Kalyan Chakravarthy

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SUMMARY

Quality Assurance and Project Management professional with 12 years of experience in a Fortune 500 setting. Hard working, results-driven, and focused on delivering a superior customer experience. Passion for cultivating effective process and leading teams.

Select Highlights:

- Developed customer-oriented processes and enterprise integration plans, focused on end-to-end project and team management.
- Expertise in all aspects of the software development and delivery processes, including Agile methodologies.
- Proficient in mapping business requirements, writing user stories, designing customized solutions, and planning test strategies focused on best practices.
- 4+ years of experience as a Team Lead comprising level of effort estimation, resource planning and allocation, mentoring others, and driving productivity to achieve delivery goals.
- Experienced as Triage Team lead, identified and Triaged issues from Customer care team/Employees and different test teams. Prioritized the raised defects from different test Teams(UAT and End to End Teams) with Product Team. Discuss and engage right people to fix issues including Product Team to arrive at priority. Coordinating with Release management team to prepare for a bug fix release and Post-Release validation and communication to Customer operations Team.
- Collaborative work ethic and experience working directly with IT, Engineering, Customer Care, Marketing, Development, Design, Operations, and internal stakeholders.

TECHNICAL PROFICIENCY

- Platforms: Web, Mobile (Android, iOS)
- Test Management: Jira, Quality Center, Rally, Visual Source Safe (VSS), BMC, Remedy
- Test Automation: QTP, Selenium
- Data Analysis: SPLUNK, GRAYLOG, Omniture, Impulse
- Scripting & API Testing: VB Script, UNIX shell scripting, JMETER
- Web Service Testing: SOAP UI, Postman
- RDBMS: Oracle 9i, PL/SQL, MS Access
- Mobile logging: ADB Monitor, Logcat, Charles Proxy
- IDE: Eclipse
- Quality Assurance Testing: Black Box, Functional, Regression, UAT, Post-deployment validation
- Customer Experience: Usability testing, accessibility testing, CSAT measures, iPerceptions
- Office Tools: MS Office, Visio, Putty Client Engagements & Major Projects

PROFESSIONAL EXPERIENCE

Pearson Education – Denver, CO – Senior Quality Engineer   **Jan 2019 – Present**

- System Test Lead managing both offshore and onsite Teams and involved in successful launch of GLP platform.
- Implimented Resilience Testing for GLP platform.
- Design and Enhancement of automation scripts using selenium with POM framework.
- Closely work with product and devlopment teams and other stakeholders.
- Responsible for provding Testing metrics, status emails , SteerCo decks and Go No Go descisons.

Charter Communications – Greenwood Village, CO - System Integration Testing Lead   Feb 2018 – Dec 2018
- SIT lead for CLMS (Channel Lineup Management System) team. CLMS provides a central management system for channel lineups, allowing Product to define changes that Video Operations implements on Controllers.
- Provided technical expertise and product management direction on business process and capabilities to support the implementation of complex solutions meeting business and customer goals for Spectrum EPG's for Charter STBs (QAM/DOCIS).
- Actively engage in activation and provisioning of STB in NextGen systems (CSG, UIM and TechMobile).
- Perform validation of the front-end Channel Lineup Management System (CLMS) and back end APIs using JMETER, SOAP UI, and SPLUNK logs.
- Perform validation of Spectrum Guide for DOCIS, QAM and BHN and TWN markets.
- Define software test case scenarios based on architectural and development strategies.

Verizon Communications – Basking Ridge, Quality Assurance Lead (UAT)   NJ June 2016 – Jan 2018

- Oversee testing team of 11 members for national retail POS mobile applications.
- Drive quality assurance above business and customer expectations, and facilitate software delivery to service XX in-store sales representatives.
- Launched 8 enterprise and multiple maintenance releases in 3 months.
- Facilitate UAT for more than 30 feature enhancements to date.
- Successfully launched major company rebate initiative with introduction of iPhone 7.

Charter Communications – Greenwood Village, CO   August 2014 – June 2016
Held series of Product and End-to-End leadership roles with increasing responsibility and scope.
Business/ Product Analyst   August 2015 – June 2016
- Provided technical expertise and product management direction on business process and capabilities to support the implementation of complex solutions meeting business and customer goals for Charter.net customer web portal.
- Actively engage in all efforts to simplify and enhance the customer experience across account, billing management and self-support features.
- Write detailed user stories, technical documentation, and JIRA dashboards for consumption by all software engineering and development partners.
- Develop and maintain complex gap analysis and overall delivery plan based on product requirements, business roadmap, application expertise and managing resources.
- Define software test case scenarios based on architectural and development strategies.

Quality Assurance, Lead (End-to-End Testing)   June 2014 – August 2015
- Launched a complete customer portal branding and UI redesign.
- Team Lead of 10 on-site testers, and a team of off-shore resources to manage end-to-end testing of large scale customer portal redesign with over 2 million unique visits each month.
- Responsible for overseeing triage of issues captured from Customer Care, Employee Field Trial, and national test teams using Jira and Remedy.
- Post-Release validation and communication to the Customer operations Team.
- Coordination with Release Management Team to prepare for major bug fix deployments.
- Set up of sanity test suites to be run using Selenium/Jenkins, and web service tests using Soap UI/Postman for API call validation.

Warner Music Group – City, ST   **November 2013 – April 2014**
Quality Assurance, Lead (UAT)
Testing of all recording artist and fan web portals for WMG Direct 2 Customers.
- Involved in test planning, test case review, test execution for all functionality.
- Scheduling, estimating and task delegation across 8-member team.
- Customized regression test suites, defect tracking, status reporting, and post launch analysis.
- Partnered with cross functional UAT teams to provide test schedules, test data, and direction for enterprise releases and change controls.

Comcast Cable – City, ST   **April 2013 – November 2013**
Quality Assurance Lead (ST)

- This involves providing the Remote DVR functionality for Comcast subscribers having Blackberry, IPhone, and iPod through a Mobile application. Comcast subscribers can use this app to schedule a recording, Set reminders for their favorite shows and also browse VOD and Guide away from home.
- Created Test suites and test scenarios for various functionalities of the Application.
- Conducted defect review calls with Dev and Product to arrive at the priority list for the release.
- Test Reporting and Post Launch analysis activities.

Comcast Cable – City, ST   **April 2012 – February 2013**
Sr. Test Engineer (ST)
Validation of Dynamic Ad insertion
- Comcast does not have an effective way to deliver targeted marketing messages to specific customer segments (i.e. triple play customers vs. basic subscribers). As a result all subscribers see the same cable marketing spot, regardless of their service tier. This project is designed to bring very highly targeted adverts to the Liner video customers where different customers in the same service area see different ads play in the same spot .This project involves validating all the different types of STBs which are LSA capable.
- Validating TV content (On Demand, Guide, STBs(Legacy MOTO, Cisco, DTA and X boxes), Live TV, Video Streaming and Remote DVR)
- Perform End-to-End testing, Functional, Regression and UAT testing.
- Identified and triaged the issues from Customer care team/Employees and different test teams.
- Prioritized defects from different test Teams (UAT and End to End Teams) with the Product Team, defect tracking using JIRA and communication to CARE on fixed Issues.

AT&T – St. Louis, MO   **September 2007 – March 2012**
Progressive achievement and growth in development and test engineering.
Sr. Test Engineer   **November 2010 –March 2012**
- Created variations of automated QTP test account data in more than one environment for AT&T projects.
- Team Lead of 4 people, using effort estimation, knowledge transition, task allocation skills.
- Managed version control of project deliverables.
- Responsible for creation of all test materials; including test plan and cases, test data, test execution, metrics, defect management, issue resolution and production.
Business Analyst   **September 2007 – November 2010**
- Actively and consistently support all efforts to simplify and enhance the customer experience.
- Created data for Billing Team through automation of the AT&T CRM website.
- Analyzed requirements, designed and developed modules/screens, prepared and reviewed test plans, reviewed code, tested and maintained the application.

References available upon request.