Professional Summary 

Candidate 43

**Profile: Project Manager /Agile Scrum Master/QA Leader**

An Experienced and Certified IT Professional with extensive 18+ years of experience in Product/Project Management, Agile Scrum Master ,QA Test Management , Defect Management, Release Management, People Management , Outsource management and Client Management in Multi-Million Dollar Software Development Applications for Industries as Banking Financial Insurance Mortgage, Health Care & Life Science Management, Security, ERP,Airline, Logistics Telecom , Supply chain Management, Manufacturing, Automobiles, Manufacturing and Retail/E- Commerce.

# Education and Credentials

* Master’s in Computer Application – First Class
* Project Management Certification - Kent State University (PMP)
* Certified Scrum Master from Scum Alliance – CSM
* Certified Product Owner -CSPO

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| **Core Competency** | **Technical Skill set** |
| Specialized Technology | Mobility, Digital, SOA/Web services, IOS, Android, Mongo DB, Cloud- HP/VMware, and Data Analytics. |
| Software Development technology | Java, J2ee, EJB, JSP, HTML, CSS, Java script, XML, Microsoft Dot Net, Angular JS, Android SDK and IOS |
| Database/ Big Data | Oracle, DB2, SQL Server, Mongo DB. |
| Functional Areas | Digital, Client Server Applications, Web Applications, Mainframes, Mobility, Cloud Platform. |
| Enterprise System/Business Intelligence | Actuate(BIRT), Cognos and SSRS |
| Data warehouse/Analytics | Microsoft Integration services (DTS and SSIS), Informatica, Data Stage . |
| Sustained engineering or Critical engineering services | Hot fix, Patch, Upgrade, compatibility, Regression, Release and Deployment |
| Test Management | HP ALM, Rational Test Manager, IBM Test Management Tool, Microsoft Test Manager |
| Test Automation and CI/CD | Rational Suite Enterprise, HPUFT, Load Runner 9.0, BPT, Selenium and Ranorex, Jira, Jenkins |
| Defect Management system | Rational Clear Quest, PVCS Tracker, Test Director, JIRA, Mantis and TFS |
| SQA | Reviews, Internal Audits, Process Health check  (CMMi- level 5) |
| Process | Agile, Kanban, RUP, V-Model |
| Performance testing | Load runner, Rational performance tester, Apache-JMeter |
| SOA track | SOAP UI, REST services, ITKO LISA |
| Infrastructure Track | IBM Appscan, Vmware, Clustered apps |
| Airline Track | Ticketing system, Inflight Exchange. |
| Healthcare package | Medco express scripts |
| Telecom Track | Billing packages from BT and AT&T |
| logistics Track | FedEx ship manager |
| Security Track | IBM Appscan, VMware, Clustered testing |
| Oracle packages track | Siebel CRM 8.0, People soft HRMS |
| SAP packages track | SAP SD and CRM |
| Business process management | PEGA PRPC |
| Sales force packages track | Sales force CRM |
| Configuration Management /Release Management | Rational Clear Case, Visual Source Safe, PVCS Dimension. |
| Mobile Application Development | Android, IOS, Blackberry, Windows phone OS |

**Key IT Projects/Solutions Delivered for Global Fortune Customers – U.S.A, U.K, Canada, Germany, France, Australia Singapore, South Africa and Malaysia**.

**PROFESSIONAL EXPERIENCE**

**Project Experience Highlights:**

**MINDTREE Limited – Project -Test Manager/Scrum Master**

**Feb 2016-Present (USA)**

Client Name : Fortune listed BFSI client – North Carolina

Description : Life, RPS and Annuity Insurance applications (IOS, Android, Web Platform)

* Responsible for Creation of the Project plan and Test plan
* Responsible for People Management; Responsible Scheduling, Tracking and Reporting;
* Responsible for Resource allocation (people, hardware, software, and facilities);
* Responsible for Metric Preparation and Reporting;
* Responsible for Managing, supervising, and assessing team performance
* Responsible for Defining project scope, goals and
* Deliverables that support business goals in collaboration with senior management and stakeholders;
* Responsible for Liaising with project stakeholders on an ongoing basis & ensuring Customer Satisfaction;
* Responsible for reports publishing with upward management
* Agile Project Track: Helping team regarding Grooming of user stories and Estimation (JIRA, Scrumwise, Confluence).
* Use Product Backlog and come up with a release plan & Sprint plan during Sprint 0.
* Sprint Planning and Story Point decision using pocker card with the agile team.
* Daily Scrum call/Stand-ups with the Agile team to identify any blocker/impediment.
* Resolve Blocker/issues immediately collaborating with required interface team/stakeholders.
* Continuous Integration and Delivery: DevOPS, Automation testing. Daily status updates.
* Sprint Review at the last day of the sprint with the PO to demo the shipped product.
* Conduct Sprint Retrospective post the completion of the sprint. Come up with action items.
* Effectively use of Collaborative tools and JIRA/Confluence tool for Agile process, time tracking, metrics.

**Mphasis Limited- An HP Company: Agile Scrum Master|Project Manager| QA-Test Manager.**

**March 2010-Feb 2016 (U.S.A. and Bangalore)**

Project Name : Sigma BI for AIG

Technology : IOS and Android Apps, Business analytics-IBM Data Stage, DB2, Informatica,

Cognos Reports, Adobe CQ5, IOS and Android app.

Project Name : American Airlines SABRE- Trip case;

Role : Project Manager /Scrum Master

**Roles and Responsibilities Accomplishment: Software Development Track**

* Sprint Release planning, Daily Standup meeting, Problem solutions, Sprint Demo and Retrospective
* Facilitating Scrum of Scrum for offshore Scrum teams in US
* Managing the overall performance and delivery of cross-functional
* Facilitating sprint planning as Scrum master for multiple Scrum teams
* Publicizing the team's progress and successes to make sure they are highly visible
* To product owner’s/ stakeholders. Ensuring the team together till the release completion
* Ensuring the transition of Projects from Waterfall to Agile

**Maintenance Projects/Testing Projects Track**

* Responsible for Creation of Project plan and the Test plan
* Responsible for People Management; Responsible Scheduling, Tracking and Reporting
* Responsible for Resource allocation (people, hardware, software, and facilities)
* Responsible for Metric Preparation and Reporting;
* Responsible for Managing, supervising, and assessing team performance
* Responsible for Defining project scope, goals and Deliverables that support business goals in collaboration with senior management and stakeholders
* Responsible for Liaising with project stakeholders on an ongoing basis & ensuring Customer Satisfaction
* Responsible for automation using Ranorex version 5.0
* Responsible for Set up and manage project expectations with team members and other stakeholders
* Hiring and retaining talent into the organization and projects;
* Responsible for Coaching, mentor, motivate and supervise Project team members and influence them to take positive action and accountability for their assigned work
* Develop and deliver progress reports, proposals, requirements documentation and presentations
* Responsible for proactively managing changes in project scope
* Identify potential crises and devise contingency plans
* Responsible for Defining project success criteria and disseminate them to involved parties throughout Project life cycle and Delivery

Project Name : Schwab Index Advantage for Charles Schwab Corporation

Technology : Microsoft team foundation server; Microsoft Integration services, Microsoft reporting services; Actuate Reporting system, Cloud computing Platform.

Role : Test Manager/Leader

Description : Schwab Retirement planning application

**Roles and Responsibilities Accomplishment**

* Reaching agreement with client about the assignment and expectations
* Ensuring test infrastructure is available on time
* Keeping the issue administration continually updated
* Responsible for end to end delivery from offshore team.
* Responsible for planning, execution and reporting of test
* Conducted Security testing & Performance testing.

Project Name : CAFÉ – Customer Automation for Future Endeavour for FedEx

Technology : HP ALM, Business process testing, quick Test Pro

**Roles and Responsibilities Accomplishment**

* Responsible for the team of 30 testing resources
* Responsible End to end testing delivery to the customer
* Responsible for the team appraisals
* Responsible for defect analysis and management
* Responsible for the process management
* Responsible for the customer management
* Responsible for both offshore delivery teams in Bangalore and Mangalore

**Marlabs Software (P) Ltd - Project Leader** /**Release Manager (Aug 2008 – March 2010)**

Project Name : In-Flight Exchange (IFX4) ™ Product suite = Supply chain management

for Air line services for gate gourmet Customers

Technology : SAP R/34.0, SAP Test Acceleration and Optimization, Quality center, Loadrunner

Client : Gate Gourmet Inc. U.S.A

**Roles and Responsibilities Accomplishment:**

* Responsible for application test management for multiple projects
* Managed team of 18-20 testers
* Responsible for Estimation and Risk Management
* Interaction with customer on daily basis
* Coordinated with automation team for testing using QTP
* Coordinated with performance test team using Load Runner
* Reported QA team status to executives
* Managed defects using Jira
* SPOC for testing during testing QA, UAT and Production environment.
* Standardize QA standards and practices for the project teams
* Coordinated for tool evaluation and POC (Proof of Concept)
* Collection of Metrics and Reporting to the Management.
* Working closely with Business development team to articulate Business value through

Testing solutions and help them to close new accounts (Proposals and SOW’s)

**Tratum Technologies Pvt. Ltd - QC lead**

**(Dec 2007 – Jul 2008)**

Project Name : Prepaid and Post-Paid Billing Systems for British Telecom

Client : British Telecom - U.K.

**Roles and Responsibilities Accomplishment:**

* Day to day test management, reporting and defect management
* Prepared status reports for management and drafted Test Completion Report.
* Member of SEPG
* Ensuring a test infrastructure is available on time.
* Allowing use of all agreed test methodologies
* Support in the Test project proposal creation, Sow’s and roadmap for transition
* Coordination and participation in the client application portfolio assessment & estimation
* Managed, planned and allocated test resources for projects.

**Mphasis – An EDS Company - Test Lead**

**(Jan 2006 – Jul 2007)**

Project : CRM package

Client : **Charles Schwab financial corporation**

Duration : **01/2006 - 12/2006**

Project : Auto-write off

Client : **Xerox Corporation**

Duration : 01/2007 - 07/2007

**Roles and Responsibilities Accomplishment:**

## Process Improvement

* Prepared requirement clarification tracker to manage requirements.
* Authored gap analysis tracker to manage gap between wire frames

And functional specifications.

* Authored release management process for testing team.
* Wrote and maintained Master test plan, Estimations, risks, issues, templates, Review Reports and Test Reports.
* Ensuring adherence to software quality process

## Test Management

* Test planning, scheduling and monitoring
* Test estimation using industry standard estimation models.
* Resource recruitment and management
* Single point of contact for testing teams both at Bangalore and Chennai.
* The team establishes testing processes, testing standards, test case designs, defects, and reviews, test reports.
* Migrated several applications from onsite to offshore.
* Managed all types of testing such as Functional, System, Reliability, Performance,

Load, Usability, Security, Compatibility, Acceptance, Regression using Manual and

Automation Techniques

* Responsible for Defect Tracking and Defect Management.

## Client Management

* Regular communication with customers
* Relationship management.
* Reporting the QA status to onsite executives on regular basis
* Providing solutions
* Publish software test deliverables identified during each control point of SDLC, including Test plan, Test cases, Defect and Test reports.
* Support in Test project proposal creation and roadmap for transition

## People Management

* Control and Monitor the team by giving specified inputs
* Encourage team members to attend training program at least once in 3 months
* Responsible for team members appraisals
* Started new initiatives like celebrating team members marriage anniversaries and birthdays
* Interacting with each team member and prepare growth plan

## Contribution to the organization

* Submitted Test management white papers
* Submitted QA handbook to organization
* Member of Testing Competency Interviewer’s panel.
* Authored testing process for onsite-offshore delivery model.

**Commerce Velocity Pvt. Ltd - Test Lead**

**(Aug 2005 – Jan 2006)**

Project Name : Credit Quality Decision Suite this is an integrated solution for Mortgage banking

Client : Mylor financial services, Funding America Wilmington financial services, Bear Stearns, Green light, NRT, Zero Down Mortgage, AHL, FNLC, VERITAS, Option One.

**Roles and Responsibilities Accomplishment:**

* Managing Multiple leading clients such as Mylor financial services, Funding America

Wilmington financial services, Bear Stearns, Green light, NRT, Zero Down Mortgage, AHL, FNLC, VERITAS, Option One.

* Leading a team of 10 resources.
* Managed creation of process for testing
* People management and test management, resource allocation & planning.
* Value add: Test repository creation and management
* Values add: Provide training guidance and growth opportunities for growing staff.
* Values add: improved communication between QA and Dev team.
* Author Release Notes for each deployment of software.
* Provide test results to be used by management as criteria for migration into Production environment(s).
* Test planning and tracking and monitoring.
* Co-coordinating with onsite/client
* Handles all critical issues and reviews with QA Analyst

**IBM GLOBAL SERVICES PVT. LTD - Test lead**

(**Jul 2004 – Aug 2005)**

Project Name : PBM – Pharmaceutical Benefit Management system for Merck fortune pharmaceutical company

Client : Merck & Co., Inc

**Roles and Responsibilities Accomplishment:**

* Leading team of 9-11 QA test engineers.
* Report QA team status to Onsite Executives
* Responsible for Test data creation
* Responsible for multiple applications on Mainframe and Web.
* Development of testing strategy and work assignments among team members.
* Designing of test plans, test cases, reports and its maintenance using Test

Management Tool (TMT tool)

* Designing of various templates according to customer specifications
* Responsible for Performance appraisal to team members
* Training the testing team before putting them on production on testing methodologies.
* Hiring resources. – Member of the project recruitment team for testing resources.
* Interviewing and scheduling the client interview and member of IBM testing

Competency Interviewer’s panel.

* Mentored team members in use of Merant PVCS tracker for Defect tracking
* Develop documentation in PPS and Excelto track deliverables
* Interviewed all QA resources and recommended to Dept. Manager and testing

Competency R.D.M on hiring.

* Defect tracking and Reporting found for developers using Merant PVCS Tracker
* Signing off the Quality Gates (Delivery to the customer)

**Microcon International Ltd – Senior Test Engineer**

**(Feb 2002 - Jun 2004)**

Project Name : HMS version 1.0

Hospital Management system;

Client : Parkway Group

**Roles and Responsibilities Accomplishment:**

* Supervise 4-5 test engineers ensuring proper testing and regression testing was achieved
* Deliverables included Test Plan, Test cases execution reports, Defect reports
* Mentored team members in use ofMulti-site Rational Clear Questfor Defect Tracking.
* Monitor schedules
* Lead the Quality Review Process Group within the Team
* Knowledge Transfer to new hired employees to assume QA roles.
* Maintained project statistics, such as defect rate and severity, milestones met.
* Implement Automated Testing Methodology and best practices for QA Team

Using Rational Testing suites.

* Developed Modularized Rational Robot automated test scripts for Web and
* Client/Server Applications
* Aid in design and implementation of Load Testing using Rational Load test.
* Utilize Clear Quest for Manual and Automated defect tracking, and Reporting.
* Ensure defects of unit testing and integration testing been closed before

Carrying out system testing.

**ADS Technologies Pvt. Ltd – Test Engineer**

**(Sep 98 – Dec 2001)**

Product : IBS Versions 1.2 and 1.2

Technology : Integrated Business solution – End to end ERP solutions for Retail Industries.

**Roles and Responsibilities Accomplishment:**

* Manual testing. Prepared test cases and test data generation
* System testing and functional testing, Usability testing.
* Bugs found in the Application were entered in Spreadsheet**.**
* Filing of System test error logs and defining error priorities in test error reports.
* Executed, analyzed and evaluated test results, conducted validation and verification of

Software