**Madhushani Tilakaratne**

Consultant - Quality Assurance

I am an ISTQB certified Software Quality Assurance professional, having extensive experience in performing software quality assurance and testing activities on projects spread across wide range of domains. My work experience spans over 7 years with 3+ years as a QA Lead. During that period I have worked on projects which served many leading international companies like IBM – USA, Thomson Reuters – USA, REIT –USA, Ascend – UK and BISB bank Bahrain etc.

I was mainly involve in test planning, managing, executing and reporting. This includes tasks such as preparing test plans, test schedules, effort estimations, scope and traceability metrics, test metrics, writing and reviewing test cases, preparing test data, executing different types of tests, both functional and non-functional (Smoke testing, System testing, Integration testing, Regression testing, End-to-end testing etc.), co-ordination of User Acceptance Testing with end users and reporting defects, test status and test project progress. I was also involved in conducting product demos to existing and potential clients, end user training and various other tasks which requires direct customer communication.

I have the ability to work in dynamic environments demonstrating professional approach in all aspects of work, leading and managing test teams. . I have Excellent written and verbal communication skills and strong interpersonal skills in managing stakeholder involvement in testing effort, dealing with conflict, mentoring, and motivation. I’m also a very good team player/leader having excellent skills at collaborating across teams and maintaining a win/win approach. Have multi-tasking capabilities which enabled to drive multiple teams to achieve the project goals on a timely manner. I lead by example to respect diverse cultures within the team, and mentor the teams to improve the proficiency to achieve very high software quality standards.

Core Competencies

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| Competencies in Software Quality Assurance | * QA Concepts, Methodologies and Processes * Knowledge in SDLC, STLC and Test Techniques * Test Estimations * Test Strategy & Test Planning * Test Case Designing & Reviews * Test Environment and Test Data Management * Test Execution Management * Defects Management * Test Results, Status & Progress Reporting * Test Metrics Data Collection & Analysis * Domain support * Communication skills |
| Experience in Source Control / Configuration Management / Defect Management tools | * Tortoise SVN * GIT * Chorus * Rex |
| Experience in Database Management Systems | * MySQL * MSSQL Server |

Experience at Virtusa

**Tempo – Release Automation Tool (July 2015 to Present)**

Business Problem: Rapidly growing global market organizations need to produce innovative products and services faster and continuously, without interrupting the business processes. With the importance placed on greater agility and multi-tier integrations, organizations struggle to respond to market forces and to continuously deliver high-quality applications. Deployments of these multi-platform applications can include manual, rigid, and error-prone processes that lack repeatability and scalability, resulting in increased downtime. The traditional approach can slow down deployments leaving the teams waiting. Lack of visibility to control over configurations and application changes will lead to rework resulting in technical debt and missed opportunities. Delivery of these composite applications requires a highly repeatable and reliable deployment mechanism.

Solution Overview: Tempo is a tool developed by Virtusa to automate deployments aimed at producing innovative products and services faster and continuously. It provides greater agility for multi-tier integrations and ensures continuous delivery of high-quality applications by automating deployments, and providing transparency and better control over the releases.

***Project Role: QA Lead with the following responsibilities:***

* Test Team Management
* Test Plan & Test Shecdule Preparation
* Test Effort Estimation
* Test & Rollout Metrics Preparation and Analysis
* Test Case Writing and Reviewing
* Test Execution – Smoke, System, Regression, Performance etc.
* Defect Management
* Test Results & Test Progress Reporting
* Client Release Management
* Requirements Management & Sprint Planning
* Direct Customer Communication in all the QA activities
* Conduct Product Presentation & Demo’s to Potential and Current Clients
* End User Training
* Product Rollout Management, Client Support & Issue Resolution
* Training, Guiding & Mentoring Junior Team Members.

***Tools:***

* Test Management: Rex (ALM), Keystone and Excel
* Test Case Management: Excel
* Defect Management: Rex (ALM)
* Configuration Management: Keystone, GIT
* Web Service: Soap UI

**Akura – School Management System (September 2013 to July 2015)**

Business Problem: With the ever increasing competition among schools, and increased number of students the day-to-day administrative tasks of schools eats into valuable time which can otherwise be spent on strategic tasks, contributing to an improved quality of teaching. Also the tedious manual paper work at schools has a negative teaching staff’s work efficiency. Finding student data when required (e.g. when generating character certificates for students leaving school) proper tracking of student progress, attendance, maintaining parents – teacher’s relationship, costs involved in communicating important news to parents are also some of the issues faced by schools today.

Solution Overview: Akura is a dynamic school management system that utilizes the latest technologies to effectively and efficiently manage a school environment. It provides a platform to unite school authorities, teachers, students and parents to enhance the quality of education. Akura is a web-enabled application that can be accessed from anywhere around the world.

***Project Role: QA Lead with the following responsibilities:***

* Test Team Management
* Test Plan & Test Shecdule Preparation
* Test Effort Estimation
* Test Metrics Preparation
* Test Case Writing and Reviewing
* Test Execution – Smoke, System, Regression, End-to-End, Performance etc.
* Defect Management
* Test Results & Test Progress Reporting
* Client Release Management
* Direct Customer Communication in all the QA activities
* Conduct Product Presentation to Potential and Current Clients
* End User Training
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* Training, Guiding & Mentoring Junior Team Members

***Tools:***

* Test Management: Chorus, Keystone and Excel
* Test Case Management: Excel
* Defect Management: Chorus
* Configuration Management: Keystone

**Xpert Alert Project for Thomson Reuters – USA (September 2009 to December 2009)**

The PDR Messaging Admin tool is used to deliver alert messages to a selected list if users or even the entire registered user base of the PDR. These messages are delivered when the user log in to PDR.net, and also via the mobile platform.

***Project Role: Senior QA Engineer with the following responsibilities:***

* Test Case Writing and Reviewing
* Test Data Preparation
* Scope and Traceability Metrics Preparation
* Smoke & Regression Testing
* Defect Management
* Test Results Reporting

***Tools:***

* Test Management: Chorus, Keystone and Excel
* Test Case Management: Excel
* Defect Management: Chorus
* Configuration Management: Keystone

**IBM IIS DataStage Project – USA (July 2008 to September 2009)**

IBM IIS DataStage next generation platform allows companies to fully integrate data from all corporate information sources - including CRM, B2B, e-business, mainframe, and data warehouse environments - in a single unified company-wide data integration framework. An Environment of a matrix of 10 operating systems (Windows, RHEL, Linux SUSE, Solaris, HP-Itanium, HPUX) with English and Multi-byte languages and 7 databases (Oracle, Sybase, DB2, SQL server, Universe, UniData, TeraData, Informix) using both ODBC and native drivers.

***Project Role: QA Engineer with the following responsibilities:***

* Test Case Writing and Reviewing
* Test Data Preparation
* Manual & Automated Functional Testing
* Issue Report Preparation & Results Updating using Test Director
* Setting up Test Beds on Servers
* UNIX and Windows administration

***Tools:***

* Test Management: Chorus, Keystone and Excel
* Test Case Management: Excel
* Defect Management: Chorus
* Configuration Management: Keystone

Experience Prior to Virtusa

**uTest Inc. USA (online)**

**Freelance Software Tester | May-2011 to October -2013**

uTest is an American venture-funded software and application quality company, headquartered in Massachusetts. It is a professional network of 150,000+ testers and QA professionals.

I worked as a freelance software tester for more than 20 client projects and was ranked as a Silver rated software tester for functional testing. I was awarded the favorite tester award by one of the clients.

Responsibilities:

* Test Execution – Functional, Exploratory
* Test Results Reporting
* Defect Reporting

**01 Systems Co. W.L.L, Bahrain**

**Software Quality Assurance Engineer| February-2011 to December-2012**

Since its establishment in 1986, 01 Systems has become a pioneer in implementing complex, customized software solutions coupled with comprehensive professional services like Consultancy and Systems Integration to successfully optimize core business processes.

Responsibilities:

* Test Plan & Metrics Preparation
* Test Case Writing and Reviewing
* Test Execution – Smoke, Functional, Regression, Performance
* Test Results Reporting
* Defect Reporting
* Test Status / Progress Reporting
* Direct customer communication in all the QA activities

Projects Undertaken:

* Docsafe – Enterprise Content Management System
* SigCap - Enterprise Signatory Management System
* CFS - BISB - Consumer Finance System for BISB Bank

**Nadastra Inc. Sri Lanka**

**Software Quality Assurance Engineer | April-2010 to November-2010**

Nadastra Inc. is a knowledge-driven, global services company with seasoned expertise in business operations transformation methodologies and practices. Nadastra provides focused strategy and execution, leveraging worldwide resources to optimize their clients’ operational efficiency and excellence. Nadastra offices are strategically located in the geographies that offer their clients the best global talent at the highest return on their investment. Nadastra has operations in United States, India, and Sri Lanka.

Responsibilities:

* QA Process Documentation
* Test Plan and Schedule Preparation
* Effort Estimation
* Test Metrics Preparation
* Test Case Writing and Reviewing
* Test Execution – Smoke, Functional, Regression
* Test Results Reporting
* Defect Reporting
* Test Status / Progress Reporting
* Direct customer communication in all the QA activities

Projects Undertaken:

* Client Satisfaction Scorecard –Internal
* HR Job Requisition – REIT, USA
* FVE Legal Document Management – FiveStar Quality Care (REIT), USA
* FVE Admission Packet – FiveStar Quality Care (REIT), USA
* Ascend Values Network Rewrite – Ascend, UK

**Hayleys Infocraft (Pvt.) Limited, Sri Lanka**

**Software Quality Assurance Engineer | December-2006 to June-2008**

Infocraft Limited is an ISO 9001-2000 certified Software/Web Development company with offices in UK, Canada and R&D centers in Sri Lanka, providing IT Infrastructure support and maintenance services to its clients. Infocraft is specialized in Web Solutions and Portal developments and is also widely recognized for its reliable offshore/outsourcing capabilities.

Responsibilities:

* Define Test Strategies
* Develop Test Schedules and Test Statistics and Test Plans
* Test Case Writing and Reviewing
* Test Results Reporting and Reviewing
* Monitoring Test Project Status against milestones & Reporting
* Track records of QA deliverables and overall quality of project artifacts
* End user training

Projects Undertaken:

* Finance System for Sri Lanka Institute of Information Technology. (SLIIT)
* Finance Module of the ‘HERPICS’ ERP system for Haycarb PLC.
* Work Force Management ( Attendance) Module of the ERP system for Talawakelle Tea Estate Ltd. (TTEL)
* ‘iChecks’ Payroll System for Quality Seeds Ltd.
* Fixed Asset Management System for Infocraft Ltd.
* Human Resources Management System for Hayleys PLC.
* Careers’ web site for Hayleys Group of Companies

Training

* Participated and certified in Virtusa Certified Scrum Master program (2015)
* Participated and certified the VBC - Business English training program
* Participated and certified the GIP - Global Innovation Process training program
* Participated and certified the IP (Intellectual Property) training program
* Participated and certified the ISO training program
* Participated in Team Building Training program
* Participated in Role Based Trainings

Education

* Bachelor of Science in Information Technology – Curtain University of Technology, Australia ( 2006)

Achievements & Certifications

* Virtusa Certified Scrum Master (2015)
* Certified Tester foundation Level – ISTQB ( 2012)
* Awarded ‘Exceeds Expectations Continuously’ (A) for the MBO performance appraisal – Virtusa – 2014 -2016
* Silver Rated Software Tester for Functional Testing – uTest – 2013
* Awarded ‘Favorite Tester’ by one of the uTest clients – uTest - 2013