SWETHA RAVINDRA

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**Professional Summary**

A Certified Scrum Master with 9 years of software testing experience, including over 6 years in Agile delivery. Excels at motivating, leading, and coaching teams toward using Agile frameworks. Understands the importance of delivering value early in the development lifecycle. Accustomed to managing multiple, concurrent projects, in collaboration with globally dispersed, multicultural teams. Displays a real aptitude for communication and an affinity for influencing stakeholders at all levels. Handles challenge change and ambiguity with dexterity. Takes pride in actioning customer feedback swiftly and applying iterative and incremental concepts to project management to ensure customer satisfaction. Leads with an engaging leadership style that unifies and enables cross-functional teams to work towards project goals.

**Experience**

Sr **Project Manager** 09/2018 to Current

ADP Peterborough, Cambridgeshire, UK

* **Project**: RUN
* **Client:** ADP
* **Domain**: Payroll
* **Team Size**: 9
* **Description**: RUN is a US payroll application project with multiple platforms for Retirement Services, Payroll, deductions, Tax, and E-commerce (Self-Provisioning) for more than 80, 000 SMEs in the USA. The application is used by clients to onboard an employee into the company, Terminate an Employee, process payroll, add benefits/Year End Tax filing/deductions on the payroll, filing the client's tax by an Accountant with Multiple parent and Child through the application (Accountant Connect)

**Responsibilities:**

* Work alongside Product owner in prioritizing product backlog
* Co-ordinating with Off-shore teams (US India and Brazil) for Environment set up, Virtual servers set up and Requirement gathering from other project teams
* Facilitate with external team or team's Scrum master acting as a dependency to our team in any projects (DBA, Developer who previously worked in similar projects, DevOps, build team and Engineering team in US) plan for Go-Live activities
* Maintain Burn Down chart and Release burn up charts to track the progress in the team
* Handling Escalations and drive to get resolutions
* Updating and presenting project metrics to Senior Management
* Identifying/Isolate the performance bottlenecks and provides recommendations to improve the performance
* Addressing vendor and client complaints in a respectful and timely manner, and ensuring that the organisation maintains a positive image and provides high-quality services
* Ensuring that employees have a dynamic and supportive workspace and the resources necessary to provide outstanding services to vendors and clients
* Discussing the quality of assignments with employees and emphasizing areas that require improvement in the future
* Created and delivered tailored roadmaps, constantly evolving company technical capabilities and performance levels.
* Collaborated with line managers on department performance and KPIs.
* Coaching and Collaboration between the distributed teams.
* Shielding the team from interruptions during the sprint.
* Creative and analytical problem-solving skills and ability to quickly learn and adapt to new and
* Setting up ceremonies like retrospectives, sprint reviews, and sprint planning sessions.
* Attends/Organizes scrum ceremonies and Scrum of Scrum meetings and provide status.
* Adept at dealing with multiple projects simultaneously; bringing priority and focus, ensuring budgets are kept and deadlines are met.
* Validated project feasibility by developing Proof of Concept (POC) and service prototypes.
* Evaluated staffing gaps in skills and performance revenue, facilitating strategic decision-making.
* Developed training programmes to boost staff capabilities.
* Helped senior management plan and carry out daily operations and meet key objectives.

Scrum Master**/Project Manager** 09/2017 to 08/2018

AEGON

* **Project:** Target Plan
* **Client**: AEGON
* **Domain**: Finance
* **Team Size**: 15
* **Description:** Target Plan is a public hosted web application that interacts with the UKDC Pensions platform - which suits outside of Aladdin and is only used by UK DC clients and UK DC Operations teams. Target Plan provides self-service facilities for members of DC pension schemes managed by the UK DC Aegon business to view and administer their pensions. The application can be used by members to review their pension details, including personal and contact details, target retirement age, contributions, elections, and fund holdings, including the ability to transact on these features if their scheme rules allow. The application is also used by DC Operations teams to review member information and transact on their behalf
* **Responsibilities:**
* Guide the team in Scrum methodology and continuous improvement.
* Arrange daily stand-up meetings, facilitate meetings, schedule meetings, demo and decision-making processes in order to ensure quick inspection and proper use of adaptation process.
* Establish, own and manage scrum ceremonies, sprint planning, sprint reviews and sprint retrospective.
* Protect the sprint goal and help the team achieve them by removing the impediments.
* Facilitate and lead the team interactions and communication.
* Ensure that the team delivers high quality software on time and that it meets the Business needs.
* Co-ordinate with product owner to make the product backlogs in good shape and make them ready for the next sprint.
* Acting as a safeguard and Servant leader for the team.
* Support Technical implementation, team building, customizing and deploying software to ensure business objectives are met.
* Maintain Burn Down chart and Release burn up charts to track the progress in the team.
* Training end users to ensure they understand all process and procedural changes or collaborating with training staff so they can create appropriate training materials and deliver the training.
* Helping the team to maintain their burndown charts and other artifacts automatically
* Shielding the team from interruptions during the sprint.
* Setting up ceremonies like retrospectives, sprint reviews, and sprint planning sessions.
* Proven experience in fostering a culture of continuous improvement through 3rd party vendor/supplier stakeholder collaboration.
* Creative and analytical problem-solving skills and ability to quickly learn and adapt to new and
* Achieved desired results by monitoring project progress, anticipating potential bottlenecks and implementing preventative action.
* Managed project team, coordinating contractor activities to execute projects under-budget and within strict deadlines.
* Validated project feasibility by developing Proof of Concept (POC) and service prototypes.
* Evaluated staffing gaps in skills and performance revenue, facilitating strategic decision-making.
* Developed training programmes to boost staff capabilities.
* Helped senior management plan and carry out daily operations and meet key objectives.

Card Program Test Analyst 02/2016 to 12/2016

MasterCard Prepaid Global Services Peterborough, UK

* **Projects:** Emirates National Bank Dubai, Multi-Currency Project & FIS Migration
* **Client**: MasterCard
* **Domain:** Finance
* **Team Size**: 5
* **Multi-Currency Project:** Emirates National Bank Dubai, Multi-Currency Project Multi-Currency Project is to launch 1 card with 15 currencies (AED, USD, GBP, EUR, AUD, INR, SAR, PHP, ZAR, TRY, THB, LKR, PKR, PHP, CHF), with base currency being AED (UAE Dirham).The platform is built so Cardholders can load into any of the purses, Reload and perform Purse to Purse transfer via CDM (Cash Deposit Machine) in combination with 15 currencies, the channel customers will be in AED only. The project ensures that any cash payments or withdrawals can be made from any purse, if no matching currency purse balance is available, the amount will be debited from the next available purse with appropriate exchange rates, inclusive of all fees and margins applied
* **FIS Migration Project:** Master Prepaid Management Services Business operating model is to move away from FIS processing platform and migrate all clients to currently using platform. The requirements of this change project are to ensure that cardholders, on that program that have been closed, can still be serviced. The project ensures service Centers like CSRs and Business Operations Agents are able to successfully deal with any cardholder queries such as Balance enquiries, Transaction history enquiries, Cash outs, Cardholder adjustments for across 32 Programs under FIS project. The project includes 32 programs for major clients like Thomas Cook, Travelex, National Australian Group, Ryanair, Korea Consumer across 15 different currencies.
* **Responsibilities:**
* Test Requirements study and raise documentation defect if any
* Developing Use cases in reference to Product Spec
* Prepare the Test Cases for all scenarios which includes different combination
* Perform Purse to Purse transfer and Card to Card testing in combination with 15 currencies with base currency being AED
* Testing Cardholder self-service portals on My Account online servicing and Cardholder Website (Online Cardholder servicing)
* Perform IVR Testing for (PIN Reveal, Lost/Stolen, Transaction History and other additional services)
* Perform Retest, Regression, Smoke and Area of Change Validation testing, Performance testing, Functional testing and UAT testing
* Maintain Finance daily log for transactions performed
* Work closely with Platform Implementation team to set up PREL location for testing various card programs
* Ensure transactions are taken place as expected for PSA Cards, AOL cards and Partially Activated cards
* Mobile Application Testing, App is ENBD branded
* The language will be taken from device locale
* Mobile app enables cardholder to view their transaction history, balances, Purse to Purse transfer, and ATM locator and locate Toll free numbers
* Anti-Money Laundering Testing (Card to Card Testing, Customer Data review testing)
* Testing SMS notification, Email notification service available for any loads and reloads performed, declined transactions and card/account status
* This notification will be in dual language English & Arabic
* Raise defects is any in Jira during execution
* Liaising with Finance Team, Developers, Business Analyst and Compliance team
* Maintain Defect document report
* Effectively Communicating feedback on test execution to Test Lead and Manager
* Attending defect call meeting on a weekly basis with offshore teams in MasterCard from Mumbai, US and Australia discussing the outstanding defects.
* Exceeded goals through effective prioritization and consistent work ethic.
* Identified issues, analyzed information and provided solutions to problems.
* Developed team communications and information for meetings.
* Maximized customer engagement and satisfaction by delivering excellent customer service.
* Collaborated with team members to achieve target results.
* Handled customer concerns and escalated major issues to supervisor.

Test Analyst 07/2013 to 12/2015

TATA Consultancy Services UK

* **Project:** Project Arrow &Claim base II Application
* **Client:** EVRY
* **Domain:** Online Banking
* **Team Size:** 5
* Independently wrote and executed complex test cases and acceptance criteria for both functional and regression testing.
* Actively provided useful feedback to senior management, resulting in new working practices and improvements across the infrastructure.
* Interpreted, executed, and documented complex test scripts using agreed industry methods and standards.
* Submitted detailed analysis of all testing carried out in all testing environments, ensuring that all bugs and risks, and issues were correctly logged.
* Used professional experience and deep understanding of specifications, requirements and design documentation to draw up test scenarios, create test documentation and communicate status.
* Devised strategies to improve analytical processes and enable development growth.
* Established objectives for quality assurance teams and monitored progress against goals.
* Tested functionality, performance and compliance of products against design specifications to maintain strong development standards and high customer satisfaction.
* Examined user requirements and verified program functionality and performance against targets.
* Trained junior team members of quality standards and testing procedures.
* Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.
* Documented, triaged and managed defects and worked with developers to facilitate timely resolutions.
* Helped coordinated quality assurance processes throughout development lifecycle.
* Implemented methodologies to keep team operating consistently and produce reliable results for development team.
* Organized schedules to coordinate use of team time and technical resources.
* Wrote and updated manual test cases, maintaining optimal organization for team productivity.
* Planned and implemented automated testing scripts, minimizing labor hours and maximizing team performance.
* Logged findings in detail following standard procedures for optimum collaboration across technical team.

**Education**

MBA: Business & Project Management 2016

Kingston University Kingston upon Thames, KTT

**Certifications**

* Certified Scrum Master
* ISTQB Certified Tester
* PMP

**Core Qualifications**

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| --- | --- |
| * Outstanding customer service * Testing and diagnosing * Technical analysis * Data collection and analysis * Business artifacts documentation * Gap analysis * Project scope defining * Stakeholder relationship management * Project development and lifecycle | * Performance improvements * Agile methodology * Business risk analysis * Project risk analysis * Communication skills * Problem-solving * Creative problem-solving * Agile methodologies * Six Sigma Methodologies |

**Tools**

* Atlassian Jira
* Confluence
* Dynatrace
* Grafana
* Splunk
* Kubernetes
* Prometheus
* TFS
* Test Rail
* Trello
* RML (Replay Markup Language)
* Spotlight
* SQL
* Visual Basic
* Web services
* Gantt Chart
* Velocity chart
* Release Burn down chart

**Awards**

* Service Excellence Award, 2022
* Result Driven Award, 2022
* Result Driven, 2021
* Insightful Expertise, 2021