# MAYUKH GHOSH

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**Career Summary:** A **PMP certified 10 years experienced QA professional with proven skills in manual and automation testing** across wide range of domains like Financial Services and Cross Border E-Commerce. Adept in handling teams of varied sizes and managing end-end delivery of QA projects.

## QA Delivery and Team handling – Core Competencies

- **Managing QA activities for New Product Development and Sustenance operations.**

- **Handling QA teams across projects.** This involves the following activities
    i) Understanding areas of improvements of team members and **mentoring** them on the same
    ii) **Cross skilling team members** to enhance team productivity
    iii) **Allocating tasks** based on project schedule/priority/resource skillset
    iv) **Assessing team member performance** and providing **constructive feedback**

- **Hiring of resources based on project/team requirements**. This involves the following activities
    i) Analysing the **business need for resource hiring** and creating the related business case
    ii) **Creating clear and concise Job Description** highlighting primary/secondary skill requirements
    iii) **Shortlisting resumes** based on alignment with posted job description
    iv) **Taking interviews** and **analysing** candidates for the **best fit**

- **Adept in working in onshore/offshore delivery model.** This involves the following
    i) **Regularly interacting with onshore counterparts** to ensure **alignment with client expectations**
    ii) **Highlighting work impediments** being faced by the offshore team and getting resolution for same
    iii) **Highlighting areas of expertise of the offshore team** to facilitate **gradual progress up the value chain**

- **Planning the testing process.** This involves the following activities
    i) **Preparing high level estimates for the planned projects** and monthly breakdown of the same
    ii) **Creating resource allocation dashboard** based on resource expertise, project duration, leave plans
    iii) Creating **business case for contractor** in case of resource shortfall

- **Formulating test strategy** as per project requirement

- **Creating project relevant QA related metrics** and **monitoring** the same across the testing phase

- **Estimating the resource effort** and **scheduling the testing lifecycle** in alignment with related project activities

- Aligning the **testing process with Agile methodology** using **JIRA** as the tool for the same

## Technical – Core Competencies

- Following are my **abilities relating to QA automation**
    a) **Automating testing of Web Services using SOAP UI Pro.** This includes the following
        i) **Creating automated tests** to validate end-end system functionality
        ii) **Creating Groovy scripts** to add flexibility and customization

    b) **Creating automation test frameworks**. This includes the following types
        i) **Component based framework** using BPT (Business Process Testing)/QTP
        ii) **Script based framework** using Sikuli (open source GUI automation tool)
        iii) **Java based framework** using WebService API and **TestNG**

    c) Calculating **ROI for test automation efforts**. This involves the following
        i) Comparing efforts required for manual and automated execution of test case(s)
        ii) **Effort saving and percentage return** due to test automation
        iii) **Projecting saving of manual efforts** due to test automation

d) **Planning and managing the test automation process**. This includes the following activities
   i) Analysing the **feasibility of test automation**
   ii) **Creating Proof of Concept** to validate benefits from test automation
   iii) **Estimating efforts** required for test automation
   iv) **Setting coding standards** for test scripts
   v) **Reviewing test scripts** to ensure adherence to coding standards

- **Creating POC for open source tools as per business need and implementing usage of the same**. Have evaluated the following tools
   i) **Sikuli** – Image recognition based automation tool for desktop based application using **Jython**
   ii) Multiple browser plugins related to **testing Responsive Web Design for mobile applications**
   iii) **Evaluating JIRA-Zephyr as test management tool**

- Planning of test process for **testing of mobile web applications.** This includes the following
   i) **Creating test strategy** to validate **implementation of Responsive Web Design**
   ii) **Writing test cases** to validate functionality across **multiple OS/device/browser platforms**
   iii) Executing sanity test cases using available **chrome browser plugins**

- **Hands-on experience in testing of Web Services APIs (SOAP and REST)**

- **Adept in Database validation (MSSQL and MySQL)**

- **In depth experience of testing in Mainframe environment**

- **Adept in working with multiple web servers – Jboss and Tomcat**

- Adept in using **HP Quality Center (QC)** for end-end testing process including **report creation**

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## Work Experience

*Present: Pitney Bowes Software*
**Domain – Ecommerce (Cross Border Shipping)**
**Client – EBay**
**Role – Test Lead**
**Program – Global Shipping Program (GSP) is a program designed to foster cross-border trade. GSP helps to make cross-border trade considerably easier. This industry-leading border-less shopping experience aims to open millions of new listings to the international market, enabling sellers to grow their cross-border trade business with the same ease as selling domestically.**

Following is my role across various stages of the project life cycle

**Project Planning**

- Being part of the **Sprint planning meeting** and providing story points to user stories based on the QA perspective

- **Creating QA tasks in JIRA** and providing estimates for the same

- Allocating QA tasks to resources based on skill and experience

**Project Execution**

- Participating in **daily scrums** and highlighting any QA related impediment

- **Ensuring availability of the correct test environment required for testing**. This includes the following activities.

   i) Reserving the environment as per the availability and testing schedule
   ii) Co-ordinating with the development for the deployment of the correct code version
   iii) Running a round of sanity testing using SOAP UI scripts to ensure working of end-end functionality

- **Defect management –** The includes the following
    - iv) **Reviewing of QA defects** before they are sent across to development
    - v) **Monitoring the fixed defect queue** to ensure defects are retested
    - vi) **Highlighting of showstopper defects** along with impact to proper channels
    - vii) **Triaging of defects** in discussion with development team before final release

## Project Monitoring and Controlling

- Monitoring **Burn Down and Velocity chart** and raising red flags for relevant risks

- Sending **Weekly status reports** focussing on the following areas
    - i) QA test execution metrics
    - ii) Risks to the testing effort (Unavailable functionality, showstopper defects)
    - iii) Upcoming plan/areas for testing
- Attending **project status meetings** and sharing the QA progress on the project

## Project Closure

- Being part of the **Sprint Retrospective** and providing the required inputs
- Co-ordinating the **Feature Demo** at the end of the Sprint


*December 2007 – December 2013: Principal Financial Group*
**Domain – Finance (Annuity)**
**Role - System Test Lead**
**Annuity - An annuity is a contract between the customer and an insurance company in which the customer makes a lump sum payment or series of payments and in return obtains regular disbursements beginning either immediately or at some point in the future. The goal of annuities is to provide a steady stream of income during retirement. Funds accrue on a tax-deferred basis, and like 401(k) contributions, can only be withdrawn without penalty after age 59.5.**

**Following was my role across various stages of the project life cycle**

## Project Planning

- Being part of the **Joint Application Development (JAD)** sessions

- Based on discussions with the project stakeholders, **finalizing the scope of testing**

- Using the **Work Breakdown Structure (WBS)** methodology to break down the test scope

- **Identifying the project risks** from a testing perspective and including the same in the Test Plan

- **Creating the Test plan**

## Project Execution

- **On-boarding of resources**

- **Allocating work as per the schedule of testing and resource expertise**

- **Reviewing QA deliverables** in order to ensure optimum level of quality.

- **Defect management**

- **Change Management.** This included the following
    - i) **Analysing the change** in order to understand the impact areas
    - ii) Making resultant changes to the testing approach/schedule
    - iii) Ensuring the related changes have been incorporated without any impact on existing functionality

- Ensuring **optimum utilization** of project resources via usage of **resource utilization dashboard**

**Project Monitoring and Controlling**

- Monitoring the QA related metrics
- Sending Weekly status reports
- Attending project status meetings and sharing the QA progress on the project

**Project Closure**

- **Providing QA sign-off**
- **Creation of Test Closure report**
- **Compiling the Lessons Learnt** based on the experiences across the entire project testing effort

*April 2007- November 2007: Parametric Technology*
**Domain – Product Lifecyle Management (PLM)**
**Role – Software Test Engineer**

**Project – PTC Solution Installer**
PSI (WSP) is an automated installer program which installs updates on an existing system solution.

**Responsibility**
- **Verification of desired functionality across multiple operating systems**
- Verification of installation across various possible product component combinations.
- Ensuring the server can be brought up successfully after the update.
- Round of regression testing to ensure none of the existing functionality is broken.

*February 2005 - April 2007: Cybage Software Pvt. Ltd.*
**Domain – Internet Advertising**
**Role – Software Test Engineer**

**Project – DART (Dynamic Advertising Reporting and Targeting)**
DART is a hosted, enterprise-class advertising management and serving solution that helps marketers reach their online goals efficiently and effectively.

**Responsibility**
- Writing of test cases as per business requirements
- Execution of test cases to validate desired functionality
- Reporting of defects and retesting of the fixed defects

**Academic Credentials**

- **MBA (IT) from Symbiosis Institute of Computer Studies and Research in 2005.** *Secured 71.5% marks*.
- B.Sc (Computers) from Bangalore University in 2003. *Secured 72% marks.*
- Delhi Board (Class 12th) in 2000. *Secured 76 % marks*
- Delhi Board (Class 10th) in 1997. *Secured 74 % marks.*

**Date of Birth:** *7th November, 1980*

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**Valid US B1 Visa Holder (Expiry 2020)**