

Kiran Nimbalkar

Test Manager - Cox Communications

Atlanta, GA - Email me on Indeed: [indeed.com/r/Kiran-Nimbalkar/4c3357580dcee4b1](https://www.indeed.com/r/Kiran-Nimbalkar/4c3357580dcee4b1)

Test Manager having more than 15 years of QA experience and expertise in Software Testing Life Cycle with diverse projects

and working across geographical locations. I have extensive experience in Program Management, Test Management and

Consulting, Software Testing, Business Development, People Management, Mentoring, Operations, Resourcing and Client

Management skills. My technological forte is Manual and Automation Testing and I am also proficient in SAP R/3 (ABAP/4).

Experience of working in versatile domains like Communications, Banking & Finance, Healthcare, Manufacturing, Energy &

Utilities, Retail and Insurance.

- 15+ years of experience in Software QA & testing. Out of which 6+ years of client facing onsite experience at US

(Atlanta, Raleigh) and Canada (Kitchener, Brampton).

- Working experience on different Software development methodologies like DevOps - CD/CT, Agile (Scrum), Waterfall and Iterative.

- High proficiency in managing, planning, implementing and coordinating all aspects of software test releases, developing test plans, matrices, test cases, test scripts, test data etc.

- Exposure on testing GUI, Web based and Mainframe applications.

- Strong motivator with demonstrated ability to develop synchronized and effective teams, comprising both onsite as

well as off shore team members.

- Working experience in Test data and environment setup.

- Participating in Project Health Check with Senior Management & Review Reports.

- Strong knowledge of Data Driven Framework Using Selenium Web Driver and Java and exposure to Selenium IDE

and creating Scripts in selenium.

- Expertise in Test management tools like HP ALM and foundation level knowledge of functional automation tools like

HP QTP and Selenium.

- Knowledge of banking, telecom, manufacturing, health care, insurance and retail sectors.

- Expert in managing projects in multi-cultural and multi-vendor environments.

- Working experience with both onsite as well as off shore team members.

- Excellent written/verbal communication skills, strong organization skills, inter-personnel skills, quick learner and

great team player.

- Expert in setting up Testing Centre of Excellence (TCOE) and following TCOE model of Test Governance.

- Extensive working Experience in using testing methods like Functional, Regression, Integration, System, Security,

Initialization, Usability, Database, Web services Testing (API Automation), Smoke/Sanity, End to End and User Acceptance Testing (UAT).

- Good knowledge of SAP testing and Data warehousing ETL testing with Informatica tool.

- Excellent analytical, troubleshooting, communication and presentation skill.

- Exceptional ability to maintain and build client relationships, frequent travel meeting one on one with clients, able to comfortably converse with all facets in the clients organization.
 - Project Management, Project Schedule, Project Tracking and Team Management.
- Willing to relocate: Anywhere
Authorized to work in the US for any employer

WORK EXPERIENCE

Test Manager

Cox Communications - Atlanta, GA - July 2012 to Present

Project: iNav, iKnow/Pinpoint, Kana IQ/KEY, Kana Response, RAP, VSP Pega

Role: Test Manager

iNav is a consolidated desktop portal using Jacada framework which integrates, streamlines and simplifies the activities and processes performed today by Cox Retention, Account Services and Technical Support Representatives for both Residential and Cox Business. Currently iNav is used in all Cox Call Centers including Remote Agents/WFH and outsourced call centers.

iKnow / Pinpoint is a treatment engine* application designed to assist sales agents in qualifying customer needs and identifying the best stretch bundle, product or service to offer. iKnow works by analyzing hundreds of data points including the customer's profile, local competitive intelligence and the customer's purchasing trends and uses that information to predict what the customer is most likely to buy.

Kana IQ / KEY is the Knowledge management (KM) tool for Cox Customer Care. This tool allows for Publishing, editing and modifying content in a center interface. KIQ provides procedures to Agents and Authors that allows them to work in a collaborative environment while sharing calls across call centers.

RAP is a UET Ticketing tool configured to collect information specific to the application the user is creating a ticket for. This includes screen shots of the application being reported on and also the agent desktop. RAP supports UET ticket creation for iNav, iKnow, Avaya One X Agent, Kana IQ and Kana Response.

Video Service Performance (VSP Pega) is a cross-functional project whose ultimate intent is to reduce TCTR (Trouble Calls and Truck Rolls) triggered by issues related to our current video and future Set-top product family.
Responsibilities:

- Test Strategy and Test plan preparation.
- Testing team management - onsite offshore model using Agile and DevOps methodologies.
- Web service testing using SoapUI and Database testing.
- Active participation in the daily scrum calls and the defect management calls.
- Automation script execution using HP QTP/UFT automation tool.
- Analyzing, estimating and sizing the User Stories which will help Product Owners to prioritize the Story Cards.
- Create, manage & track the status of the project using Microsoft Project Plan.
- Handling Defect management using HP ALM tool.
- Contributed to Risk Management Plan, Communication Plan and Test Plan.
- Delivered Project Matrices like Defect Reports, Test Coverage, and Test Execution Reports.
- Prepared Root cause analysis report on the defects reported in Production.

- Implemented Risk Based testing in iNav and iKnow projects.
- Prepared lessons learnt documents.

Test Manager

BB&T Bank - Raleigh, NC - February 2012 to June 2012

Test Manager

Loblaw Canada - Brampton, ON - October 2011 to February 2012

Loblaw is a subsidiary of George Weston Limited Loblaw Companies Limited ("Loblaw") is Canada's largest food distributor and a leading provider of general merchandise products, drugstore and financial products and services. Through its various operating banners, Loblaw is committed to providing Canadians with a one-stop destination in meeting their food and household needs. This goal is pursued through a portfolio of store formats across the country. Loblaw is known for the quality, innovation and value of its food offering. It strives to contribute to the communities it serves and to be proactive in corporate citizenship.

Responsibilities:

- Test plan and Test strategy preparation.
- Conduct and participate in Defect Triage meeting at onsite.
- Responsible for analysis, testing and documentation; active participation in online/offshore conference calls and conducting of traceability meetings for mid-month and monthly release Identifying and mitigating the risks associated with the project.
- Review Test Completion Report and getting signoff from Business.
- Provide detailed report on Resource Utilization to client.
- Closely working with Development Team, Business Manager and all Third party vendors for development of Test

Scenarios.

- Coordinate with Infrastructure team for Network and Access.
- Prepare/Review effort estimation for Proposals.
- Preparing and Reporting of SLA and KPIs to Client.

TCoE Test Manager

Manulife Financial Canada - Kitchener, ON - February 2011 to September 2011

Project: TCoE Setup

Role: TCoE Test Manager

Manulife Group Benefits Services is embarking on an initiative to improve its overall QA/Testing delivery process with a purpose of achieving continuous business agility and delivery excellence in a cost-effective manner. An assessment was conducted to analyze the current state of QA/Testing in GBS and provide a solution roadmap for implementing Testing Center of Excellence.

Responsibilities:

- Implementation of Testing Center of Excellence.
- Conducted Monthly Governance meeting with Client Senior Management and shared the progress of TCOE implementation.
- Performed As-Is state assessment and shared the findings with Customer.

- Prepared Recommendation report and share the same with customer.
- Prepared recommendation implementation Roadmap and track the same for closure based on timeline.
- Conduct Weekly and Monthly Governance meeting with Client Senior Management.
- Identification and preparation of testing metrics and defining testing process.
- Preparation of guidelines, templates, checklists, Test plan, operational process handbook and Test strategy templates.

Test Manager

Lloyds TSB Bank plc - Pune, Maharashtra - November 2009 to January 2011

Lloyds Banking Group provides telephone banking services to Retail & Commercial customers. Telephone banking allows its

customers to perform basic banking transactions and avail services of special products. Services are provided through the below applications: IVR (Interactive Voice Response): 24-hour info service via automatic telephone network, Transfer of calls to free identified agents. EDGE (Effective Data Gathering Expertise): Manage and track inbound and outbound calls, Gather data on all calls, Produce agent productivity reports.

Responsibilities:

- Managed team of 30 offshore resources.
- Involved in creating a centralized Knowledge Repository for effective knowledge retention.
- Conducted KT sessions for QA team and brought team up to speed on the project, application and processes.
- Responsible for project planning, resource allocation, staffing, SO Creation, Project Billing and monthly invoicing.
- Preparation and management of all project Test matrices related to productivity and quality.
- Interaction with all stakeholders including Development, Deployment and Design teams.
- Conducting annual performance reviews and recommending promotions and ratings. Also responsible for mentoring, coaching and guiding team members.
- Prepared weekly status reports to clients which includes budget utilization, issues, progress open items, and risks and conducted senior management level walkthroughs.
- Extensive use of Quality Center as a Test Reporting tool with capabilities for customized report generation.
- Preparation of Test Plan, Test Closure Report and Weekly Status Reports.
- Participate in estimation of test effort based on business requirement documents.
- Creating overall QA effort/cost estimates & presenting it to the QA, Program and IT leadership for approvals.
- Involved in knowledge sharing with the team members on a periodic basis through knowledge sharing sessions and Domain Training Sessions.

Test Lead

British Telecom, UK - Pune, Maharashtra - July 2007 to October 2009

End-to-End (E2E) Solution Design for the Lead to Cash process for PSTN products within BT Retail. These products are based on Wholesale Line Rental products by Retail using Equivalence of Input as defined by OfCom's Telecomm Strategic Review to be in place by the relevant Ready for Service (RFS) dates. The RFS dates apply to new customers (End-Users) to BT only.

Responsibilities:

- Test planning and preparation of testing schedules based on project timelines and coordination with the QA Tech Support team in preparation of Test environment and Test Data.
- Worked on Scrum Agile Methodology.
- Involved in sprint review meeting with business users.
- SPOC for all queries, clarifications and functions on the proposed system/functionality for the project teams.

- Recommended the framework for Quality center customization and implemented Quality center for effective test management.
- Attended daily scrum meetings and backlog refinement meetings for getting requirements.
- Providing the final QA Signoff on all tested software/system.
- Testing Team Management and distribution of work among team members.
- Recommended the Metrics that can be captured to review the progress of the projects and quality of deliverables.

DWH Module Lead

National City Corporation - Pune, Maharashtra - April 2005 to June 2007

USA

Project: IDH - CBS (Integrated Data Hub - Customer Billing System)

Role: DWH Module Lead

National City Corporation is US financial Holding Corporation which is founded in 1845 and it is 8th largest bank in US. It is headquartered in Cleveland, Ohio. Its core business includes Commercial & Retail Banking, Mortgage Financing & Servicing, Consumer Finance, and Asset Management. We were onto complete application support for NCC and various development projects.

Responsibilities:

- Conducted sessions with BAs and Developers on Quality center and QA Processes.
- Participated in the production deployment planning & provided post production rollout support as needed.
- Status Reporting (Daily/Weekly/Monthly status report, Test Summary Report).
- Conducted daily defect triage meetings with respective Dev & QA counterparts.
- Understanding the Requirements and estimating the Effort (TCP methodology).
- Ramp up team members and new joiners on domain and project functionalities.
- Prepared Traceability Matrix using ALM/Quality Center to test cases to the requirements and defects.
- Performed testing activities including Functional, SIT, Regression, E2E and UAT support.
- Used JIRA to log issues and check the progress of the project.
- Attended requirements, design and demo meetings to review, scope and analysis of requirements.

Software Engineer (Testing)

Agrawal Associates - Pune, Maharashtra - February 2005 to April 2005

USA

Project: S-wave Advanced Cash Forecasting System for ATMs

Role: Software Engineer (Testing)

The aim of this project is to predict a unique amount (or relevant type) needed by ATM location for a period of time & identifying the replenishment date factoring in a number of existing constraints.

Responsibilities:

- Conducted walkthroughs and reviews with designers and developers to establish quality policy conformance.
- Involved in the development of test plan and test scripts using business and system requirement documents.
- Preparation of weekly and monthly status reports.
- Extensive use of Quality Center as a Test Reporting tool with capabilities for customized report generation.

- SPOC for user issues in production and coordinated with technical team on change requests and enhancements.
- Perform root cause analysis (RCA) for ST/ SIT / UAT and Production defects.
- Created test data for various Functional and regression test cases.

Test Engineer (Officer - SQA)

Harriots - Pune, Maharashtra - December 2004 to February 2005

USA

Project: BYOR (Build Your Own Ring - Harriots.com)

Role: Test Engineer (Officer - SQA)

The aim of this project is to allow customers to 'Build Your Own Ring' using Harriots proprietary 'Build Your Own Ring' Program.

Responsibilities:

- Responsible for creating the QA Strategy, Test Plan & Review of Test Cases.
- Extensive use of Quality Center as a Test Reporting tool.
- Involved in GUI, Functional and Integration Testing.
- Executed test cases, logged defects and coordinated with the development team and business analysts to follow up for defect fixes and re-testing.
- Performing backend testing of the DB by writing SQL queries to test the integrity of the application.
- Executions of QTP scripts and generate executed results.
- Coordinate with Application teams on Test environment and test data setup activities.
- Participate in defect triage meeting to prioritize defect fixes with development/environment support teams.

Software Test Engineer

Emerson Electric - Pune, Maharashtra - October 2001 to December 2004

USA

Project: Multilink Testing

Role: Software Test Engineer

Liebert developed Multilink to protect computers from costly damage such as loss of data resulting from power failures and single computers to large networks. Multilink constantly monitors one or more Liebert Uninterruptible Power Supply (UPS), warns computer users of impending power loss and initiates graceful operating system shutdowns when needed.

Responsibilities:

- Prepared Test Design, Test Procedure and Test Cases.
- Walkthrough of Test cases with Clients and Business Analysts.
- Generation and maintenance of the regression test suites.
- Configuration of various web cards and Simulators of different types of UPS Systems.
- Extensive Defect Tracking and Reporting alongside test execution.
- Execution of Test Scripts on different Operating Systems and multiple browsers.
- Coordinate for environment setup of QC with external interfaces.
- Status Reporting (Daily/Weekly status report, Test Summary Report).

EDUCATION

MBA (Finance) in Finance

Symbiosis - Pune

June 2007 to July 2009

Bachelor of Engineering in Mechanical Sandwich

University of Pune - Pune, Maharashtra

2001

Diploma in Mechanical Engineering in Mechanical Engineering

BTE MS - Pune

June 1995 to June 1998

SKILLS

TESTING (10+ years), DATABASE (4 years), ENGINEER (3 years), TEST ENGINEER (3 years), ABAP (Less than 1 year)

ADDITIONAL INFORMATION

- Operating Systems: Windows, UNIX, Linux
- Programming Language: C, SAP R/3 ABAP/4, VB, Java scripting, CICS
- Database: DB2, MS-Access, MS SQL, Oracle
- Testing Tools: HP ALM, HP QTP, Selenium, SoapUI, ADPART, Bugzilla, JIRA
- Testing Models: Traditional, Agile and DevOps
- Browsers: IE 4.0 onwards, Mozilla Firefox, Chrome and Safari
- Versioning Tools: VSS, Serena Dimensions, Tortoise SVN
- ETL Tools: Informatica Power Center

PROFESSIONAL EXTERNAL CERTIFICATIONS

- Certified Scrum Master (CSM) from Scrum Alliance
- Certified Test Manager from American Software Testing Qualifications Board, Inc.
- Certified HP Accredited Integration Specialist in Quick Test Professional (QTP) and Quality Center (QC) from Hewlett Packard
- Certified Manager of Software Testing (CMST) from QAI, USA
- Certified SAP ABAP/4 Professional
- Certified Software Quality Analyst (CSQA) from Quality Assurance Institute (QAI), USA
- Certified ISTQB Foundational Level Tester from ITB, India
- Certified Software Tester (CSTE) from Quality Assurance Institute (QAI), USA
- Certified ISEB ISTQB Dual Foundational Level Tester from ISEB BCS, UK
- Certified NCFM Financial Markets Beginner's Module from NSE, India
- Brain bench certifications in Software Testing, Data Warehousing Concepts, Project Management, Software Quality Assurance, Networking Concepts, Problem Solving - Quantitative, Client/Server Concepts, Health Insurance, Business Communication, Presentation Skills, Internet Concepts, RDBMS Concepts

CLIENT APPRECIATIONS

- Cognizant - QE&A - 2015 - Star Award
- Cognizant - Cox Communications - 2014 - Certificate of Customer Appreciation for Delivery Excellence
- Cognizant - Cox Communications - 2013 - Certificate of Customer Appreciation for Valuable Performer
- Accenture Certified Test Designer
- TCS - Certificate of Customer Appreciation for Emerson Multilink Product Testing
- TCS - Certificate of Achievement for Quintiles project
- TCS - Certificate Program in Banking Competency
- TCS - Certificate Program in Investment Banking Competency
- TCS - TCS Certified Performance Test Engineer