## **sSUMMARY OF SKILLS**

* Seasoned **QA Manager and Test Lead** for major IT companies -- **Dorado Group, Wellpoint, AllState Insurance, British Telecom, One source Information.**
* Engineering graduate with **overall 8 + years** of experience in global delivery, strategic planning, program/project management.
* Significant experience of the testing lifecycle with prior involvement in all aspects of testing (preparation, execution, defect management etc.).
* Good understanding of the challenges of functional testing in a complex environment, and an understanding of the tools and techniques available to meet these challenges.
* Accomplished leader, capable of motivating a staff to its full potential and proven ability to communicate complex information clearly to individuals at all levels.
* Successfully managed and delivered projects specializing in Automation (Selenium, HP QTP) and Performance Testing (HP LoadRunner).
* Domain Knowledge inHealth Insurance, Property and Casualty Insurance, Life Insurance, Banking ( especially Credit Card industry ) , BPM and Telecom.

## **MANAGEMENT SKILLS**

* Proficient in conducting test planning activities: testing work plan, test strategy, status reporting, risk mitigation, creation of WBS. Facilitate contingency plan
* Have managed a team of testing resources– both manual and automation testers span across onsite and offshore location.
* Establishing a center of excellence at the client location with implementation of testing process and automation framework across the client organization.
* Experienced in preparing end to end test plan for big size complex projects by coordinating the testing between several testing team working under the same project.
* Heavily involved with facilitating recurring status meetings, fielding questions and handling issues that arise from the business and IT partners
* Planning and Managing the knowledge transition among the testers so as to leverage the full potential of each tester and provide optimal output during heavy testing load situations.
* Preparing proposals and presentations for the client. (Have successfully delivered a presentation on automation test strategy to showcase the usage of QTP tool in the application)
* Metrics and Status reporting for multiple projects to senior management on a weekly basis.Anticipate issues and act proactively to address potential risks and issues.
* Providing Agile and Scrum process training to the different testing groups within organization.
* Providing the necessary guidance to the project team during situations like missed timelines, strategizing, resources crisis, diminishing quality and other situations.
* Conducting Test Schedule Adherence, Defect Analysis, Scope analysis, Test Strategy meeting for all projects under realm of testing.Participate in the “go-live” decision/planning meetings for all the releases.

## **EDUCATION**

* Bachelor of Engineering, Anna University, Chennai, Tamilnadu, India, May 2006.

## **TECHNICAL SKILLS:**

***Types of Testing***

* SOA testing, XML/Web Services testing, PEGA based testing, Automation and Performance testing, Mainframe based testing. Client-Server based testing

***Testingmethodologies***

* Waterfall, Agile methodology, Risk Based testing

***Test management Tools:***

* Mercury Quality Center 9.2/10.0, Microsoft Test Manager, Team Foundation Server, MS Project,MS Excel ( Pivot table usage )

***Specialized testing tools:***

* Mercury Load Runner (Performance Testing), Mercury Quick Test Professional ( Automation Testing ), Selenium based Web Automation tool

***Familiarity with***

* C/C++ programming language, SQL concepts, Unix, Perl, VB Script, COBOL, DB2

## **PROFESSIONAL EXPERIENCE**

**Dorado Group, Milpitas, California March 2012 – Current**

**Role: Quality Project Manager**

Worked in a multiple objective environment and led a team of FTE and contractor test engineers for the implementation of manual and automated testing methodologies to validate highly data centric web applications .Major projects.

**Responsibilities**:

**Project 1: Online credit card payment module testing**

* Managed testing ofsecure online payment solution that allowed accepting credit card transactions using custom-built web application modules, including encryption and authentication.
* Represent the QA and IT team in the process development effort for project lifecycles.
* Served as the QA delegate to the Product Engineering Crowd Sourcing Application Security Team responsible for process improvement across IT

**Project 2: E-commerce Web Application Release Testing**

* Developed the strategy for the implementation of quality practices to be implemented across cross functional teams.
* Mentors and provides guidance to team members to ensure adoption is based on IT goals at specified timelines.
* Coordinated multiple international system upgrades including identifying areas of risk, managing all information technology testers, managing business partner user acceptance testers, and reporting results to executive management.
* Review and provide feedback on project documentation including business requirement document and functional design documents.
* Represent the QA team in many Scrum project planning meetings.
* Manage testing tasks on assigned projects such as Integration, Regression, Functional, Performance/Load/Stress testing

**Client: Anthem-Wellpoint Inc., Denver, CO USA Apr 2011 – Feb 2012**

**Role: Technical Test Lead**

**Projects:** ETS Claims Integration

**Project Description:** The WGS system (Wellpoint Group Systems) was being enhanced as part of the ETS Claims Integration project to process individual member claims in WGS. Hence the entire individual and small group claim processing functionality currently in STAR was being migrated to WGS 2.0 system. I was the testing lead for this project responsible for ensuring that my testing team covers all test conditions and performs testing on time.

. **Responsibilities:**

* Managing a team of 3 onsite and 3 offshore testers.
* Review the business requirements and the Functional Design Documents.
* Perform the healthcare claims testing in the mainframe application.
* Preparing the testing status report and publishing to project team.
* Highlight the risks in the testing on a timely manner.
* Log the defects during testing and follow-up with the IT BSA on the issues.
* Review the work of offshore testing team and provide help/guidance when needed.
* Work towards the schedule adherence to ensure that testing timelines are met

**Client: AllState Financial Technologies Ltd, Northbrook, IL, USA Aug 2009 – APR 2011**

**Role: Senior QA Analyst, Performance and Automation Test Lead**

**Project: Producer Connectivity**

**Project Description:** The project was for the Web based testing of the newly developed online producer connectivity software tool in life insurance domain developed for the end users (insurance agents and service center) of the company. As part of the testing, a functional, regression and performance test bed had to be created and managed. Also, the testing has to be coordinated between different teams (teams at both onsite and offshore) for the various maintenance projects for the tool.

**Responsibilities:**

* Requirements gathering of the project/change request, review of test plans prepared by offshore
* Resource Allocation and setting of the project timelines. Managing client perception by conducting regular meetings and seeking feedback on the project management.
* Designed an automation framework which was a hybrid of Keyword driven and Data driven approach and implemented it in Quick Test Professional tool. This framework removed the need for the recording of the QTP scripts and enabled an easy maintenance of the automation test bed for future testing projects
* Designing and Running automated scripts in HP QTP.
* Migration of the test cases from the earlier model to the new hybrid framework model of automation using QTP.
* Performance Testing using LoadRunner by creating VUGen Scripts.
* Creating LoadRunner Scenario definition and Scenario execution.
* Creating Testing status reports using the graphs generated from HP Quality Center.
* Participating in requirements gathering, test plan review meetings, defect review meetings with the stakeholders on client side.

**Client: British Telecom Plc. Ipswich, UK Sep 2007 – Aug 2009**

**Role: QA Tester/QA Analyst**

**Project Description:** This project involved Quality Assurance of the BT client-server software in Service Assurance Domain. It involved Integration, Next Box, Functional, and Regression testing of requirements developed in Agile/Scrum model. The Software was used by the BT field engineer and service desk as well as a hub of many other north bound and south bound systems in the network. The understanding of the requirements needed strong knowledge of telecom domain.

**Responsibilities:**

* Test scenario creation and test plan preparation of the features scoped in the release.
* Review of the test cases and suggesting rework needed for the correction of the test plans.
* Backend testing using UNIX environment and ORACLE database.
* Developing complete suite of tests for all the test topics.
* Experience in Linux/Unix server environment.
* Experience of using ORACLE and SQL Server database.
* Creating and executing automation scripts in Mercury Quick Test Professional.
* Gathering the knowledge of all the northbound as well as south bound systems interacting with the application under test.
* Recording and analyzing test results in HP Quality Center.
* Strong Client interaction and requirements gathering while at onsite.
* Module leader of ISDN test module while at onsite.
* As an onsite coordinator, to monitor the test execution for schedule adherence.
* Conducting Defect Prevention meeting and Knowledge management sessions within the team while at offshore.
* Creating build scripts in Perl language.

**One source Information Services CONCORD, MA Dec 2006 – Aug 2007**

**Senior QA Engineer**

**Responsibilities:**

* Responsible for writing testplans, testcases and reporting defects.
* Responsible for designing automation scripts using winrunner and QTP6.5.
* Worked on Siebel CRM call center applications
* Responsible for checking response time using loadrunner for entire application.
* Written Complex SQL Queries to retrieve the test data from SQLServer.
* Compared SOAP\HTTP XML files for Production, Development and Staging.
* Responsible for UI testing before released into production environment.

**Environment**: SQL Server, .Net, QTP6.5, Winrunner7.0, ClearQuest, ClearCase