



SRIDHAR J. SHARMA

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*~Aiming for leadership assignments in **Project Management/Test Management** with a reputed organization preferably in Healthcare/Insurance industry to deliver solutions for complex technical requirements~*

SENIOR IT PROFESSIONAL

~Striving to upgrade knowledge and practices to retain excellence in the professional brief~

CORE COMPETENCIES	PROFILE SUMMARY
Project Management Service Delivery Excellence Requirement Gathering Software Testing (STLC)/UAT SDLC Quality Assurance/ Compliances Test Case Design & Execution Defect Tracking/ De-Bugging Automation Framework Design & Implementation Release Management Change Management Back-end/Database Testing Stakeholder Management MIS Reporting/Documentation Client Relationship Management Resource/Schedule Management Team Management/Trainings	<ul style="list-style-type: none"> ITIL V3 2011 Trained and waiting for certification UNIX/C & AHM-250 Certified professional offering over 12 years of rich experience in the areas of Project Execution & Software Testing majorly in the IT industry; domain expertise lies in Clinical Diagnostics Field Presently associated with 42Gears Mobility Systems Pvt. Ltd. as Project Manager; gained extensive experience in Integrated Testing Environment covering Manual & Automation Testing Methodology while working with reputed organisations Well versed with the concepts of end-to-end project planning from scope management, effort & cost estimation, change management, release management, risk analysis to quality management; demonstrated skills in turning the project from critical to stable delivery and improving C-SAT ratings with a high Defect Removal Efficiency Resourceful in handling all aspects of the STLC involving documentation, setting up of test environment, test planning, creating test scripts/scenarios, and ensuring Test Coverage; proficiency in SIT and UAT Test Phase Management while coordinating with multiple vendors and teams Well versed with Multiple Development Models like Waterfall, V, Iterative, Agile (Scrum) and Test Driven Development environment with expertise in Web Application, Client Server and Web Service Testing Extensive experience of environments requiring direct customer interaction (during requirement gathering, effort estimation, testing phases & training) with focus on resolving issues & achieving customer satisfaction; well versed with the Onsite-Offshore model An effective communicator with strong coordination, problem solving & analytical skills; proven abilities in leading teams during the project phase, training & guiding team members and enabling knowledge sharing among the team

NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER

- Merit of being a Creative Multimedia Designer and **successfully worked for Corporate Films, Multimedia Marketing Kiosks and Interactive Presentations**; qualitative experience of working in the **Film/Television industry as Non-Linear Editor/Visual Effects Supervisor** using world's best state of the art technologies and workstations
- Gained strong **Business Process Knowledge of Clinical Diagnostics** in all the departments of Laboratory Medicine & Blood Banking, along with other departments like Patient/Medical Records, Medical Reporting and Medical Documentations
- Demonstrated skills in resource forecasting, resource identification, resource on-boarding along with facilitating initial trainings for specific project requirements; involved in **capacity planning to fully utilize the potential of the team**
- Effectively managed QA teams comprising of both **Manual & Automation Testers (Functional and Performance Testing using QTP/RFT/Ration Robot/Load Runner)**

AREAS OF EXPERTISE

- Mapping client's requirements and providing them best solutions** involving evaluation and definition of scope of project and finalization of requirements; allocating resources and guiding team members during the project phase
- Scheduling & executing the Software Testing Life Cycle**; **conducting system study** and coordinating with team members for System Design & Integration, Application Maintenance, etc.

- Carrying out **Automation Feasibility & ROI of testing tools**; identifying & automating test cases, implementing Automation strategy for various types of releases
- Planning & coordinating the implementation and availability of **the QA Test Environments**; designing and executing test plans to ensure that business requirements and functional specifications are tested and fulfilled
- Creating test plans, test scenarios, test cases and test scripts/procedures for **carrying out Manual & Performance Testing at various stages in the SDLC**; handling Defect Tracking process involving Defect reporting and rectification
- Verifying change requests & defects; **documenting, tracking and communicating test plans, test results and unresolved problems**; updating Error Log / Suggestion Log and explaining system bugs to Programmers
- Participating in Status Review meetings with the team & other stakeholders/client to monitor project progress; generating various Reports to update the Senior Management about the project status
- Building and maintaining healthy **business relations with clients, ensuring high customer satisfaction matrices** by achieving delivery & service quality norms
- Leading and **monitoring performance of the team members for maintaining** excellence in the project operations; managing compliance to timelines specified and ensuring team members adhere to process guidelines

WORK EXPERIENCE

Since Apr'14: 42Gears Mobility Systems Pvt. Ltd., Bangalore as Project Manager

Present Role:

- Responsible for Customer Support Management including:
 - Setting-Up complete business process for customer support; tracking customer cases to closure with quality delivery
 - Interacting daily with the customer for troubleshooting cases; managing escalations and assigning the same to L3 team
- Serving as an end-to-end Owner of Customer Release Management and involved in:
 - Coordinating for Monthly Release Management to align customer release changes and new feature implementation
 - Planning daily customer releases case by case basis, implementing Quality Management Process and Defect prevention

Highlights:

- Demonstrated excellence in successfully **implementing Microsoft CRM Dynamics for Customer Support Management**
- Effectively **performed feasibility and business workflow** for Microsoft CRM Dynamics 2010
- Steered initiatives towards enhancing/establishing complete process to increase customer support efficiency
- Proactively imparted training on Defect Prevention to improve quality of Standard Release Delivery
- Essayed a major role **in implementing business process for Customer Support Management**
- Dexterously ensured initiating & maintaining effective communication between isolated, independent teams to bridge the gaps and achieve quality and delivery goals
- *Implementation of CRM tool for complete customer relationship and service management to streamline the operations processes*
- Successfully received best of Breed IBM award for testing contribution to a project (2006)
- Received applause from client for vendor management

Jun'10 to Sep'13: Accenture Services Pvt. Ltd., Bangalore as QA - Project Management

Highlights:

- Demonstrated excellence in leading testing activities for multiple projects; efficiently managed up to 12 QA Engineers and was involved in test planning for Agile / Scrum and TDD
- Dexterously managed and reviewed Performance Test Phases and coordinated end to end testing with clients and client business teams;
- Involved in performing SOA / Web Service Testing using soapUI and handling Test Data Migration & Test Data Management

Nov'06 to Jun'10: IBM India Pvt. Ltd., Bangalore as QA / Test Lead

Highlights:

- Efficiently spearheaded the testing functions for multiple projects with a team of 6 QA Engineers; carried out test planning for Agile / Scrum and TDD
- Effectively performed:
 - SOA / Web Service testing using SOAPUI
 - Security Testing including SAML and SSL
- Played a key role in carrying out Data Migration and Data Warehouse Testing
- Successfully conducted end to end testing while working in close coordination with clients and functional teams

PREVIOUS EXPERIENCE

Nov'04 to Nov'06: Oak Systems Pvt. Ltd., Bangalore as QA / Test Engineer
Feb'04 to Nov'04: Nitya Technologies, Bangalore as QA / Test Engineer
Dec'01 to Feb'04: Software Business Solutions, Bangalore as QA / Test Engineer

PROFESSIONAL QUALIFICATION

1998 **B.Sc.** from Bangalore University

Additional Qualifications/ Certifications:

- ITIL V3 Foundation
- AHM-250 Certified (Professional – Academy of Healthcare Management) in 2007
- HIPAA – IBM internal Training in 2008
- ICD-9/ICD10 – IBM internal Training in 2008
- HIPAA 4010/5010 - IBM internal Training in 2010
- Course in UNIX/C from Uttara Computers in 2000
- **Diploma in Multimedia** from Aptech Multimedia in 1998
- **Diploma in Medical Laboratory Technology** from Karnataka State Council of Vocational Education in 1992

TECHNICAL PURVIEW

- Familiar with Project Management, Agile Methodology, Microsoft Visio, Mainframe/ AS400 Testing, Back-end/Database Testing, Mobile Device Management & Enterprise Mobility
- Well versed with Test Leadership, Full Life Cycle Testing, Web Application Testing, Rich Client Application Testing, Test Environments Management, SEPG/PQA, Adobe Photoshop, Microsoft Office Suite
- Expertise in Test Management, Test Automation, Microsoft Project Server, Microsoft Project, Web Service/SoapUI, Performance Testing, Rational Functional Tester, Rational ClearQuest, Rational Quality Manager, HP Quality Center & Defect Life Cycling

SOCIAL ENGAGEMENTS

- Proactively associated with CRY and engaged in helping the society

PERSONAL DETAILS

Date of Birth : January 27, 1975
Current Address : Bengaluru, India
Languages Known : English, Kannada, Telugu and Hindi
LinkedIn Profile : <https://www.linkedin.com/pub/sridhar-sharma/21/5a8/60b>
Location Preference : Bangalore/Hyderabad/Pune

Please refer to Annexure for Project Details/ Assignments Handled

~ANNEXURE~

KEY PROJECTS EXECUTED/ASSIGNMENTS HANDLED

With Accenture Services Pvt. Ltd.

Title: Royal & Sun Alliance - UK General Insurance Company

Role: Project Manager

Responsibilities:

- Responsible for managing the full life cycle delivery of the project and involved in Resource management including time and task tracking
- Handled Risk Management and accountable for:
 - Tracking and monitoring project status and updating the same to Senior Management
 - Interacting regularly with Project Stakeholders in understanding the key project scope, goals and deliverables
 - Maintaining Project Customer Satisfaction Index at optimum
- Carrying out daily interaction with Customer Project Manager to share project status, highlight risks and identify suitable mitigation/contingency steps
- Facilitated Test management entailing test strategy, test planning and test approach to adhere to 3rd party vendors to match the time lines
- Administered Defect management and involved in designing the defect life cycle, priority/severity definition, tracking defect to closure; maintaining zero critical/major defects during entire Testing Life Cycle for seamless test phase schedules

Title: Nordea Life and Pension

Role: QA / Test Lead

Responsibilities:

- Developed test strategy and approach in Agile Test Environment as well as designed Functional testing types and methods
- Evaluated and refined Defect Tracking and Test Case Management plans with customer to suite the Agile Environment
- Created metrics for meaningful presentation of Testing Progress Designed Test Automation and Load Testing Approach
- Built and maintained test labs and managed Test Environments
- Managed Localization Testing in Danish and Finnish languages
- Functioned as a Graphic Designer to improve UI, look and feel as per requirement

Title: Central Infrastructure Organization

Role: QA / Test Lead

Responsibilities:

- Handled External Personal Accessibility, User Data Security, Password Maintenance and Token Management
- Established and led Test Team of 7 members for the remote office and handled testing of concurrent projects through multiple simultaneous releases
- Responsible for:
 - Coordinating Testing activities with Remote Development, Project Management and Test Teams
 - Selecting, evaluating & maintaining Test Management, Test Automation & Defect Tracking Systems – Rational ClearQuest, Rational RequisitePro, and Rational Quality Manager
 - Writing test framework to Test Regression Suite
 - Identifying, designing and managing Performance Test Team
 - Verifying and validating virtualized Test and Development environments

Title: Central Infrastructure Organization

Role: QA/ Test Lead

Responsibilities:

- Established and led Test Team of 7 members for the remote office
- Spearheaded testing of concurrent projects through multiple simultaneous releases and coordinated testing with remote development, project management and test teams
- Involved in selection, evaluation & maintenance test management, test automation, and defect tracking systems – Rational ClearQuest, Rational RequisitePro, and Rational Quality Manager and was responsible for:
 - Writing test framework to test regression suite
 - Identifying, designing and managing Performance Testing Team
 - Verifying and validating Standardized, Portable Test & Development Environments

Title: India Talent Pool**Role: Location Staffing Lead****Responsibilities:**

- Responsible for resource management, training and capability development and handling staffing coordination across locations based on the demand and capability
- Ensured Supply and demand management of skills against demand
- Managed relocation & cross training program coordination

With IBM India Pvt. Ltd.

Title: National Accounts Savings Company (NASCO)**Role: QA Analyst & Business Analyst****Responsibilities:**

- Involved in Automation Tool Evaluation and Feasibility study and responsible for activities like:
 - Identification and customization of IBM Standard Automation Framework
 - Implementation of Rational Functional Tester as Automation Tool for Regression Phase by Identifying the Regression Test Scenarios
- Accountable for:
 - Guiding & monitoring the Test Scripting Phase and Execution Phase
 - Resource Management and organising training for Skill Enhancements
 - Test Design, preparation and execution during the CSR Implementation Phase
 - Creating Test Plan, Test Strategy and Test Summary Reports for larger CSR based on the client's SLAs

Title: CVS | Caremark - Pharmacy Benefit Management (RxClaim)**Role: QA/ Test Lead****Responsibilities:**

- Involved in Requirement Analysis by carrying out reviews and walkthrough with customer
- Responsible for:
 - Developing Test Planning, Scheduling and Resource Management
 - Monitoring and creating Test Status reports with standard metrics for Preparation and Execution Phase
 - Carrying out Continuous Client interaction during the entire Testing Phase by providing the Testing Status
 - Defect Management and monitoring till the closure

Title: CVS | Caremark- Pharmacy Benefit Management (SPECS)**Role: QA/ Test Lead****Responsibilities:**

- Involved in conducting review and walkthrough of project requirements at Functional Specification phase
 - Responsible for handling a gamut of functions like:
 - Preparing the Test Plans, Test Strategy and Test Design Documents
 - Identifying and creating Project Risk Management checklist with respect to Testing/Quality
 - Interacting regularly with Stakeholders of the project on the Project Deliverables
 - Overseeing Resource Management and Work/Task Allocations
 - Working closely with Other Team Leads for monitoring the Status of Deliverables
 - Carrying out analysis and implementation of Rational Robot as Automation Tool for Regression Testing phase
 - Generating Timely Project Status Reports and Defect Reports
 - Identifying, tracking and closing the Issues/Defects
- Served as part of the Product Quality Review Team

With Oak Systems Pvt. Ltd.

Title: The Economical Insurance Group – CGI Canada**Role: Senior Automation Engineer****Responsibilities:**

- Responsible for designing and creating Automation Framework using Rational Robot as well as Test Cases Design and Automation Scripting
- Involved in conducting
 - Automation Script Reviews, providing Walkthrough and obtaining Sign-Off from Canada Project Team
 - Automation Script Execution and Defect Reporting
 - Updating Framework and Test Scenarios
 - Knowledge Transfer and documentation

With Nitya Technologies

Title: PharMarc Analytical Solutions

Role: QA / Test Engineer

Responsibilities:

- Handled a gamut of tasks like:
 - Test Preparation and Execution
 - Estimation and Status Reporting
 - Defect Reporting
 - Identifying Project Risks & resolving Issue Escalations

With Software Business Solutions

Title: Restriction Enzymes Search and Replace

Role: QA / Test Engineer

Responsibilities:

- Involved in:
 - Understanding the requirements
 - Carrying out Test Estimation & Planning, Test Case Design & Test Data analysis & preparation and Test Execution
 - Conducting Defect Raising and tracking to closure
 - Providing Daily Status report update to Supervisor

Title: Occupational Hazard System

Responsibilities:

- Responsible for:
 - Understanding requirements, Test Estimation and Planning, Test Case Design and preparation, Test Data analysis and preparation and Test Execution
 - Defect Raising and tracking to closure
 - Providing Daily Status report update to supervisor