SENIOR SOFTWARE QUALITY ASSURANCE MANAGER

Summary

15 years Quality Assurance technical/hands-on and executive leadership delivering significant improvements in cost of poor quality by manual and automated testing of web applications,databases, datawarehouse applications,network, data centers, infrastructure,automation, hardware and performance testing.

Career Highlights

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SDLCÂ : Agile with SCRUM/Sprints,Iterative, Waterfall

Test Planning :Â Scoping, estimates,strategy,plans, presentation, coordination.

Risk Management : Identify risks and plan best case approach for risk mitigation.

Implementer/Mentor of QA processes, techniques, standards in non-structured business cultures.

Test Case Management : Managing test cases with/without requirements/design docs.

Defect Management : Tracking, reporting and defect triage/management meetings.

Test Execution : Web apps, SOAP/RESTful API's databases, network,security,data center, hardware and infrastructure.

Test Types (manual) : Functional, Regression, Integration, Smoke, System,UAT, Usability, Production verification/smoke test, (automated) : Regression, test data generation,performance,stress,load testing.

Release Management :Â plan, develop, coordinate and lead software release activities with application and support teams.

Automation : Selenium Webdriver, TestNG,Continuos Integration using Jenkins, Maven,QTP.

Mobile Applications : Native, web and hybrid applications.

Skill Highlights

- Quality Assurance Organizational Leadership
- Quality Process Design,and Best Practices
- Leading Manual and Automation teams
- Test/Automation Governance,TCOE,ACOE implementation
- Program and Project Management
- Budgeting,Scheduling and Resource Allocation
- QA Process Improvement Initiatives
- Integration,Functional,Regression testing,Network/Security testing
- Automation testing
- Performance Testing
- UAT,Production Verification
- Data Center Migration testing
- â€‹Mobile,Cloud based application testing
- Demos/Presentations

Skills

Linux,Unix,Windows,Mac, VMware,Java,Javascript,Nodejs,Python,Puppet,Redis,RabbitMQ,.NET, Oracle 10g/9i, SQL Server 2000/2005, 2008, Sybase, HTML, DHTML, XML, SOAP,REST, Splunk,Swagger, Graphite,Grafana,Zenoss,Nagios,QTP, LoadRunner, Quality Center,Testrail,Selenium Webdriver,Github,Jenkins,Maven,TestNG, SQL, PL/SQL, WebLogic, WebSphere, JRun, Tomcat, Ab Initio GDE 1.14.13, Co>Operating System 2.10.15, Informatica Workflow Manager/Monitor/Designer 7.1.13/8.1.1, Cloud bases solutions Device Anywhere, Perfomobile, Jamo Solutions, Long Arm, Windtunnel, Seetest, Experitest, Gomez, FoneMonkey

Core Accomplishments

- Developed innovative testing strategies and streamlined processes with development activities to reduce testing redundancy & risks leading to 45% efficiency gain across multiple projects.
- 30% reduction in cost of poor quality via industry best practices.
- Experience in setting up automation frameworks for integration andÂ regression testing activities.
- Defined best practices, test strategies and methodologies for Functional, Regression and Automation tests.
- Successfully managed a diverse range of projects from conception through implementation.
- Enhanced and standardized software defect life cycle management processes that helped to reduce downtime from bug detection to resolution with an estimated gain in time of ~3 weeks/project.Â
- Written multiple whitepapers on Emerging Trends/Automation. Presentations in multiple testing conferences viz. QUEST, STC, QAI.
- Collaborated and established periodic requirement reviews by stakeholders to ensure requirements were well defined that lead to delivery of flawless applications in production.

Professional Experience

Loanlogics Jacksonville , FL Senior Software Quality Assurance Manager 07/2015 to Current

- Managing and leading a team of 25 team member Manual and Automated QA organization.SpearheadedÂ all quality assurance efforts within an organization, including the development and implementation of a quality assurance program.Defined QA policies,quality improvements processes, best practices.Held overall responsibility to plan, develop, coordinate and lead software release activities with application and support teams. Developed QA budgets, hire, train, and supervise QA Engineers,Test Automation Developers and managers.
- Played a key role in the establishment of TCoE (Testing Center of Excellence, Automation Center of Excellence) and managed Automation & Functional testing areas, created Test Strategies, Test Plans,Dashboards etc.Designed and developed robust and Enterprise level automation.Excellent decision making, leadership, analytical, interpersonal, communication skills with strong motivational skills and ability to speak with different development/TechOps/Devops teams and future prospects. Provide daily, program status reports to the executive management with appropriate RAG Status,KPI's/metrics. Risks and mitigation plans. Have a thorough understanding of the architectural and design principles, hands-on testing experience.

Loanlogics Remote , OR Technical QA Manager 12/2013 to 07/2015

- Building and growing an effective QA team from the ground up.Â Lead and managed a team 33 Manual and Automated QA

Engineers.Implemented Testing Center of Excellence and Automation Center of Excellence.Participating in cross functional team discussions to help improve the overall service quality, providing input for a go/no-go decision on release readiness, reviews, and communicating status to stakeholders. Hand-on testing experience on various applications.Â Contributed heavily and implemented testing process to infrastructure initiatives and automation frameworks.Conducted several Proof of Concepts.UsedÂ technical skills to help mentor QA Engineers when needed.Work with other members of the quality group and the organization to ensure tactical execution of quality protocols and SOPs to minimize risk to the business.Onshore/Offshore co-ordination activities.

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Loanlogics Jacksonville , FL Technical QA Manager 09/2010 to 12/2013

- Evangelize adherence to defined development life cycle, good software design practices, and Architecture strategy and intent.Co-ordinated releasesÂ with Devops team to ensure production readiness,deployments, verifications using manual and automated test runs.Anchored defect prevention activities, implemented defect management plan, conducted defect triage meetings,applied broad technical knowledge and skills to analyze, develop and implement solutions for process improvements, trouble-shooting and new product development support in assigned area.

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Epic Games Littleton , CO Technical QA Manager 07/2008 to 09/2010

- Established QA best practices and performance metrics/KPI's to ensure quality throughout the SDLC and holistically.Hands on experience in one or more of the following: AWS, mobile, Web front-end or Backend applications.Implemented automation frameworks for regression testing.Find competing technology initiatives across the organization and where possible collapse them in order to promote reusability.

Agilent Technologies, Inc. Winooski , VT Technical QA Lead 03/2006 to 07/2008

- Provided technical leadership to a team of QA engineers. Understanding risk areas and prioritizing QA effort to mitigate them.Â Test Planning and Execution in Agile/Scrum environment.Defined Test Strategies, Test standards, Processes,Policies,Procedure,Template, Beta testing,UAT testingÂ processes.Developed Â automated and manual test procedures for requirement validation, integration, regression, performance and usability testing.

Google Inc City , STATE Software Quality Engineer 05/2004 to 03/2006

- Hands on experience in testing various applications in Google.Requirement Analysis, Test case Preparation, Execution, Metric management,defect tracking, reporting.

Education
Masters : Computer Applications University of Madras India
Certifications
Certified Software Test Engineer from Quality Assurance Institute
Six Sigma Certification
Several Excellence Awards