**Leela Krishna Sarepalli, MBA**

PMP, CBAP, aws saa, az900, Safe po/pm, psm1, istqb

# Waterloo-Kitchener, Ontario, CA | 506.566.8442 | [leela.sarepalli@gmail.com](mailto:leela.sarepalli@gmail.com) | https://www.linkedin.com/in/leelakrishnasarepalli/

**Summary**

\* Results-driven Analyst with over a decade of experience in technology solutions, project management, business analysis and stakeholder engagement. Proven ability to analyze business needs, develop comprehensive documentation, and facilitate successful technology implementations in public sector environments.

\* Technology enthusiast with expertise in software engineering, test automation framework development, project management, DevOps implementation, and acting as a liaison between the Scrum team and management.

\* Experienced working in Waterfall, Hybrid, and Agile models for software development, and actively leading release planning, sprint planning, resource planning and training activities.

\* Expertise in quality engineering, transforming organisation by researching, and implementing emerging technologies and testing practices across the customer value chain.

**Education**

**Master of Business Administration Sep 2021 - May 2023**

University of New Brunswick

**Master of Computer Applications Aug2006 - May 2009**

Acharya Nagarjuna University

**Work Experience**

**Digital Transition Coordinator** **Nov 2024** – **Present**

YWCA Kitchener Waterloo

* Assisted in converting HR and administrative records to cloud-based solution (Avanti a HCM software), supporting the organization's transition to a streamlined, paperless environment.
* Collaborated with HR team members to identify and address areas needing digital enhancement for former and current employees, contributing to the improvement of internal processes.
* Leveraged workflow automation tools, to systematically convert physical documents into digital records. Executed precise file digitization processes with meticulous attention to accuracy, integrating automated workflows to enhance efficiency.

**Customer Support Executive** **May 2023** – **Feb 2024**

CallCenterGuys Inc

* Provided high-quality support to Freedom Mobile customers by addressing inquiries, resolving issues, and delivering tailored solutions to enhance customer satisfaction. Consistently achieved a customer satisfaction rating (CSAT) of 90% or higher for 10 consecutive months by focusing on effective resolution and empathetic service.
* Conducted proactive outbound calls using RingCentral to efficiently manage call workflows, while leveraging Customer Relationship Management (CRM) software to track customer interactions and ensure personalized follow-ups. Exceeded monthly sales targets by an average of 15%, contributing to increased revenue and fostering customer loyalty.
* Demonstrated advanced communication and active listening skills, achieving a first-call resolution rate of 85%, reducing follow-up interactions and enhancing operational efficiency.
* Maintained high productivity in a fast-paced environment, handling 120+ calls per day through RingCentral while ensuring consistent compliance with Freedom Mobile's quality standards.
* Accurately documented customer interactions and insights using CRM software integrated with RingCentral, leading to process improvements and increase in customer retention.

**Business Analyst Intern** **May 2022** – **Aug 2022**

VeroSource IT Solutions Inc

* Coordinated SR&ED claim processes, working with leadership, the CRA SR&ED review team, and development teams, leading to the successful approval of the SR&ED claim within 4 months.
* Streamlined the SR&ED process for agile teams, reducing claim preparation time by at least 50% through the development of optimized strategies that increased claim approval chances during technical audits.
* Conducted in-depth research on SR&ED eligibility, resulting in accurate documentation that contributed to a 100% coverage of activities claimed during the internship period.
* Engaged with technical and management teams, enhancing cross-functional collaboration and ensuring timely submissions of SR&ED documentation.
* Developed strategies to help teams navigate CRA audits, reducing the likelihood of rejections and ensuring that all claims met technical requirements, achieving a 95% success rate in claim survival.

**Co-founder/ Software Engineering Manager** **Jul 2018** – **Jul 2021**

Implithoughts IT Solutions

* Managed software development team to design, develop, and deliver high-quality product, leveraging Atlassian Jira and Confluence for Agile project management and documentation.
* Led the development of Web, iOS and Android applications for key products, successfully launching first version of apps within 2 weeks to fully functional in 3 to 6 months, achieving a 95% project completion rate on time and within budget.
* Enhanced the UI/UX of applications by closely working with UX designers and UI developers, leading to a 20% improvement in user experience and customer satisfaction, validated through application demos and user feedback with each deployment.
* Implemented DevOps processes to streamline releases, facilitated user story mapping, and managed the product backlog, significantly improving delivery efficiency and maintaining consistent, high team velocity.
* Implemented project management tools like Zoho and Jira to improve project tracking and stakeholder communication, reducing project misalignment for technology service clients.
* Performed code reviews to ensure software quality, quickly addressed software defects, and maintained adherence to established development standards.
* Developed and deployed product features, integrating quality assurance and managing the deployment to production environments, maintaining a 95% uptime and smooth product releases.
* Conducted performance evaluations, provided constructive feedback, and coached team members (both fulltime and parttime employees), achieving over 90% retention and a high level of team engagement.
* Reduced product development costs by 20% over 1 year by establishing streamlined processes and optimizing resource allocation for multiple projects.
* Collaborated with and negotiated between stakeholders, resolving disputes across 5+ projects, ensuring project continuity and alignment with business goals.
* Managed recruitment, training and allocation of parttime and fulltime employees for projects in the organization, achieving a 100% project staffing and optimal resource management.
* Provided regular updates on project status, risks, and issues using risk register, project status reports, and issue logs, increasing stakeholder satisfaction and achieving a 100% Net Promoter Score.

**Senior IT Quality Analyst/ Engineering Lead** **May 2013** – **Jun 2018**

UnitedHealth Group/Optum Technology

* Developed and enhanced a robust test automation framework for multiple products using Selenium WebDriver, TestNG, Cucumber (Java) and UFT, achieving 90% test coverage across UI, API, and database levels.
* Integrated the test automation suite into the CI/CD pipeline, creating Jenkins jobs for smoke, regression, and functional tests, ensuring automatic execution in TEST and STAGE environments.
* Implemented cross-browser and mobile testing for web and mobile applications using cloud-based platforms like Perfecto (iOS/Android) and Sauce Labs, achieving 100% test coverage across key operating systems and browsers.
* Conducted Web Accessibility (WCAG 2.0) and 508 compliance testing using AXE Chrome, JAWS, and NVDA, ensuring 95% compliance for all new features.
* Maintained virtual machines for automated test executions, ensuring stable environments with 99% uptime for daily, weekly, and sprint-end tests.
* Collaborated with Product Managers and scrum teams to define QA strategy documents for all user stories, ensuring proper test coverage and execution in every sprint.
* Enhanced automation frameworks by shifting from hardcoded data to clean environment, reducing test maintenance efforts by 25%.

**IT Quality Analyst/ Software Engineer** **Jun 2009** – **Apr 2013**

Broadridge Financial Solutions

* Increased test coverage and showcased the benefits of test automation to senior management after each release, providing actionable insights and improving product quality over 2 releases.
* Trained cross-functional teams on the use of test automation scripts and frameworks, completing the training sessions for all Broadridge QA teams within 3 months and increasing team efficiency.
* Collaborated with developers and automation experts to develop new test automation frameworks and expand script depth by 25%, completing the project within a 6-month period; traveled to New York City twice on a B1 visa for on-site collaboration.
* Achieved ISMS compliance by serving as the certified Broadridge ISMS internal auditor and Information Security Coordinator, ensuring the team met all security standards by the end of each audit cycle.
* Developed and enhanced test automation frameworks (IMPACT, BRtest), improving automation efficiency and coverage, aligning with release schedules and client requirements.
* Created a comprehensive automation plan for automating regression test cases and developed automation suites for sub-functional areas based on client requirements, reducing manual testing efforts by 90% and completing the automation of key tests within each release.
* Produced reusable automation scripts and executed automation suites during product releases, achieving a 95% success rate in defect resolution by analyzing logs and closing defects within 2 weeks of each release.
* Reviewed test plans, contributed to test case development, and executed test cycles, improving defect tracking mechanism and meeting all release deadlines for the project.
* Designed automation frameworks using QTP BRtest, IMPACT, and iSTAR, improving script reusability and modularity, ensuring framework scalability for future projects.
* Led the management of projects using tools like Rally, Quality Center, ALM, and Remedy, reducing defect resolution time through improved tracking and coordination within the project team.
* Enhanced programming and database expertise by optimizing scripts in VB scripting, and fine-tuning database interactions with DB2/400, increasing query performance and reduce regression tests execution time.

**MBA Capstone projects**

* Assisted CORSphere with market research and client acquisition, identifying 5+ potential clients in 12 weeks, which helped expand the startup's market reach for its AI-driven marine fleet management solutions.
* Conducted market analysis for CORSphere, providing actionable insights that led to increase in targeted client engagement within the program timeline.
* Collaborated with Educated Beards to resolve supply chain disruptions caused by COVID-19, sourcing alternative suppliers for argon oil and glass bottles, reducing future supply delays.
* Identified and recommended innovative supply chain solutions, contributing to reprioritization of supplier section for Educated Beards during the MBA Applied Integrative Studies program.
* Participated in a 12-week consulting program with the Student Consulting Group and CDL Atlantic, delivering strategic recommendations that enhanced business operations for startups in St. John's and Fredericton.

**Certifications**

* **Certified Business Analysis Professional™ (CBAP®)** IIBA, Issued Aug 2024
* **Project Management Professional (PMP®)** Project Management Institute, Issued Dec 2022
* **Certified SAFe® 6 Product Owner/Product Manager** Scaled Agile, Inc., Issued Jan 2024
* **AWS Certified Solutions Architect – Associate** Amazon Web Services (AWS), Issued Dec 2023
* **Microsoft Certified: Azure Fundamentals** Microsoft, Issued Dec 2023
* **ISTQB-Foundation Level Certification** International Software Testing Qualifications Board, Issued Sep 2020
* **Professional Scrum Master™ I (PSM I)** Scrum.org, Issued May 2020

**Awards & Recognitions**

* Awarded by senior stakeholders for demonstrating strong analytical and critical thinking in creating Jenkins CI/CD pipelines, integrating BlazeMeter for performance testing, and collaborating with cross-functional teams to implement in-sprint automation.
* Recognized for excellence in building a hybrid test automation framework and successfully migrating test automation scripts from UFT to Selenium, earning multiple value-added performance awards.
* Received the Quarterly Award for developing an automated solution that updated the securities database for JP Morgan, significantly improving operational efficiency.

**Technical Skills**

* **Project Management Tools**: JIRA, Zoho, Azure DevOps, GitHub
* **Methodologies**: Agile, Waterfall, SDLC, Hybrid Models
* **Cloud & DevOps**: AWS Cloud, Jenkins CI/CD, Docker, GitHub for workflow tracking
* **Documentation & Compliance**: SR&ED, Project Charters, Agile project documentation
* **Testing & Quality Assurance**: Selenium, Cucumber (Java), AXE for accessibility testing, ISTQB standards
* **Version Control & Issue Tracking**: Git, GitHub, JIRA, Rally