

Resume

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Summary

- ✓ Overall experience of more than **13 years (Around 10 years of Testing and 3 yrs. Of ITES exp.)**
- ✓ Strong software Testing knowledge in Web Applications/Products and Testing Methodologies.
- ✓ Highly passionate to work on technical skills along with project management.
- ✓ Rich skills in project management activities.
- ✓ Excellent client handling abilities backed with strong project management & communication skills.
- ✓ Strong exposure to global delivery model and good knowledge on various QA and quality process.
- ✓ Worked with US customers at onsite locations- Charlotte, San Francisco and Cranston.
- ✓ Played various roles as Tester, Lead, and Manager at onsite/offshore locations with multicultural teams.
- ✓ Has Automation exposure as well.
- ✓ Worked as offshore test manager for and handled the invoicing, billing, managing resources.
- ✓ Involved in Extensive experience with Test Analysis, Design, Execution, Reviews, Defect Reporting and Tracking in client server and web based applications.
- ✓ Participated in Defect management and Bug Reporting using bug-tracking tools for web applications
- ✓ Knowledge of complete software Test life cycle and software test life cycle.
- ✓ Proficient in analyzing and translating business requirements to testing requirements and creation of test specifications, test scenarios and test cases.
- ✓ Proficient in functional, Functional, Regression and Performance Testing.GUI, exploratory, Regression, integration and system testing.
- ✓ Excellent communication and presentation skills, self starter, quick learner, team player.
- ✓ Establish and maintain effective working relationships.
- ✓ Work independently with minimal supervision.
- ✓ Versatile Team Player with Good Communications and Problem Solving Skills.
- ✓ **Currently in USA, would relocate to India within a short notice**

Employment History

Company	Time Period	Current /Last designation
Infosys Technologies, Bangalore	May 2006 – till date	Technical Test Lead
Caritor India Pvt Ltd, Bangalore	Aug 2004 – May 2006	Technical Lead
Accenture, Bangalore	May 2003 – May 2004	Sr.Customer Rep
HTMT, Bangalore	Oct 2002 – May 2003	Sr.Customer Rep
Wintech Computers	Feb 2001 – Sep 2002	Faculty

IT EXPOSURE:

Testing: Test plan, Test Strategy, Test Estimation, Test Case Design, Reporting and Test Automation in BFS domain.

Project Management: Project Estimation techniques, project scheduling using MS project, resource planning, risk management, stakeholder management and people management.

Technology : Java, Mainframes.

Language & DB Exposure : C, C++, Java, SQL Server, Oracle

Testing Tools : QTP and client specific tools.

Test Management Tool : ALM and Rational tools.

Academic Details

Bachelor of Engineering (E&C) – Bangalore University – 1999

Professional Experience

Company: Infosys Technologies Ltd

Client : Citizens Bank, Cranston, RI, USA	Duration : June 2013 – till date	Team Size : 20
Location : Bangalore	Project Area : Banking	Role : Test Manager
<p>Projects involved were :-</p> <ul style="list-style-type: none">FFIEC AIBE Single Sign On – FFIEC council has suggested a single sign on for logging into all the applications instead of individual login. This would help the user have a better experience.AML KYC SAS Applications Testing - The KYC Program and due diligence processes ensures that the institution knows the true identity of each customer as well as provides critical information needed for the appropriate risk rating of each customer. It is risk based and ascertains relevant customer information so that the institution can create a customer profile which in turn will allow the institution to appropriately risk rate that customer. Risk Rating a customer appropriately will allow the institution to monitor their customers account activity, mitigate their exposure to money laundering, terrorist financing and fraud , as well as comply with anti-money laundering and counter-terrorism financing laws and regulations.Loan Sales and Trading Desk Testing - Currently RBS Citizens does not have a loan trading desk. RBS Citizens wishes to establish this capability within Capital Markets to trade commercial loans (Term B types / syndicated loans primarily). To establish the Loan Trading Desk, Citizens will purchase and implement LoanTrak, a vendor based trading system for executing trades.Wall Street Upgrade – An upgrade for the current software from the windows version to the web. An application used to book deals and trade in currencies.		

Key Responsibilities

- ✓ Worked as Onsite Test Manager
- ✓ Presently working as offshore Test Manager for these projects
- ✓ Interactions with Quality team for CMM compliance
- ✓ Managing client expectations for delivery
- ✓ Managing and monitoring the project on a daily basis
- ✓ Involved in proposal making
- ✓ Setting the expectations, evaluating the performance, mentoring the Team

Client : RBS Bank, Netherlands	Duration : May 2010 – Apr 2013	Team Size : 15
Location : Bangalore	Project Area : Banking	Role : Test Manager
<p>UNICORN: ABN AMRO bank was bought over by RBS Bank and both existed as separate entities (due to constraints in capital funding) and adopted a two bank model. As per the latest government ruling both need to be combined according to “One Bank” model. As part of this it is planned to migrate RBS NV in to the RBS PLC. The products that cannot be migrated will be part of a separate TAIL. Our Testing is limited to ISAP country Switzerland. This testing mainly focus on validating the actual fund flow and Loro Nostro setup.</p> <p>UNICORN: Environment Acceptance Testing: It mainly focuses on E2E connectivity between the applications for the countries Germany, Italy and Greece. Our scope is limited to test the newly formed connections.</p> <p>Euro Distress Testing: Because of the European financial crisis Greece, Portugal, Spain and Italy may move out of the EU. To test this scenario Greece is being used as an example for the testing happening on second week of Jan 2012 and the same can be applied to other countries. The new ISO currency code will be GRX and the new numeric currency code will be 310. Main focus of the E2E test is the core systems to support the business from the Tuesday after the change-over weekend. The test involves channels, the mid-office, the payment systems and the accounting systems to process payment transactions and account reporting in the new currency as well as in euro. The test will cover both the set-up of the new currency and the conversion of euro accounts into the new drachma accounts in Score.</p> <p><u>Key Responsibilities</u></p> <ul style="list-style-type: none">✓ Preparing the WBS for the Project for new billing.✓ Interact with client and provide status updates to client and upper management.✓ Leading the team in testing the payments initiated through Access Direct and Access Online.✓ Involved in preparing the Test strategy, Test Plan, Test Case, TestData setup.✓ Involved in preparing the offshore Project management activities.✓ Work with UNIX boxes, Toad (work with SQL queries).		

Client : FICO	Duration : Dec 2010 – April 2010	Team Size : 4
Location : Bangalore, old airport road	Project Area : Fraud Banking, Finance	Role: Test Lead
<p>FICO Falcon Fraud Manager 6.1 is the most accurate and comprehensive solution for detecting payment card fraud, reducing losses by up to 50%. No other system detects as much fraud with as little impact on customers and low operational costs—which is why 17 of the top 20 credit card issuers worldwide rely on the FICO Falcon system to protect transactions in more than 2.1 billion active accounts</p> <p><u>Key Responsibilities</u></p> <ul style="list-style-type: none"> ✓ Provide status updates to the client and also to the Infosys management ✓ Was involved in testing the application as and when required ✓ Perform regular regression ✓ Job involved even working in UNIX environment ✓ Responsible for testing of the new Releases/Cuts and provide signoff. ✓ Tracking the Execution ✓ Work on SQL and DB2. 		

Client : Wellsfargo Bank	Duration : June 2010 – Nov 2010	Team Size : 6
Location : San Francisco, USA	Project Area : Mortgage Banking	Role: Onshore co coordinator
<p>Project is to develop a front end for the sales Agent to service the Home Equity Customer. This application is focused to expand the business with the customer and to retain them by providing the treatments to their accounts.</p> <p>The business of Retent Express is driving to reduce the consumer attrition within the Home Equity Portfolio,</p> <p>Increase profitability of the portfolio, Expand customer relationships across WF, Improve productivity and reduce costs,</p> <p>Leverage technology for speed to market and flexibility, Enhance competitiveness</p> <p><u>Key Responsibilities</u></p> <ul style="list-style-type: none"> ✓ Was the onsite co coordinator for the project ✓ Providing daily status for the client and passing on updates to the offshore team ✓ Was involved in testing the application as and when required ✓ Performed the validation in the mainframe environment ✓ Testing the code in different environments ✓ Perform regular regression ✓ Was involved in automating the regression suite using the QTP ✓ Was involved in Performance testing as well 		

Client : Wachovia Bank	Duration : May 2008 – June 2010	Team size : 7
Location : Mysore and Charlotte	Project Area : Retail Banking	Role : Technical Lead
<p>Online Credit Card Application (OCCA), Small Business Credit Card (SBCC), Internet Check Card Activation (ICCA) Applications.</p> <p>These applications were involved in managing the Credit cards for the Wachovia bank. OCCA helps the customers for applying the credit card online and SBCC is for small business customers. ICCA helps the customers to activate their card</p> <p>Vignette - Vignette is a platform on which all the Wachovia web applications are deployed. Project involved constant updates to this and subsequent testing.</p> <p><u>Key Responsibilities</u></p> <ul style="list-style-type: none"> ✓ Was the onsite co coordinator for the project ✓ Providing daily status for the client and passing on updates to the offshore team ✓ Was involved in testing the application as and when required ✓ Performed the validation in the mainframe environment ✓ Testing the code in different environments ✓ Perform regular regression ✓ Was involved in automating the regression suite using the QTP ✓ Bottom-line ownership for delivery from offshore for 3 projects (2 manual and 1 automation). ✓ Enable, motivate, and provide technical direction to the team for manual and automation testing projects. ✓ Implemented CMMi Level 5 quality process as per Infosys methodology and attained huge productivity improvement due to automation and reuse. 		

Client : SunTrust Inc., USA	Duration : May 2006 – May 2008	Team size : 20
Location : Mysore	Project Area : Retail Banking	Role : Test Manager
<p>RA project is responsible for development of an integrated risk rating solution within the Credit Underwriting process with enhanced obligor and facility models. The project deals with developing a tactical solution for risk rating and financial spreading. It also will provide foundation for SunTrust bank's transition from Risk Avoidance Credit Policy, to a practice of effective managed risk</p> <p><u>Key Responsibilities</u></p> <ul style="list-style-type: none"> ✓ Was the lead for Risk Analyst (RA) Project and was involved in the onsite-offshore co-ordination, review of test artifacts, test case preparation, estimation, issue resolution. ✓ Was involved in creating a regression suite for commercial credit work stream (applications include RA, LEAD, COMPASS, ELDR, CLO and DTS). ✓ Also, was the lead for WIM Regression - Phase 1 which involved creating a regression suite for 11 W& IM applications. ✓ Was involved in environment support which had activities like batch monitoring, running jobs, debugging the abended jobs,, interacting with the developers, release managers, providing presentations & statuses in client meetings, CA 7 & Migration support during US day time to Application Teams, sending daily Forecast to the Release Manager, prepare & update the Tracking Matrix, Forecast Approval sheets and other docs..... ✓ Also, managing a team of 20 people at offshore, coordinating with onsite, planning, managing, 		

- leading the team and interacting with the client.
- ✓ Bottom-line ownership for delivery from offshore for many projects.
- ✓ Enable, motivate, and provide technical direction to the team for manual and automation testing projects.
- ✓ Creation and implementation of test plan for automation projects.
- ✓ Implemented CMMi Level 5 quality process as per Infosys methodology and attained huge productivity improvement due to automation and reuse.
- ✓ Managing a large scale, multi-phased testing program in retail banking area.
- ✓ Responsible for complete project management for testing activities from offshore.
- ✓ Involved in estimation activities from testing perspective.
- ✓ Responsible for setting up communication channels between design, development and testing teams
- ✓ Liaise with senior client managers and Infosys senior management to provide weekly status on the project health.

Company: Caritor

Client : Australian Center for Unisys Software, Australia	Duration : Feb 2006 – May 2006	Team size : 1
Location : Bangalore	Project Area : Telecom	Role : Performance Tester
<p>ACUS (Australian Center for UNISYS Software) is currently using a LINC/EAE based application development framework to automate development of business applications. The application development framework consists of modeling and code generation tools to enable building of applications in mainframe technologies such as COBOL.</p> <p>ACUS has embarked on an initiative to enhance the EAE product to higher versions NGEN-1.0a and NGEN-1.0c to support the ability to build applications in the .NET and J2EE framework. ACUS is currently involved in preparing AB Suite, which converts LINC (4th generation programming language) to JAVA, .NET and MCP environments.</p> <p>The main objective of this project is to measure the performance of the AB Suite in accordance with the MCP. Performance statistics are collected for the AB Suite on different iterations and the statistics will be reported to the higher management.</p> <p>Key Responsibilities</p> <ul style="list-style-type: none"> ✓ Team Leader for the Project. ✓ Interacting with the Australian Clients daily through E-mail and Telecon. ✓ Responsible for Performance testing of the new Releases/Cuts and getting the Performance Statistics. ✓ Preparation of the Performance report at the end of the each Iteration. ✓ Monitoring the performance of the product closely and reporting this to the clients ✓ Co-ordinate with onsite developers in case of issue ✓ Played the role of onsite test lead and involved in design and review of test cases ✓ Worked on SWIFT and FIX message standards. ✓ Involved in various testing types like data validation testing, regression testing, sanity testing ✓ Client co-ordination and overall project tracking 		

Client : Orange, UK	Duration : Jan 2006 – Feb 2006	Team size : 10
Location : Bangalore	Project Area : Telecom	Role : Test lead
<p>Tariff Delivery Process for Orange - Orange is the leading GSM family mobile communication service provider in UK. The major work involved in Tariffing Services is to Plan and Design the Tariff for the customers of Orange.</p> <p>The designing of Tariffs would be done using the BST (Bundle Setup Tool).</p> <p>Key Responsibilities</p> <ul style="list-style-type: none"> ✓ Liaise with business analysts to clarify and understand business functionalities ✓ Involved in test execution and tracking of bug life cycle ✓ Client co-ordination and overall project tracking ✓ Design Test Cases, Test Plans, execute and report the bugs. ✓ Involved in Daily interactions with the on-site team (UK). ✓ Responsible for taking care of the Quality needs of the project 		

Client : Unisys Corporation, Malvern, USA	Duration : April 2005 – Dec 2005	Team Size : 2
Location : Bangalore	Project Area : Telecom	Role : Sr. Software Engineer
<p>Project Description: - Sundance comprises Whistler messaging application components and a common set of reusable assets that could be used for a variety of services beyond messaging. These reusable assets include software developed by Comms SD (primarily OSP and CommsSentinel) as well as software developed by third parties (e.g., VoiceGenie media server, DCL message store, etc.).</p> <p>Key Responsibilities</p> <ul style="list-style-type: none"> ✓ Played the role of lead developer and worked on suite of BO products ✓ Assist the other team member in completing the tasks allocated. ✓ QTL for the Project. ✓ Collecting the Performance Data on Linux Servers by executing the Linux Shell Scripts, using Perfmon and reporting this to the on-site team. ✓ Designing Test Cases in Rational Test Manager for the requirements in requisite pro. ✓ Involved in coding Grinder Scripts. ✓ Involved in preparing WSR, MSR, MOM, PRCA, RCA, CAR etc,.. for the project and other Quality related activities. ✓ CTL for the Orange VS Project. 		

Client : Unisys Corporation, Malvern, USA	Duration : Aug 2004 – April 2005	
Location : Bangalore	Project Area : Banking	Role : Sr. Software Engineer
<p>Caritor will perform the testing for several Unisys applications.</p> <p>Open Services Platform/Universal Architecture (OSP/UA) will provide the infrastructure and plumbing to support Universal Messaging 2.5 and other solutions including Voice Portal, being developed by Unisys. OSP will also allow the level of product functionality to be configurable by the remote development and delivery organizations. Additionally OSP will allow the remote centers to create a wide range of custom solutions without needing infrastructure changes.</p>		

Key Responsibilities

- ✓ Involved in preparing WSR, MSR, MOM, PRCA, RCA, CAR etc, for the project and other Quality related activities.
- ✓ Assist the other team member in completing the tasks allocated.
- ✓ QTL for the Project.
- ✓ Modifying and Generating the Crystal & SODA Reports.
- ✓ Preparing Test Case Execution Metrics Report and Defect Summary Metrics Report.
- ✓ Did Performance Testing using Grinder. Did Coding, Executing Grinder Scripts and reporting the status.

Client : Unisys Corporation, Malvern, USA	Duration : Aug 2004 – Jan 2005
Location : Bangalore	Role : Sr. Software Engineer
<p>CommSentinel is a management solution for NextGen systems and applications. CommSentinel monitors Various components (Software/Hardware) of Next Generation Communications VAS solutions for fault management and performance data management. CommSentinel uses NetIQ as the monitoring tool, which needs to be installed, configured and running to work with CommSentinel. It performs management of Java applications using JMX. It monitors any resources supporting SNMP.</p> <p>Key Responsibilities</p> <ul style="list-style-type: none">✓ Complete all the tasks allocated by Unisys.✓ Also QTL for the team.✓ Preparing the Test Cases, executing them and reporting the status in test manager.✓ Involved in preparing WSR, MSR, MOM, PRCA, RCA, CAR etc, for the project and other Quality related activities.✓ Reviewing the docs like installation guides, Release Notes, System Test Project Plan (Test Execution Schedule)✓ Performing installations of the new release on the on-site servers	

References will be provided based on request

Personal Details

Father's Name : M Nagabhushana Rao
DOB : 03-03-1977
Marital Status : Married
Sex : Male
Languages Known : Kannada, Telugu, Tamil, Hindi and English
Place: Bangalore
Notice Period: 1 week

Date:

(M S Kiran)

Signature