

# T K Madhavan

## Software Quality Assurance Manager

Fremont, CA - Email me on Indeed: [indeed.com/r/T-K-Madhavan/2ba0b1566194b9c3](https://www.indeed.com/r/T-K-Madhavan/2ba0b1566194b9c3)

A seasoned Software Quality Assurance Manager with 22 years' of experience in Healthcare, B2B, Human Capital Management, Web Content Management, Sales Incentive Management and Supply Chain Management domains.

- Managed cross functional SQA teams (Workflow, SOX, Change Management, and Automation) which consist of 35 QA engineers.
- Monitored and managed project budgets up to US \$5 M
- Developed project plan, monitored and managed project risks and resources for successful completion.
- Experienced in SDLC, Agile, Lean & Continuous Quality Improvement Processes.
- Demonstrated ability to identify and recruit resourceful talents.
- Hands-on experience in formulating test strategy, test plan, test scripts development and test automation.
- Expertly skilled in various enterprise application suites such as HCM, EIM, WCM and SCM.
- Certified in multiple Epic application tracks (Benefit engines, KB-SQL, Clarity System Admin) and knowledge of Pharmacy system, Claims and Revenue Cycle applications.

### WORK EXPERIENCE

#### QA Manager

UCSF Medical Center - San Francisco, CA - March 2011 to September 2012

Mar 2011 - Sep 2012

Reason for leaving: End of Assignment

- Standardized test management processes of entire Enterprise testing initiatives at UCSF Medical Center.
- Provided extensive project management oversight in managing the project work plan, the project schedule, the project risks, the project issues and closing the project.
- Led enterprise wide Registration, Scheduling of KIOSK and CRM testing & slim down redundant Cadence test scripts
- Represented testing through all phases of the Software Development Life Cycle (SDLC).
- Facilitated and chaired Design, Build and Validate (DBV) meetings across different suites (IP, Ambulatory & Revenue Cycle) for EMR implementation and had extensive project oversight on end to end workflow testing efforts.
- Created Dash board & published daily integration testing metrics reports for senior management & project teams.
- Led overall test coordination & oversight of system testing activities that supported business needs of UCSF Med Center.
- Provided technical consultative and collaborative services to Application teams, Hospital and IT Operations.
- Managed budget aspects of testing activities (worth US \$5 M) & planning for the entire testing team.
- Negotiated and articulated robust End to End testing methodologies with Application, Interface, Device & Ancillary teams.
- Conducted Testing working group meetings with multiple stake holders to streamline testing processes.
- Managed a team of contractors, their day to day job functions and monitored and tracked their progress.

- Coordinated enterprise testing efforts in the deployment of eMAR, BCMA, ARMS, Scanners, Tap N Go and Printers across multiples sites / departments.
- Devised and incorporated high level strategy for UCSF disaster and recovery testing efforts.
- Served as a single point of contact amongst application, testing, security and project management teams in identifying major testing bottlenecks and created mitigation plans for major risk areas.
- Consolidated/optimized enterprise testing end to end testing scripts to 70 from 140 and reduced testing time by 50%

Environment –Complete Epic EMR suites – Ambulatory, Inpatient and ED, MS Project, Pyxis, SwissLog, Windows XP, Chronicles, a slew of ancillary systems, Service Now, Cirrus, eMAR, BCMA, Selenium, and other medical devices

### **Testing Supervisor**

KAISER PERMANENTE - Pleasanton, CA - June 2008 to March 2011

Reason for leaving: Career Advancement

- Managed the biggest Regional Testing team in Kaiser and was responsible for Clinical, Quality Management Practices & Control and Test Automation tracks
- Worked with IT Project managers, business partners, application coordinators, technical developers, program managers on multiple project initiatives and extensively involved with End 2 End multi-tier testing efforts
- Managed complex large scale healthcare projects' worth \$3.5 M annual budget.
- Managed a team of 25 direct reports and had a management oversight of a 20 member offshore testing team.
- Assisted with hiring and termination of staff, including onshore and offshore consultants and administrative responsibilities that include team coaching, performance reviews, setting quality and development plans.
- Involved in strategic test planning, allocation of work stream, building successful relationships with project partners.
- Involved with Enterprise wide test automation initiatives and had extensive management oversight
- Tracked budget against the allocated project cost and provided accurate financial forecast to upper management.
- Collaborated with the Business Partners in defining test scenarios, use cases for the Enterprise application suites
- Facilitated communication and interaction between functional groups, team members, strategic partners and vendors.

Environment – Core Epic application suites, Revenue Cycle applications, McKesson, EDI, 835, 837, 270, 271 QTP, Test Director, MS Office, MS Project, Windows XP, Ancillary systems support

### **Test Lead**

KAISER PERMANENTE - Oakland, CA - September 2004 to May 2008

Reason for leaving: Career Advancement (Internal Transfer)

- Involved in End to End test coordination of Kaiser Supply Chain Management pilot project initiative
- Prepared Level of Efforts for the Workflow Integration Testing and attended JAD sessions for the Inventory Management Pilot and prepared end to end use cases.
- Led a large testing team – streamlined testing process, prepared comprehensive project checklist for multiple product suites and helped team members to resolve functional test issues
- Managed Extract Transform and Load process of complex healthcare cross platform applications.
- Created a number of SQL queries / excel formulas to simplify data verification and validation process
- Authored several functional test plan and test summary documents for core Healthcare applications.

Environment – Epic Benefits Engine, Clarity System Administration, Chronicles, PeopleSoft Purchasing, GL, AP/AR

### **Senior QA Developer**

PEOPLESOFT Inc - Pleasanton, CA - December 2001 to September 2004

Reason for leaving: Career Advancement

- Conducted extensive Functional, System, Integration and Platform Testing on EIM Java core engine modules
- Utilized Access database and created real business transactions from enterprise data warehouse to help development engineers to perform unit test as well as integration test
- Led and managed an Onsite/Off-shore test engineers on Enterprise Incentive Management product testing
- Coordinated with Product Strategy team to create business process definition & test scenarios
- Led Test Floor for System and Platform testing for two major releases and a number of PeopleSoft bundles
- Utilized PeopleSoft proprietary tools to create and maintain enterprise test data as well as test automation suites.
- Wrote complex incentive compensation plans to satisfy business needs of customers using EIM product parser interface.
- Involved in testing Enterprise Formulas, Parser both unit and functional aspects of testing process.
- Involved in extensive enterprise integration point testing across HCM, CRM and Supply Chain applications.

Environment – Oracle, People Code, Java, EJB, Sybase, MS-SQL, Data Mover Informatica, Crystal Reports, Business Objects, Access, EIM parser.

### **Software Test Lead**

EPIT SYSTEMS Inc - San Francisco, CA - May 2001 to October 2001

Reason for leaving: Funding (Start-up Company)

- Wrote comprehensive Test design / Test procedures for Java test drivers.
- Conducted testing of Auction business model using Web Logic, CORBA and enterprise exchange server.
- Automated and utilized a set of sanity test suites to verify and validate test results.
- Coordinated with an offshore team in developing and testing Java test drivers & engines

Environment – Oracle, Java, EJB, Java Scripts, MS-SQL, Crystal Reports, Financial Engines

### **Senior Product QA Engineer**

EMC (DOCUMENTUM INC) - Pleasanton, CA - May 1998 to April 2001

Reason for leaving: Reduction in Workforce

- Wrote comprehensive test coverage for various components of Enterprise Document Management products.
- Conducted Intranet / Web testing for a variety of web product suites.
- Performed a number of installation tests on clean machines - different product suites for major releases.
- Coordinated major testing efforts with Asia team for a successful implementation of I18N & L10N efforts.
- Led QA in a number of significant patches. Actively participated in the patch process, performed sanity / checklists testing on major / maintenance releases and customer requested patches.
- Reviewed product tutorial notes and helped technical publications develop a comprehensive user manual.
- Initiated quality processes for two major product lines. Documented outstanding / general project issues and coordinated with development organization to implement them.
- Wrote and reviewed functional test plans and derived test ideas against functional specification documents.

Environment – Oracle, MS Office, Documentum Servers, Java, HTML, JavaScript, C++, MySQL, Windows XP, Unix, XML, Web Content Management

### **QA Engineer**

FORMTEK INC - Palo Alto, CA - March 1997 to April 1998

Reason for leaving: Career Advancement & Green card

- Interacted with customers on various issues pertaining to SQA / performance measures.
- Trained software engineers on software engineering practices and SQA methodologies.
- Customized test procedures to integrate enterprise engineering plants and drawings into core test suites

Environment – C, C++, UNIX, Oracle, Suites of Document Management applications and AutoCAD

### **Analyst Programmer**

NEOTECH SYSTEMS INC - Cerritos, CA - October 1995 to February 1997

Reason for leaving: Career Advancement

- Tested customized portion of Sales and Distribution, Materials Management, Financials modules of SAP R/3 in a major retail chain industry
- Automated regression suites using an automated testing tool Auto Tester
- Worked with functional experts in designing real business use cases and prepared end to end test procedures

Environment – SAP, ABAP, Windows NT, Oracle, Core SAP module, PL-SQL

### **Senior Quality Assurance Executive**

CRI INDIA LTD - Chennai, Tamil Nadu - May 1993 to October 1995

Reason for leaving: Career Advancement (Abroad)

- Structured code inspection of various Oracle PL/SQL modules.
- Trained software engineers on software engineering practices and SQA methodologies based on CMMI methodology
- Tested functional and system aspects of Document management and archival system.

Environment – C, C++, Windows NT, Unix, VMS, Oracle, PL-SQL, Oracle Forms, Ms-SQL, Visual Basic, CMMI

### **Systems Officer**

SYSNET ASSOCIATES LTD - Bangalore, Karnataka - June 1990 to May 1993

Reason for leaving: Career Advancement

- Involved in code conversion from FoxBASE+ to Oracle - wrote SQL procedures, and SQL reports.
- Designed, developed, debugged Turbo-Pascal programs of a business information system that consists of Sales Order, Purchase Order and General Ledger modules.
- Provided technical documentation, prepared of Dos and UNIX materials and gave technical product presentation and training to clients in India.

Environment – C, Turbo Pascal, COBOL, Unix, Windows NT, Oracle Forms 2.3, PL-SQL, Oracle Report Writer, FoxBase+

## EDUCATION

### **MS in Healthcare Administration**

California State University, East Bay - Hayward, CA  
2010 to 2012

### **Certificate in Software Engineering Managment**

University of California - Santa Cruz, CA  
1999 to 2000

### **Post Graduate Diploma in Econometrics**

Annamalai University - Chidambaram, Tamil Nadu  
1994 to 1995

### **MA in Economics**

University of Madras - Chennai, Tamil Nadu  
1985 to 1987

### **BA in Economics**

Madras Christian College - Chennai, Tamil Nadu  
1982 to 1985

## SKILLS

Epic Certified, CMMI Certified, HL7, EDI, 835/837, Interface Engine, Healthcare Management, Project Management, Change Management