Sanjeeva K N

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Seeking challenging assignments in Software Testing/Quality Assurance with a reputed and growth oriented organization

Career Summary

- ✓ An astute professional with **16 years of IT experience** in System Administration, **Software Development, Software Testing, Quality Assurance**, Team Management, Resource Management, Project Planning, Execution and Delivery.
- ✓ **Over 9 years of experience** in Quality Assurance, Software Testing, Resource Management, Project Management and Delivery in **Product** based organizations.
- ✓ **Certified Scrum Master** certified by Scrum Alliance with experience in both Agile(Scrum) and Waterfall methodologies of software releases.
- ✓ Experienced in Managing QA team of size over 25 in a **product development** organization.
- ✓ Experienced in handling **Test Automation** team and development team delivering BI projects.
- ✓ **Hands on** and **Well versed** in setting up QA environment, Review of Product requirements, Technical requirements and System design documents
- ✓ Worked with teams across different countries for multiple releases of applications.
- ✓ Participated in initiatives at organization levels in most of the organizations worked with (Tech COE, QA Council, Core team, etc.,).
- ✓ Have delivered corporate trainings on Advanced Linux System administration.
- ✓ Well versed in Shell Scripting, Sed, awk, regex, grep tools.
- ✓ Experienced in testing **Unix Applications**, **BI Applications, Desktop Apps, Mobile Apps** and **Web Apps** including **Webservices**.
- ✓ Experienced in testing **Unix (HP-UX) C Libraries** and Unix (HP-UX) **commands**.
- ✓ Experienced in Application Support(L2 and L3) of Unix Applications.
- ✓ Experienced in **Linux System Administration**
- ✓ Has a good knowledge of **Unix Internals** and Perl
- ✓ Have independently developed applications on **LAMP** technology.
- ✓ Expertise in ramping up projects with competent cross-functional skills and on time execution.

Employment Summary

Designations	Company	Experience
Manager, Quality Engineering	ALTISOURCE Business Solutions Pvt. Ltd	Mar 2013 – Till Date
QA Manager	Mu-Sigma Business Solutions Pvt. Ltd.	Nov 2011 – Mar 2013
Technical Manager QA,	AOL(America Online Inc.), Bangalore	April 2006 – July 2011
Technical leader	Global Edge Software Ltd., Bangalore (Worked at Hewlett Packard)	July 2005 – April 2006
Software Engineer	Bluestar Infotech Ltd., Bangalore (Worked at Hewlett Packard)	Dec 2000 – July 2005
Member of Technical Staff	Yukthi Systems Pvt. Ltd., Bangalore	May 1998 – Nov 2000

Technical Skills

Operating Systems	Unix (HP-UX), Linux, Windows
Languages/Technologies	C, C++, Unix Internals, Networking, TCP/IP, Socket Programming, SQL, Java, Junit, TestNG, Selenium, WATIR, Http, XML, SMTP, POP3, LAMP
Web/Application Servers	Apache, Tomcat, IIS, PWS, Websphere
Tools	Shell Scripts, regex, Awk, Sed, Perl, Make, CVS, Jazz(Clearcase),Visual Source Safe, SVN, Eclipse, **Selenium**(IDE, RC), **TestNG,** BLT, TCM, Testlink, CM, VersionOne, HP Quality Center, GIT, Jenkins, MongoDB
System Administration	Linux, Hpux, Windows 2000, TCP/IP, Cisco Routers, High Availability Clusters.

Key Achievements

- ✓ Altisource: Leading team of size 25 QEs.
- ✓ Altisource: Worked with different teams to streamline the process of Version control system for code base.
- ✓ Altisource: Identified the gaps in terms of Test Management, Test Execution, Regression testing, **Automation** and streamlined the same.
- ✓ Altisource: Identified the need for next level of leads and invested time to mentor the team. Trained the team on Testing aspects, Testlink and on Working in Agile.
- ✓ Altisource: Identified the gaps in the Agile process being followed and brought in the required changes within Scrum teams.
- ✓ Altisource: **Implemented Testlink** on my own across organization. This is **in integration with JIRA** by fixing the PHP code.
- ✓ Mu-Sigma: Took over **Project Management** along with QA Management.
- ✓ Mu-Sigma: Adopted best practices from Agile into the waterfall model.
- ✓ Mu-Sigma: Tried an unconventional way of QA Process. Took the initiative of asking relevant questions to the developers so that they take care of the answers in their coding. This initiative was due to the lack of QA resources at the early stage of development.
- ✓ AOL: Migrated automated scripts from **WATIR** to **Selenium**
- ✓ AOL: Initiated Agile (Scrum) and practiced.
- ✓ AOL: Started implementing Scrum of Scrum as we had teams working out of Bangalore and USA
- ✓ AOL: Involved interns for developing the automation framework and automated the test cases.
- ✓ AOL: Used open source tools for automation which helped reducing the cost to the organization.
- ✓ AOL: Identified the redundancy and reduced the team size and started collecting the required data from different team who were working on the same. This is a huge step in reducing cost to the organization.
- ✓ AOL: Started building a team which would collect the statistics of Users feedback and complaints from different locations (Facebook, Help Page, Websites, etc.,) and work with Support and development team to fix the most important issues.
- ✓ AOL: Was involved in the downsizing where most of the team members were affected. Took initiatives so that team can concentrate on the current work and at the same time be confident personally.
- ✓ Bluestar/HP: During few critical stages I have worked in shifts to address more and more issues. This was the initiative taken from the team personally. Have worked in Night shifts (USA Timings) as well thereby reducing the cost of travelling to USA.
- ✓ Bluestar/HP: Most of the time involved in all the escalations and arrived at the solution.

✓ Quality measures enforced
  o Altisource: Implemented Testlink the test management tool with JIRA integration.
  o Altisource: Planned and initiated Regression testing and Automation.
  o Altisource: Initiated the test metrics which reports the QE Capacity, Burn down trend, Defect density, etc.,.
  o Altisource: Initiated Monthly meetings, QA Audits, Metrics report, etc.,.
  o Mu-Sigma: QA initiatives across Organization. Started implementing the test case management system and Bug tracking system.
  o AOL: Was a member of QA Council which was the initiative at Org level. The objective was to study and implement the best QA practices across different teams.
  o AOL: Automation using **shell** and **perl scripting**
  o AOL: Automation and Performance testing using **Selenium** and **TestNG**
  o AOL: Enforced the peer review of test cases and the updation on a regular basis.
  o AOL: Enforced the daily updates on Wiki so that 2 teams working from different location work together.
  o Global Edge/HP: Automating the test cases in shell scripting.
  o Yukthi Systems: Was member of core team in reviewing the deliverables.

System Administration Skills

Unix Administration
Role: Member of Technical Staff/Software Engineer; Organization: Yukthi Systems/Bluestar Infotech
Skills: GNU/Linux as well as BSD, Solaris and other Unix like Sys. Administration, Installation, Configuration and Maintenance of Sendmail, Apache, Dial-Out (PPP), DNS, Fetchmail, Kernel Recompilation, Backup Management, RAID, High Availability, etc.,

WinNt Administration
Role: Member of Technical Staff/Software Engineer; Organization: Yukthi Systems/Bluestar Infotech
Skills: Domain Maintenance with PDC/BDC, User Management, MS Exchange, etc.,

Network Administration
Role: Member of Technical Staff/Software Engineer; Organization: Yukthi Systems/Bluestar Infotech
Skills: Configuration of TCP/IP, IPAddress Management, Basic Configuration in Cisco Routers, SSH, Leased Lines, VPN using IPSEC, etc.,

Trainings and Education

Corporate Trainings : First Time Leaders, Leading Others, 7 habits of highly effective people, Scrum/Agile, Version One, PMP Certification, Oracle 9i, Weblogic and Tomcat administration
Uttara, Bangalore : Advanced C and Unix Internals
IGNOU : Post Graduate Diploma in Computer Application.
IGNOU : Certificate in Computing.
B'lore University : Bachelor of Science.

Personal Information

Date of Birth : 11th June 1976
Present Address : #106, "Shree Nele", 4th Block, 3rd Cross, Nethaji Road, T R Nagara, Bengaluru – 560028
Passport Number : J7946077
Visa Status : Multiple Entry Business USA Visa Validity till 16th October 2016

Projects executed can be viewed in the annexure.

ANNEXURE

Projects Executed

Title	:	**RealServicing**
Organization	:	Altisource, **Bangalore**
Period	:	Since March 2013
Team	:	25+ members
Technologies	:	Linux, Java/J2EE, Tomcat, WebSpeed, Progress, MySQL, RabbitMQ

Key Responsibilities:
☞ Responsible for the Quality deliverables for the project.
☞ Team development and motivation.
☞ Participate in SOS and Weekly Core meetings of the project.
☞ Participate and work with Product and Development teams for process improvements at project level.
☞ Involve in Hiring activities for QE.
☞ Mentor and motivate team members with 1:1 discussions to scale them up.
☞ Involve in the initiatives at different levels apart from the regular deliverables.

Overview:
REALServicing® is a scalable mortgage portfolio servicing platform that supports multiple mortgage product type. It provides life-of-loan residential servicing, borrower care and compliance capabilities that optimize servicer processing, risk management and borrower interactions.

Title	:	**MABI Repository Automation**
Organization	:	Mu-Sigma, **Bangalore**
Period	:	November 2011 – March 2013
Team	:	5+ members
Technologies	:	Linux, Java/J2EE, Web Sphere, Informatica, QlikView, Autosys, HP QC

Key Responsibilities:
☞ QA initiatives across organization.
☞ SME w.r.t testing activities.
☞ Handled QA activities for multiple projects.
☞ Technical Manager for a project.
☞ Delivery responsibility for Development and QA.
☞ Plan and execute the testing activities for new projects.
☞ Involve in Hiring activities for QA.
☞ Project Management for the MABI Repository Automation.

Overview:
☞ The MABI repository automation project helps develop a repository automation solution for marketing analytics and business insights group for a Pharmacy Industry that would automate the process of data integration, reporting and provide a user interface to achieve the same on a regular basis.

Title	:	**AOL Mail**
Organization	:	AOL, **Bangalore**
Team	:	15+ members
Period	:	July 2008 - June 2011
Technologies	:	Linux, Java/J2EE, Apache/Tomcat/IIS, BLT (Bug Logging Tool), TCM (Test Case Management),

Test Link, Wiki, Configuration Management, Selenium (IDE & RC), Shell Scripts and Perl
Scripts

Key Responsibilities:
☞ Technical Manager for the projects(Webmail and WAP).
☞ Project Planning, Execution, Delivery and Decision making with respect to QA activities.
☞ Review the product requirements, test cases and automated scripts.
☞ Reviewed the test execution and report the same to the management with different set of views.
☞ Reviewed the Bugs logged by the team members and take necessary steps to minimize the bugs going into Pending Information or Duplicate status.
☞ Reviewed the work done by team members on a daily basis and send a daily status report to USA team.
☞ Reviewed the test cases constantly and make sure the test cases are up to date.
☞ Managed day to day activities of Team members.
☞ Co-ordinated with USA teams (Dev, Product and other QA teams) for technical clarifications regarding the builds or product features which helps in prioritizing the tasks and for decision making.
☞ Arranged and participate in the Weekly telecoms with US counter parts.
☞ Provided technical guidance, track project progress, hiring, appraisal & analyzed the data to improve the efficiency of the team.
☞ Provide regular status updates to Management to help understand the team's effectiveness.
☞ Co-ordinate with different stake holders to help resolve issues with respect to the build installation, Product Functionality, QA Environment, etc.
☞ Hands on in testing the products.

Overview:
☞ WebSuite (Standard and Basic – http://mail.aol.com): A suite of webmail classic application which includes mail, address book, calendar, themes and stationary – **Team size - 5**
☞ Pheonix(http://phoenix.aol.com): Improved version of webmail - **Team size – 5**
☞ Webmail Automation: Automation team to automate the test cases of webmail classic, phoenix and deliver the scripts to manual team for execution - **Team size – 3**
☞ Mail QC – A team to keep a tab on the mail products on production. This includes running the scripts regularly on critical paths, review and answer the customers questions posted on different locations, co-ordinate with ops and help team to fix the issues. - **Teamsize - 2**

Key Achievements:
☞ Took over Mail QA team, identified the gaps and brought in several processes (Bug logging, Test Case Management, etc.) for QA activities which helped in delivering quality product.
☞ Identified redundancies in doing performance testing of the product using scripts and stopped executing performance testing. Leveraged the data from OASIS team instead, for releasing the product. This has reduced the cost to the company significantly and is a huge contribution to the organization.
☞ Hired Interns and involved them in Automation work to increase the coverage which helped reduce the cost to the organization.
☞ Migrated the Automated scripts from WATIR to Selenium.
☞ Changed the framework of the automated scripts to help maintain the scripts easily. This was a huge contribution in reducing the time to maintain the scripts.
☞ Started a team to address Users feedback of product. Defined processes involving many stakeholders.
☞ Trained the team members on technical aspects, both from the product and domain perspective.
☞ Less attrition rate within the team
☞ Resolved several issues among the team members.

Title	**:**	**Aim Groups**
Organization	**:**	AOL, **Bangalore**
Period	:	April 2006 - July 2008

Team	:	8+ members
Technologies	:	Linux, Java/J2EE, Apache/Tomcat, BLT, TCM, CM.

Key Responsibilities:
☞ Associate Technical Manager/Sr. Software Engineer QA for the project.
☞ Responsible for leading the QA Team, planning testing and clearing the QARs.
☞ Hands on testing of Web APIs.
☞ Co-ordination with dev, product, architect and project manager.
☞ QA Environment setup and maintenance.
☞ Co-ordination with different stake holders of the QA setup to be in sync.

Title	:	**HP-UX Commands and C Libraries**
Organization	:	Hewlett-Packard thro' Global Edge Software Ltd., **Bangalore**
Period	:	July 2005 - April 2006
Team	:	4+ members
Technologies	:	UNIX (HP-UX), C, Shell Scripts, Jazz (Clearcase)

Key Responsibilities:
☞ Technical leader for the projects.
☞ Responsible for testing and releasing the patches.
☞ Creation of Patches as per the requirement.
☞ Testing the fixes going in the patch. Writing the test cases for upcoming release (HPUX – 11.31).
☞ Enhancements of test cases and Coverage improvement.
☞ Raise a Service Request for the bugs found in C library.
Lead a team of 4 members

Overview:
The objectives of this project are:
☞ Test the UNIX Commands and Application Program Interfaces of HP-UX C library both on PA RISC and IA64 processor based releases.
☞ Quality improvement initiatives of C Library which includes increasing code coverage of test cases using Path Flow Analysis tool (PFA) C-Cover
☞ regression testing, standards testing, binary compatibility testing (bc), backward binary compatibility testing (bkbc), relocatable object binary compatibility testing (ROBC), Patch Bundle Compatibility tests were run on C Library. The test results are to be analyzed and setup related errors are fixed and the results sent to the libc project team, which maintains the APIs of the HP-UX C library.

Title	:	**Service Mail – Call Management System**
Organization	:	Hewlett-Packard thro' Bluestar Infotech Ltd., **Bangalore, Roseville-California (USA)**
Period	:	December 2002 to July 2005
Team	:	3+ members
Technologies	:	UNIX (HP-UX), C, C++, Shell Scripts, IMAGE (database), Softbench

Key Responsibilities:
☞ Module lead/software engineer for the product.
☞ Enhancements and Bug Fixes.
☞ Addressing any queries raised by the client regarding the application.
☞ Raise a change request on behalf of the client for any enhancement/code change.
☞ **Design** the requirement, change the code, **build** the package and **release** for move to production.
☞ Production support for the product.

Title	:	**CsoAccess – Customer Service Order Management System**
Organization	:	Hewlett-Packard through Bluestar Infotech Ltd., **Bangalore, Roseville-California (USA)**
Period	:	December 2002 to July 2005
Team	:	3+ members
Technologies	:	UNIX (HP-UX), C, C++, Shell Scripts, IMAGE (database), Softbench

Key Responsibilities:
☞ Module lead for the project.
☞ Enhancements and Bug Fixes.
☞ Addressing any queries raised by the client regarding the application.
☞ Raise a Change Request on behalf of the client for any enhancement/code change.
☞ **Design** the requirement, change the code, **build** the package and **release** for move to production.

Title	:	**CMG – Call Management Server**
Organization	:	Hewlett-Packard, Roseville, USA
Period	:	June 2003 to Aug 2003
Team	:	5+ members
Technologies	:	UNIX (HP-UX), MPEOS, C, Shell Scripts, IMAGE (database)

Key Responsibilities:
☞ Represented as the Software developer for the product.
☞ Enhancements and Bug Fixes.
☞ Migration of the application from Cobol to C
☞ **Design** the requirement, Change the code, **Build** the Package and **Release** for Move to Production.

Title	:	**EMagic – Terminal Emulator**
Organization	:	Bluestar Infotech Ltd., **Bangalore**
Team	:	3+ members
Period	:	December 2001 - February 2002
Technologies	:	WINNT, SQL Server, Visual Basic 6.0, Visual C++, Windows SDK

Key Responsibilities:
☞ Represented as the Software Engineer for the product.
☞ Came up with the Low-level design of the product
☞ Documentation preparation of the code flow.

Title	:	**Performance Analyser**
Organization	:	Bluestar Infotech Ltd., **Bangalore**
Period	:	September 2001 - November 2001
Team	:	3+ members
Technologies	:	WINNT, MS Access, Visual Basic 6.0

Key Responsibilities:
☞ Represented as the Software Engineer for the product.
☞ Came up with the low-level design of the product.
☞ Documentation preparation of the code flow.