

Tanu Mehrotra

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A team player with an experience in Quality Assurance, Agile Development, and Customer Engagement seeking to transition into product management roles.

WORK & RELEVANT EXPERIENCES

	<i>IBM Global Services, Middletown NJ, USA</i>	<i>July 2008-August 2019</i>
Quality Assurance Manager		<i>July 2017-August 2019</i>
<ul style="list-style-type: none">Led 10-member API testing for Next Generation Transformation of Micro services for client AT&T.Brainstormed with stakeholders to define performance and quality metrics for the project.Defined the project roadmap by prioritizing the customer requirements and delivering key features in the initial Pls.Worked with the engineering team to achieve 20% performance improvement in the critical APIs.		
Business Analyst		<i>April 2015-July 2017</i>
<ul style="list-style-type: none">Designed an event-based system to provide customer contact data (~20M) through Rest APIs at scale.Actively engaged with the product owner in analyzing the data and defining the business requirement specs.Gathered non-functional requirements by establishing a trusted communication channel with customer.		
Quality Assurance Team Lead		<i>April 2013-April 2015</i>
<ul style="list-style-type: none">Led 4-member team to achieve complete automation of the testing infrastructure.Identify risk associated with different software modules and successfully developed mitigation/contingency plans by leveraging project planning documents and status reports.Provided appropriate solutions on customer escalations and achieved a customer satisfaction score >80%.		
Quality Assurance Tester	<i>Bengaluru, India</i>	<i>July 2008-April 2013</i>
<ul style="list-style-type: none">Resolved 10-15 tickets daily, planned feature tests and functional test specifications, and introduced early-stage testing which reduced final QA issues by 50%.Wrote SQL queries to provide timely reports from business intelligence.Developed test automation infrastructure leading to an on-time delivery of the project.		

CAPSTONE PROJECTS

Product Strategy Consultant	<i>INVOCA, Santa Barbara CA, USA</i>	<i>Jan 2020-Present</i>
<ul style="list-style-type: none">Led 5-member team to develop a go-to-market strategy to enter the UK market.Conducting online research, identifying existing competitors and initial target verticals.Present the market research findings and recommendations to C-Level executives.		

EDUCATION

Master of Technology Management	<i>UC Santa Barbara</i>	<i>June 2020</i>
Intense leadership curriculum for engineers to learn the framework and skills while getting the experience of leading people, processes, and product.		
Bachelor of Technology	<i>Harcourt Butler Technological University</i>	<i>May 2008</i>

TECHNICAL & BUSINESS PROFICIENCIES

- Business:** Project Management, SAsFe® 4 Certified Professional, Team Building, and Customer Interaction.
- Certifications:** SAsFe® 4, Oracle 9i SQL, ISTQB Certified Tester, Cloud Enabled Transformation.
- Technologies:** Microservices Testing, SQL, REST APIs, ETL Testing, Jenkins, Oracle 9i, PL/SQL, MongoDB.
- Automation Tools:** IBM Rational Functional Tester, Rest Assured, TestNg, Junit, PACT, Jmeter, Postman.

ADDITIONAL

- Top Contributor Award, Best of IBM Award, IBM Team Award, Client Appreciation Award (multiple years).
- Active volunteer providing education to under-served children in India through Asha for Education.