global teams.
- Created SQL and SOQL queries to research and analyze data.
- Used JIRA and HP ALM for defect tracking, user stories, test cases, test design, test scripts, test strategy and test plans.
- Conducted manual testing on multiple browsers, automation testing using TOSCA, and rest API testing using Swagger.
- Used and trained the team on black box testing, regression testing, end-to-end testing, smoke testing, integration testing, sanity testing, post-production testing, and manual testing for various projects.

### Python Developer and Test Lead

Client: Wells Fargo Bank, Charlotte NC, US | Mar '17 - Feb '19

- Worked with off-shore teams on an application, which tracked and maintained the records of middleware services on servers.
- Created programs and web pages using HTML, CSS, MS SQL, and Python. Used VS code and Django.
- Worked on moving all the applications from in-house servers to Microsoft Azure with Linux and mainframe.
- Involved in gathering requirements, prioritizing backlog, resource utilization, and identifying delivery time.
- Followed Agile development methodology and used JIRA, VersionOne, and confluence for project planning.
- Provided production support and conducted user acceptance and post-production testing.
- Developed and maintained a business model that reflects current processes and business rules.
- Conducted manual and regression testing on multiple browsers, automation testing using HP ALM, selenium with Java and Groovy, and rest API testing using Postman.

### Automation Test Lead

Client: HubEntry, Edison NJ, US | Aug '16 - Feb '17

- Upgraded web-based timesheet recording application with more functionality and exposure.
- Created SQL queries to research and analyze the data for further enhancement and testing of the app.
- Used Visual Studio with C# and Python and worked with cloud services like Azure and AWS.
- Created, updated, and executed test cases, test designs, test plans, test strategies, and test scripts.
- Conducted automation testing on multiple browsers using Selenium with Python.

# ARPIT SHAH

Project Manager

+91-9016090079



[inr.arpit@gmail.com](mailto:inr.arpit@gmail.com)



<https://github.com/intarpit/work>



## PROFESSIONAL EXPERIENCE

### Senior QA Analyst

**Client: Wells Fargo Bank, Charlotte NC, US | Jan '15 - May '16**

- Worked on an app, which was used by the home mortgage department to facilitate HARP-eligible loans, including working with Sales, fulfillment, underwriters, and capital market teams to resolve application-related issues.
- Handled multiple projects and applications like ICMP, EDS, Rush, and LIS. Used Mainframe application for testing, researching, and printing documents on virtual printers.
- Worked on creating and updating Business Requirement document (BRD) and Functional specification document (FSD).
- Created simple and complex SQL queries for data analysis and for testing purposes.
- Used HP ALM, IBM Clear Quest, confluence, and JIRA for defect tracking, creating and updating requirements, test design, daily and weekly reports, test cases, test plan management, and project planning.
- Reviewed test plans of other analysts.
- Conducted end-to-end, manual, function, regression, and post-production testing before and after the release.

### QA Analyst

**Client: PepsiCo, Somers, NY, US | Oct '14 - Dec '14**

- Worked on creating an app that takes surveys from wholesalers and retailers to plan product distribution.
- Wrote SQL queries to analyze and convert the data in the required format.
- Created, recorded, updated, and executed test scenarios, test cases, and test scripts in HP ALM and HP QC.
- Conducted manual testing of the app on multiple mobile devices and tablets.

### Analyst

**Jain Co., Mumbai | May '11 - Oct '12**

- Experience with Balance sheets, income statements, risk and payment management, and billing application.
- Performed testing on construction labor management and employee payment software using various testing methodologies such as regression testing, manual testing, UI/UX testing, functional testing, use cases testing, integration testing, data validation, and post-production testing.