**Career Overview**

I have **10 + years** of experience in IT industry. I am looking for a challenging position as Quality Assurance Lead in the area of web and mobile technologies, where my analytical, testing & leadership skills are best utilized.

**Technical Skills**

Defect Tracking Tools : Quality center, Rally, JIRA

Project Management Tools : MS Office, MS Project, PDWare, Clarity, Visio

Web Technologies : XML, Web Services, SoapUI, HTML, Java Script, PHP

Mobile Technologies : Saucelabs, Device Anywhere, PerfectoMobile

Database Technologies : Oracle, Toad, NoSQL, Cassandra, Datastax

Automation Tools : Selenium, webdriver

SDLC : Waterfall, Agile

Other Tools : SharePoint, Discovery, Coremetrics Explore, Nexus, Splunk, CRM : Salesforce

SCM : Perforce, fieldglass, Ariba

Operating Systems : Win XP/Win7/Win8, iOS, Android and UNIX.

Browsers : IE, Safari, Chrome and Firefox

**Accomplishments**

* Awarded with "Act Responsibly" trophy in BOA ADA/Browser testing team (2012).
* Awarded with "Together we achieve" trophy for BOA Mobile testing in 2007.

**Work Experience**

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**Test Lead - 8/2014- Present**

**PG&E**

**Description** – PG&E is natural gas and electric utilities company with over 16 million consumers.

**Roles and Responsibilities-**

* Responsible for Mobile strategy for PGE.com website
* Lead testing teams for Mobile projects
* Responsible for daily/weekly status report for all the mobile projects

**Test Manager - 06/2013 to 07/2014**

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**Bank of America - Fremont, CA**

**Team: e-commerce Online Banking**

**Description-** With over 30 + Million Online customers, Bank of America’s Online Banking provides customers the convenience to bank from their desktop or mobile devices. Customers can pay bills, transfer money, check the balances, deposit checks etc.

**Roles and Responsibilities-**

* Managed eComm AAA testing team. The team is responsible for testing support of Authorization/ Authentication/ Accounts Overview functionalities in BOA online banking.
* **Managed a team of 48** to support VIPAA and PIPAD applications as part of AAA team. The team consisted of 2 first level managers, 6 test leads and 32 testers across onsite, near-shore, and off-shore locations.
* **Supported 10-15 projects** end to end at any given point of time.
* **Built a brand new team** to support authentication strategy.
* **Hands on** experience on functional/ browser/ ADA and mobile testing.
* Mentored & provided guidance to the test leads, and first level test managers.
* Monitored the project status on a daily basis to identify issues, risks & jeopardies.
* Established mitigation plans & escalation processes for jeopardies.
* Responsible for **forecasting and budgeting** of various projects that impact AAA testing team.
* Portfolio Decisionware (PDware) tool was utilized for resource forecasting, **capacity planning**, time tracking etc
* Facilitated meetings with all stakeholders to discuss about the requirements for various projects that impacts AAA applications
* Set up triage calls to ensure that the issues/defects are resolved in a timely manner
* Conducted **sprint retrospective meetings** when required, to document lessons learned & action items.
* Participated in **JAD sessions** to discuss project requirements. Worked with business partners to understand the impact on testing.
* **Reviewed VOCs(Voice of customers)** on a daily basis. Provided support to production break fix team for all the valid VOCs.
* **Worked closely with Build Engineering and Release management** teams to schedule the production migrations to break fix items.

**Test Lead - 07/2010 to 05/2013**

**Bank of America**

**Fremont, CA**

**Team**: **Browser and ADA testing team**

**Browser compatibility UI testing** was performed on BofA Online banking and dotcom websites using 16 different combinations of browsers and operating systems. **American Disability Act (ADA)** testing was performed to comply with Federal ADA guidelines and regulations.

* **Roles and Responsibilities:** Gathered and reviewed **Business Requirements and Design Documents** along with business analysts and project managers.
* Generated Scripts using **Selenium** and tested functionality of the application**.**
* Executed the SQL queries to verify the data from the database tables.
* Analyzed the requirements and tested with different customers profile like consumer, investment, mortgage, small business owner etc.
* Coordinated with different vendors like Fiserv, Cashedge etc. for **webservices** testing.
* Performed **ADA** testing using JAWS and Windows Eyes
* Analyzed the VOCs (Voice of customers) and PLFs (Page Level Feedbacks) from customers. Recreate the issues with applicable customer profiles/settings. Coordinated with L2 team to ensure resolution of the identified issues.
* Followed up with project team to ensure that defects are fixed in a timely manner

**Test lead - 08/ 2006 to 06/2010**

**Accenture Technology Solutions**

**Client – Bank of America**

**San Francisco, CA**

Bank of America introduced Mobile banking in Feb 2007. It was one of the pioneer to provide mobile banking functionality to its customers.

**Roles and Responsibilities:**

* Participated in requirements meetings for mobile banking.
* Reviewed the HLD's and LLD's along with the business teams, technology leads and project management.
* Worked with affinity partner vendors and reviewed the SOW documentation with them.
* Wrote test objectives and test scripts in Quality Center
* Created Trace ability matrix, by converting requirements/specifications into test cases or scripts and mapping   
  them back to requirements.
* Assigned the test scripts to individual testers on the team and provided them with the required data for executing the test scripts.
* Performed database testing using SQL
* Executed the test cases and documented all the defects in the Quality Center.
* Participated in the daily defects call to analyze all the open defects along with the TDM's, PTM's, Developers and Business People.
* Regular interaction with developers, business analyst, project managers and business teams
* Participated in the status meetings on a regular and frequent basis to discuss the risks of testing progress
* Generated reports in quality center as required on a regular basis.
* Participated in the weekly status meetings and updated various business teams and management with status reports.

**PHP developer/ Tester - 04/2005 to 05/2006**

**EzWBD Inc.**

**Concord, CA**

Easy Wealth by Design is a small business company which focuses on marketing for search engines. Company's services include Search Engine submissions to boost the rating of the clients.

**Responsibilities-**

* Work with manager to gather requirements
* Develop and maintain the company's payment system
* Certify the application by testing in Development and Integrated environments

**QA tester - 03/2002 to 12/2004**

**Genius Technologies**

**San Ramon, CA**

**Responsibilities** -

* Analyzed the Business process specifications, Use cases, and User Interface specification documents.
* Mapped use cases to test cases and test procedures. **Planned and executed test scripts**
* Cause and Effect spreadsheet was prepared based on the functionality of the application for easy analysis.

**Education**

MBA: Masters in Business Administration - 2001

Osmania University- Hyderabad, AP, Indi