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| Professional Summary |

An Experienced **Associate Test Manager** with 10.6 years of IT experience in Software Testing in Banking Domain with profound experience in delivering two large testing assignments with **Citibank International PLC** (EMEA and APAC Region) and **SCB** ( Standard Charted Bank ) and experienced in Understanding requirements, Preparing Test Plan, Test Designing, Test execution, Defect Management and preparing Test Exit Document in User Acceptance Testing (UAT) , System Integration testing (SIT) and User Verification Testing (UVT).

Work experience with **Bank Muscat** in the domain Retail Liabilities and Tested CIF/Account Creations, Cash deposit / Withdrawal, Teller transactions, Issuance of Cards/Cheques, Advices and Statements.

Strong analytical and interpersonal skills and comes with the experience of working in multicultural client environments across **APAC** and **EMEA**. Good team player, possessing high leadership qualities and interpersonal skills.

Professional Experience – Highlights (Primary Skill)

* Worked as **Module Lead** with CITI BANK (EMEA), CITI BANK (APAC) and Bank Muscat
* Worked as **Delivery Manager** with Standard charted Bank
* Proficient in Test management activities from Test Initiation and Planning phases and expert in Test Plan, Test Strategy, Effort Estimation, Test design, Execution management and test closure activities
* Around 5+ years of experience in Core banking and Servicing (EMEA and APAC Region)
* Hands on experience in System Integration Testing (SIT), User Acceptance Testing (UAT), Regression testing, Sanity testing and compatibility testing for banking applications.
* Hands on experience in Test Execution and Defect Management.
* Hands on experience in preparation of Test plan, Daily/monthly/weekly status reports and Test closure report
* Good exposure in Software Test Life Cycle (STLC) and Agile Methodology.
* Trained Maveric internal team at applications and domain levels.
* As part of **CITI Bank** have managed team of **15**.
* As part of **SCB** have managed team of **40**.
* Hands on experience in other banking applications like SAO (Single account opening), AV (Advices), CS (Combined Statements), CLMS Collateral Limit Management Systems, RF (Debit Cards), CI (Credit Initiation) , Credit Cards Managements and CBOL ( OTP, Cards, e-services and Fund Transfer ).
* Hands on experience in testing customer National ID cards like Aadhar Card (India), NRIC (Singapore) and AVAYA.
* 3 months of On-site Project experience in Citibank EMEA Rainbow Implementation Program which was held in **Poland** for a critical and specially funded **EMEA CI - REMARKABLE PROJECT**.

Credits

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| **Domain** | Customer On-boarding, Core Banking, Customer Management, Transaction Services, Online/Digital Banking. |
| **Test and Defect Management** | ALM and JIRA |
| **Application Handled** | Citibank’s EBS (Eclipse), iMAL (Core banking Application) , RWB (Retail work Bench), SC.com(Mobile and Desktop) and AVAYA. |
| **Education** | B.Tech ( IT ) and eMBA |
| **Modules Worked On** | SAO(Single account opening), AV (Advices), CS (Combined Statements), CLMS Collateral Limit Management Systems, RF (Debit Cards), CI (Credit Initiation), Credit Cards Management , CBOL (Citi bank Online) , Customer On Boarding (CC,PL ,TD and CASA), Mobile Banking, ICM and EBBS. |

Awards & Recognition

* Received most prestigious client award from SCB **“Service Recognition Award“** for successfully heading and delivering Testing.

Certifications and Courses

* **Certification in Financial Services and Software Testing** at Loyola Institute of Business Administration (LIBA), Chennai.
* **Certified in Vantage BEC (Business English Certificate)** from Cambridge University, British Council, Chennai.

Educational Qualification

* **B.Tech Information Technology** from SRM Valliammai Engineering College May 2010(Anna University).

Project Experience

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| **Client:** Standard Charted Bank  **Project:** Real Time Onboarding  **Role:** Delivery Lead  **Duration:** 3 years and 6 months  **Application:** PEGA, Retail Work Bench, AVAYA Telesales, Mobile, ICM (Integrated customer Management), ebbs, ICDD, eOPS, Signature Capture and CCMS.  **Location:** Chennai  **Environment:** UAT, SIT and UVT  Tools & Technologies: JIRA  Modules Worked:  CASA (Current Account and Saving Account), CCPL (Credit Card and Cash One) and TD (Term Deposit). | **Description of the project:**  Standard Chartered PLC is a British multinational banking and financial services company headquartered in London, England. It operates a network of more than 1,200 branches and outlets across more than 70 countries and employs around 87,000 people.  **Responsibilities in the project”**   * Managed end to end UAT testing for the projects, Live issues and CR’s * Responsible for status report in various stages of the project * Involve in all stake holders meeting and represent the team * Handled live issues with deliverables and client bringing it to closure. * Managed multiple projects with offshore team and delivered successfully * Training the Internal team on Application and Domain. * Defect Management in JIRA . * Preparation of Test Plan, Run Plan, Test design and Test Closure report. * Reviewing the test design done by team for the end to end coverage * Ensure timely preparation and obtaining approval of UAT test design and Regression suite from respective business. * Interact with Business from across countries and clarify gaps and seek clarification on requirements and identify gaps. * Preparation and presentation of Test design to respective country business and obtain sign-off. * Preparation of Run plan for Execution. * Present daily updates on modules handled business during Huddle calls. * Participation in defect review meeting with development team and business team. * Supported Bank RM’s in onboarding customers in UVT. * Managed team of 40. |

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| **Client:** CITI Bank  **Project:** CITI EMEA and APAC  **Role:** Module and Test Lead  **Duration:** 4 years and 6 months  **Application**: Eclipse, TRAMS, ECS+ and CBOL  **Location:** Poland and Chennai  **Environment:** UAT, SIT and UVT  Tools & Technologies: ALM  Modules Worked:  **CLMS** (Collateral and Limit management system), **AV** (Advices), **CS** (Combined Statements), **RF** (Citi Cards), **SAO** (Single Account opening), **CI** (Credit Initiation), Cards Management systems and **CBOL** (OTP, Cards, e-services and Fund Transfer) | **Description of the project:**  **Citibank,** a major international bank, is the consumer banking arm of [financial services](http://en.wikipedia.org/wiki/Financial_services) giant [Citigroup](http://en.wikipedia.org/wiki/Citigroup). Citigroup is the third largest bank holding company in the [United States](http://en.wikipedia.org/wiki/Banking_in_the_United_States) by total assets. Citibank has retail banking operations in more than 160 countries and territories around the world in addition to the standard banking transactions, Citibank offers insurance, credit cards and investment products.  **Responsibilities in the project”**   * Accountable for end to end UAT testing for the projects, Live issues and CR’s * Responsible for status report in various stages of the project * Involve in all stake holders meeting and represent the team * Handled live issues with deliverables and client bringing it to closure. * Managed multiple projects with offshore team and delivered successfully * Training the Internal team on Application and Domain. * Defect Management in ALM (QC). * Preparation of Test Plan, Run Plan, Test design and Test Closure report. * Reviewing the test design done by team for the end to end coverage * Ensure timely preparation and obtaining approval of UAT test design and Regression suite from respective business. * Interact with Business from across countries and clarify gaps and seek clarification on requirements and identify gaps. * Preparation and presentation of Test design to respective country business and obtain sign-off. * Preparation of Run plan for Execution. * Present daily updates on modules handled business during Huddle calls. * Responsible for preparing Daily productivity MIS and Defect Reports. * Participation in defect review meeting with development team and business team. * Managed team of 15 |

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| **Client:** Bank Muscat  **Project:** Bank Muscat Liabilities  **Role:** Module and Test Lead  **Duration:** 6 months  **Application**: I-MAL  **Location:** Chennai  **Environment:** UAT and SIT  Tools & Technologies: ALM  Modules Worked:  CIF/Account Creations, Cash deposit / Withdrawal, Teller transactions, Issuance of Cards/Cheques , Advices and Statements. | **Description of the project:**  **Bank Muscat** is the leading financial services provider in the Sultanate of [Oman](http://en.wikipedia.org/wiki/Oman) with a strong presence in Corporate Banking, Retail Banking, Investment Banking, Treasury, Private Banking and Asset Management The Bank was declared an Investor in People (IiP) organization in January 2007, becoming the first banking organization in the MENA region to be awarded the prestigious global recognition. In 2004, Bank Muscat became the first bank in the Middle East to be completely ISO 9000:2000 certified.  **Responsibilities in the project”**   * Accountable for end to end UAT testing for the projects, Live issues and CR’s. * Responsible for status report in various stages of the project * Involve in all stake holders meeting and represent the team * Handled live issues with deliverables and client bringing it to closure. * Managed multiple projects with offshore team and delivered successfully * Training the Internal team on Application and Domain. * Defect Management in ALM (QC). * Preparation of Test Plan, Run Plan, Test design and Test Closure report. * Reviewing the test design done by team for the end to end coverage * Managed team of 2-3 |