

Seasoned QA Engineering Manager | Technical Leader

Driving Excellence in Quality Assurance, Cloud Performance, and Automation Strategies for Enterprise-scale SaaS Applications

PROFILE SNAPSHOT

QA Engineering Manager & Leader with over 18 years of progressive technical and managerial expertise; hands-on experience with a focus on testing enterprise-scale full-stack SaaS applications on AWS and Enterprise cloud platforms. Proven track record in **providing strategic quality leadership**, developing and executing comprehensive quality plans, and overseeing the execution of quality assurance processes throughout the software development life cycle.

Demonstrated proficiency in **designing and executing performance test strategies** for diverse business domains, including healthcare, telecom, and networking. Expertise as an **Automation Test Lead** with a knack for identifying pivotal areas for automation, leading to enhanced test coverage and heightened product reliability. I have developed and implemented effective **automation frameworks** utilizing Java, Selenium, Python, Pytest, and Cucumber. These efforts have resulted in achieving significant functional coverage. Additionally, I have coached and trained wider Engineering teams to adopt the framework and automate their test suite.

Expertise in **establishing high-performing QA/Test engineering teams**, collaborating with geographically distributed cross-functional teams (spanning product, development, support, PMO, DevOps, & Agile scrum teams) and effectively addressing project risks and escalations. **Certified Scrum Master**, skilled in organizing sprint planning, feature grooming, and resource planning. **Holds certifications** in Cisco Security Ninja Green Belt, ISTQB, Certified Scrum Master, SAFe, and AWS Solution Architect Associate. Possess excellent communication, presentation, cross-team collaboration, problem-solving, and decision-making skills.

CORE SKILLS & COMPETENCIES

Strategic Planning ~ Requirement & Business Analysis ~ Technical Leadership ~ Engineering Excellence ~ Project & Release Management ~ Budget & Resource Management ~ End-to-End Test Management ~ Test Planning & Designing ~ STLC/Software Development Life Cycle (SDLC) ~ Performance Testing Strategy ~ Automation Framework Development ~ Agile Methodologies ~ Cloud Performance Leadership ~ SaaS Offerings Management ~ DevOps Collaboration ~ Risk Management ~ Stakeholders/ Vendor Management ~ Team Building & Leadership ~ Hiring & Performance Reviews ~ Global Cross-Functional Collaboration

TECHNICAL SKILLS

❖ AWS	❖ Application ELB	❖ Jenkins
❖ GCP	❖ CloudWatch	❖ AppD
❖ Kubernetes	❖ API Gateway	❖ Sonarqube
❖ Kafka Aurora	❖ Step functions.	❖ Burp suite
❖ MySQL, Elastic Search	❖ Lambda,	❖ AppScan
❖ Cassandra	❖ VertexAI, CloudRun	❖ Confluence, Rally, Jira
❖ DynamoDB	❖ NeoLoad, Load Runner	
❖ Microservices	❖ Java, Selenium	
❖ SQS, SNS	❖ Cucumber, GIT	

NOTBALE HIGHLIGHTS

- ❖ **Backend Performance Enhancement:** Identified and addressed application backend performance degradation by conducting a comprehensive review of architectures. Formulated a detailed performance testing strategy targeting the flaw in high-volume device processing of microservices. Executed exhaustive testing, resulting in significant improvement in backend performance.
- ❖ **UI Performance Optimization:** Successfully mitigated UI performance degradation attributed to unnecessary JS, images, and API calls. Developed a detailed performance testing strategy to address these issues and executed thorough testing. The outcome was a notable improvement in UI performance.
- ❖ **Automation Coverage Boost:** Enhanced UI automation coverage by modifying the existing framework, leading to a remarkable improvement from 20% to 80% coverage.
- ❖ **Test Data Enrichment:** Achieved a substantial increase in test data coverage from less than 40% to an impressive 90% by reviewing application architectures, simulating device coverage, and implementing strategic automation to bypass certain backend processing steps.

EMPLOYMENT HISTORY

CISCO SYSTEMS INC.

Since April 2012

Engineering QA Manager

Since July 2021

- ❖ **Strategic Planning and Test Design:** Developed and implemented a comprehensive test strategy that encompassed functional and automation testing, focusing on quality, performance, and scalability in collaboration with engineering leads. Designed and oversaw the development of test plans, test cases, and automation frameworks that aligned with the software's functional requirements.
- ❖ **Project & Release Management:** Facilitated effective project and release management, ensuring seamless coordination, timely delivery, and alignment with organizational objectives.
- ❖ **Budget and Resource Management:** Managed the QA team's budget, ensuring resources were allocated efficiently to meet project needs and organizational goals. Assessed and planned for the team's needs in terms of tools, technologies, and personnel to keep pace with project demands and technological advancements.
- ❖ **Cloud Performance Leadership:** Directed the CX and PX cloud performance and automation teams, enhancing SaaS service reliability on AWS and Cisco Cloud.
- ❖ **SaaS Offerings Management:** Oversaw CX and PX cloud SaaS solutions, enhancing customer success in technology adoption.
- ❖ **Performance Testing Strategy:** Crafted and executed a comprehensive strategy, creating a centralized team to boost product test coverage.
- ❖ **Automation Framework Development:** Developed an automation framework with Java, Selenium, and Cucumber, achieving 95% functional coverage.
- ❖ **Team Leadership and Management:** Led, mentored, and managed a team of QA engineers and testers, ensuring they were motivated, productive, and continuously developing their skills. Allocated resources effectively, managed team workload, and set clear goals and expectations to ensure project deadlines were met.
- ❖ **Automation Frameworks and Tools:** Evaluated, selected, and implemented automation tools and frameworks that best fit the project requirements and team capabilities. Oversaw the development and maintenance of automated test scripts to ensure they were efficient, reusable, and scalable.
- ❖ **Quality Assurance and Control:** Ensured the quality of the product through rigorous automated testing, identifying bugs, and verifying fixes. Implemented and monitored quality metrics and KPIs to assess the effectiveness of the testing process and made improvements as necessary.
- ❖ **Collaboration and Communication:** Worked closely with software developers, product managers, and other stakeholders to ensure that quality considerations were integrated throughout the development lifecycle. Communicated testing progress, risks, and results to stakeholders, ensuring transparency and alignment with project objectives. Conducted weekly meetings with senior directors to review testing outcomes and address release risks.
- ❖ **Continuous Improvement:** Stayed abreast of the latest trends and advancements in QA methodologies, automation tools, and technologies to continuously improve the testing process. Fostered a culture of continuous improvement within the team, encouraging innovation and efficiency in testing practices.
- ❖ **Problem Solving and Risk Management:** Proactively identified potential quality issues and risks in the software development process and proposed mitigation strategies. Troubleshooted complex issues in software testing and automation processes, providing technical guidance and solutions.
- ❖ **Compliance and Standards Adherence:** Ensured that testing processes complied with industry standards and regulatory requirements, maintaining documentation for audit purposes. Advocated for best practices in software quality assurance and enforced adherence to these practices within the team.
- ❖ **DevOps Collaboration:** Partnered with DevOps to integrate quality assessment tools into the build process, improving code and application metrics.

QA Lead

May 2012 -Jun2021

- ❖ **Led manual and automation testing** efforts across all releases, including comprehensive end-to-end reports and backend services. Crafted Test Plans and oversaw Test Activities for releases.
- ❖ Developed testing strategies for both **functional and automation testing**.
- ❖ Established **quality metrics, defect statistics**, and API response time benchmarks.
- ❖ Implemented **data quality automation** for Inventory, Contracts, and Alerts.
- ❖ **Monitored code quality metrics**, identifying and creating user stories to address high cyclomatic complexity and static analysis issues. Collaborated with the development team on iterative testing of refactored code.
- ❖ Optimized the software testing and **delivery workflow**.
- ❖ **Contributed to Requirement Reviews** and participated in Go/No-Go Decision meetings for product launches.
- ❖ **Major Projects Managed:**
 - SDP (Software Development Platform)
 - SNTC (Smart Net Total Care)
 - PSS (Partner Support Services)

- Inventory and Reporting Systems

Varite India@ Cisco Systems | Senior Software Engineer

April2010- May2012

- ❖ Conducted **functional requirement analysis**, devised test plans, and designed validation test cases.
- ❖ **Assessed release readiness** and communicated updates to stakeholders.
- ❖ Developed the UI **Automation framework** using QTP
- ❖ Actively engaged in **requirement review sessions** and contributed to Go/No-Go decisions for product releases.

Kuliza Technologies@ OpenQ Solutions | Lead Quality Engineer

April2009- April2010

- ❖ Spearheaded and executed **OpenQ's testing strategy**, encompassing functional, performance, and automation aspects.
- ❖ Conducted **functional requirement analysis**, devised test plans, and designed validation test cases.
- ❖ **Assessed release readiness** and communicated updates to stakeholders.
- ❖ Developed the UI **Automation framework** using Selenium, JAVA, TestNG.
- ❖ Actively engaged in **requirement review sessions** and contributed to Go/No-Go decisions for product releases.

SNS Technologies@ Versata Solutions | Software QA Engineer

June2007-April2009

- ❖ Developed **comprehensive test plans**, and test cases, and identified dependencies and risks.
- ❖ Played a key role in analyzing **business functional specifications**.
- ❖ Conducted **thorough testing of the Artemis 7 Application**, ensuring backward compatibility.
- ❖ Prepared **Request for Proposal (RFP)** documents for Bugfixes, Performance, and specification fulfilment.
- ❖ **Automated test cases** using QTP.

PREVIOUS EXPERIENCE

QA Engineer OSI Technologies@ Aretmis Solutions | QA Engineer

March2005-June2007

ACADEMICS & CERTIFICATIONS

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|---|------------------------------------|
| ❖ MCA - Master's in Computer Applications Kakatiya University, India | 2004 |
| ❖ Cisco Security Ninja Green Belt | ❖ Certified Scrum Master (CSM) |
| ❖ Certified in Customer Data Protection | ❖ SAFe Certified Scrum Master |
| ❖ ISTQB Certified Tester | ❖ AWS Solution Architect Associate |