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| **SWETHA RAVINDRA** | | |  | | **C:\Users\Murali\Desktop\bloomberg-logo.jpg** | |
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| Receiver+44 (0) 7867262786 | | |
| **Nationality: British** | | |
| ***Professional Summary*** | | | | | | |
| A Certified Scrum Master with 7+ years of software testing experience, including over 3+ years in Agile delivery. Excels at motivating, leading and coaching teams towards 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 challenges, 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. | | | | | | |
| * Strong knowledge of Agile frameworks like **Scrum** and **Kanban**. * An excellent communicator, Co-ordinator, and **Servant leader** striving to develop and maintain great working relationships at all levels. * Helping the team to maintain their **burndown charts** and other artefacts automatically. * **Coaching** and **Collaboration** between the distributed teams. * **Shielding the team** from interruptions during the sprint. * Removing obstacles that affect the team and eliminates impediments. * Setting up ceremonies like **retrospectives**, **sprint reviews** and **sprint planning** sessions. * Encouraging collaboration between the **Scrum team** and **product owner.** * 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.** * Proven experience in fostering a culture of **continuous improvement** through 3rd party vendor/supplier **stakeholder collaboration**. * Crafting the right solutions to **improve the Business Performance** by working with the Team, implement, support and coach to the corporate needs. I feel that Working Together is a “**Win-Win**”. * Strong knowledge of **STLC** and **SDLC** with experience in writing & executing test cases and test scenarios. * Experience with various types of **testing levels** such as Verification, Functional, Integration, System, Regression and Acceptance testing. * Expertise in Manual Testing ((Test Case Design, Test execution, and Collecting Test Data) and Automation Testing (QTP). * Accurately monitoring and recording results in test documentation. * Preparing detailed test plans, acceptance criteria and test scenarios for each project. * Monitoring testing process, identifying and logging test failures. * Hands on experience in Test Management Tool such as Quality Centre, JIRA and Bugzilla * Proficient in writing SQL queries, executing SQL queries, Database Testing. * Creative and analytical problem-solving skills and ability to quickly learn and adapt to new and   Challenging tasks. | | | | | | |
| ***Academic Qualification*** | | | | | | |
| * Master of Business Administration (MBA), Kingston University, London, Jan’14 – Mar’16 * Bachelor’s degree, 1st class equivalent, Bangalore University, India, Jun’07 – Nov ‘10 | | | | | | |
| ***Certification*** | | | | | | |
| * Certified Scrum Master (<http://bcert.me/slsgnfgdl> ) * ISTQB Certified * Certified in Bloomberg Equity Essentials, Bloomberg Finance. | | | | | | |
| ***Recognitions*** | | | | | | |
| * Service Excellence Award * Result Driven Award | | | | | | |
| ***Core Skills*** | | | | | | |
| * **Management:** Project Planning, Performance test management, Quality Assurance. * **Methodologies:** Scrum Agile methodology, Iteration model, Waterfall model. * **Soft Skills:**  Teaching and coaching, Communication, Facilitator, Servant leadership and Problem solving * **Testing:** Functional/Non-functional testing, Regression testing, Performance testing, UAT testing, Web testing, System testing, Sanity testing, Load testing, SharePoint Solutions, Data Driven Application testing and Anti-Money Laundering financial portals testing. * **Test Tool Software**: Atlassian Jira, Bugzilla, HP Quality center, QTP, Win Runner, Soap UI, TFS, Test Rail and Test Director 8.0. * **Programming Languages:** SQL, Visual Basic, VB.NET, HTML, XML, ASP.NET, Web Services, and Oracle. * **Operating Systems:** Windows 2000/2003/2008, Windows XP/7, DOS. | | | | | | |
| ***Projects Profile*** | | | | | | |
| Right pointing backhand index | **ADP, Peterborough, UK** | **Scrum Master** | | | | **Sep’2018 to till date** |
|  | Project: RUN | Client: ADP | | Domain: Payroll | | Team Size: 9 |
| Tools: Jira, Trello, Rally, MS Office, Spotlight, Splunk (Prod and Test Environment), LoadRunner, RML trace analyser (reporter), MS SQL, GIT, Visual Studio 2017, TFS, REDIS dashboard (Re-Distribution of DBs) | | | | | |
| **Description**: RUN is a US payroll application project with multiple platforms to Retirement Services, Payroll, deductions, Tax and E-commerce (Self-Provisioning) for more than 80, 000 SMEs in USA. The application is used by clients to on-board an employee into the company, Terminate an Employee, process payroll, add benefits/Year End Tax filing/deductions on the payroll, filing Client’s tax by an Accountant with Multiple parent and Child through application (Accountant Connect). | | | | | |
| **Responsibilities:**   * Facilitate daily scrum, Sprint planning, Sprint retro meetings. * Co-ordinating with Off-shore teams (US and India) 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. * Application performance testing and analysis (load, stress, soak, tuning, Failover test). * Design, Develop, Execute and Analyze Performance Test for complex applications and systems. * Conduct RML (Replay Markup Language) trace analysis on database tier for every test in order to monitor CPU usage, Deadlocks, locks, blocking, executes and Duration of Stored Procs to be a suspect. * Live Monitoring the tests using Splunk dashboard /query, Spotlight tool (deadlock monitoring) alternate to RML analysis on Database servers and session state events during the test. * Work with multiple product teams to design, create, execute and analyze performance tests. * Make Recommendations on type of Performance test to be planned based on the requirement. * Analyze tests results and work with Developers and Engineers to improve performance or perform defect fixes. * Analyze data gathered from performance test runs, provide sound recommendations for performance improvements, and identify bottlenecks of applications during team discussions. * Providing sign-off (Pass/Fail notification) from Performance test outcome. | | | | | |
| Right pointing backhand index | **AEGON, Peterborough, UK** | **Scrum Master** | | | | **Sep’2017 to Aug’2018** |
|  | 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. | | | | | |
| Right pointing backhand index | **MasterCard Prepaid Global Services, UK** | **Test Analyst** | | | | **Feb’2016 to Dec 2016** |
|  | Projects: Emirates National Bank Dubai, Multi Currency Project &  FIS Migration Project | Client: MasterCard | | Domain: Finance | | Team Size: 5 |
| Environment: QC, Jira, MS Office (Excel, Word and PowerPoint), Windows 7/2008, Notepad | | | | | |
|  | **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 withdrawal can be made from any purse, if no matching currency purse balance is available, the amount will be debited from 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. | | | | | |
| Right pointing backhand index | **TATA Consultancy Services, UK** | **Test Analyst** | | | | **Jul’2013 to Dec’2015** |
|  | Projects: Project Arrow &  Claim base II Application | Client: EVRY | | Domain: Online Banking | | Team Size: 5 |
| Environment: Windows 2008, MS server 2005, VS2005/2012, HTML, XML, XSLT, ASP.NET, TFS. | | | | | |