

# Ketki Gir

ketkigir@gmail.com - 9502653406

- 10 plus years of experience in Quality Assurance and in Testing. Experience as Test Lead, performing QA Manager/Architect responsibilities like managing team, preparing Test Estimations, Risk analysis, Resource planning & allocations, designing Test Plans, Test cases, Analysing requirements, Test Auditing, Reviewing and Developing test automation frameworks and scripts.
- Innovative Test Lead and Customer Advocate with outstanding technical, project management, risk management and decision making skills.
- Experience in developing automation scripts using C# (VSTS), VB.NET and SQL server.
- Excellent experience in automation tools like Selenium, QTP, SOAP UI and LoadRunner.
- Proficient with Business Intelligence products such as Business Objects, Crystal Reports, SSRS and ETL technologies like OBIEE
- Built, managed and grew a high performance talented technical test organization
- Built strong engineering partnerships within the team and with key partner teams in the company.
- Responsible for managing, coaching and leading a large test engineering group that owns the overall quality strategy and its translation to engineering deliverables
- Owned and delivered test plans, test architecture and strategy for products, spanning multiple release cycles.
- Mastered the development life cycle - from planning to design implementation, testing and deployment of critical products
- Provided critical input into team strategy and priorities
- Defined and drove engineering quality criteria for our products.
- Initiated and promoted engineering best practices.
- Developed plans and engaged with the development community on test-related areas such as performance testing.
- Track record of building positive and productive cross-group collaboration, shared resources and ownership.
- Agile, adapted quickly to the fast pacing environment the group worked in, while not losing view of the big picture.
- Leadership - Drove product decisions, solved tough problems, and organized multiple concurrent projects.
- Excellent written and oral communication skills.

## WORK EXPERIENCE

### **Sr Test Team Lead**

Motivity Labs - Hyderabad, Andhra Pradesh - February 2013 to Present

(Clients: Vertafore and Good AppCentral)

- Interacted with relevant stakeholders in project teams to review/analyse requirements, identification of risks and testing scope.
- Fine-tuned testing processes and make them more effective.
- Implemented Risk based testing approach.
- Defined performance (Load) testing strategies and processes.
- Performed OBIEE Reports data validation and ETL testing.
- Performed Web Services testing using SoapUI 4.6.3.
- Established proactive mechanisms to monitor testing team performance and ensure there are on-going operating mechanisms in place.
- Strategized and Leveraged industry best practices and standards related to testing
- Evaluated & provided guidance on Automated testing strategy and offering for project teams.
- Managed technology independent projects, job jars/change controls and supporting the QPM program teams for project execution.
- Managed vendor relationships for Testing including vendor evaluation, selection, performance management, Service Level Agreement.
- Handled Escalations and resolved issues and communicated across vendor teams in order to deliver projects on time, on budget, while focusing on Quality.

- Communicated status with global project and cross-functional teams on a timely basis ensuring timeline are met and dependencies are resolved.

### **Sr Quality Assurance Lead/ Test Manager**

Applied Information Sciences - Hyderabad, Andhra Pradesh - October 2011 to February 2013

(Client: Geico, Tower Watson, HRSI, UnitedLex and Wilmer Hale)

- Managed and coordinated the testing effort for Geico renters and automobile .NET based web based application
- Communicated with customers to understand requirements and resolve their issues.
- Developed project schedules which insure testing coverage.
- Developed and maintain test plans and manual test scripts for user interface, functionality and "ad-hoc testing".
- Reviewed deliverables and executed regression tests, functional tests and data tests.
- Performed cross browsing testing of the application on various browsers
- Implemented Bugzilla Defect tracking, performed triage and determined priority of reported bugs with customers
- Also tracked customer reported defects in JIRA.
- Participated in Post-mortem Review after release of product.
- Tested Wilmer Hale's my Practice .NET based web application involving SSRS reports.
- Performed SSRS reports testing, SharePoint testing and Silverlight testing.
- Evaluated Test Studio automation tool for our current mobile application testing efforts and came up with a proof of concept.
- Tested new website of AIS on different devices like iPad, iPhone, iPod, Android 4.0.4, Windows 7.5
- Responsible for QA resource estimation and allocation.
- Mentored and managed QA team - assigned tasks and track successful completion.
- Helped in increasing the QA team size by conducting interviews and getting the best into the organization.
- Directed both onshore and offshore testing resources to ensure quality delivery of final product.
- Supported business user's during user acceptance testing cycle.
- Involved in the research and generation of test data for complex insurance testing
- Implemented Share Point 2010 test automation using Visual Studio 2012.

### **Lead Quality Assurance Analyst**

Rosetta Stone Inc - Arlington, VA - October 2010 to October 2011

- Participated in pre-planning and Sprint planning to determine the QA tasks to be created for the Sprint.
- Determined requirements, developed test scenarios, wrote test cases and performed functional testing
- Developed and implemented customer-focused Test plans and Test Strategies
- Recommended areas for improvement in applications to software developers
- Reported defects and tracked them till closure in Jazz.
- Communicated ideas to the developer and product owners in both technical and user-friendly language.
- Attended daily scrum meetings and reported day to day activities
- Reported Issues to test lead and Management
- Designed and tailored test steps to allow applications to meet business requirements and identify existing or potential issues.
- Implemented Quality Initiatives to improve QA departmental processes and procedures.

### **Sr Quality Assurance Analyst**

Universal Service Administrative Company - Washington, DC - September 2009 to October 2010

(Client: Federal Communications Commission)

- Played the role of Scrum master and closed all the blocks
- Determined requirements, developed test scenarios, and performed testing on the Universal Service Administrative Company High Cost / Low Income system.
- Assisted during the transition of on-line Universal Service Fund payment system from the vendor to the internal USAC information technology (IT) team and in testing system enhancements

- Developed and implemented customer-focused Test Strategies and Plans. Managed Test Execution, and Implemented Defect Tracking.
- Wrote QTP scripts to allow execution of tests during non-working hours, thereby saving manual testing effort-hours that would have otherwise been necessary.
- Assisted Customers in User Acceptance Testing.
- Responsible for setting up test data - requested for database refreshes, pulled out code (EAR file) from cruise control and migrated new code to different test environments, ran calculations, wrote queries to pull out data from Oracle DB, wrote formulas in excel to compare data in baseline and new code.
- Performed extensive data analysis and data verification.
- Reported analysed defects to the team by sending detailed emails containing defects, SQL queries used for analysis and ample of examples. This approach was highly appreciated by team.
- Deployment testing (manual and automation) at end of every Sprint.
- Performed regression testing during every sprint - developed regression Excel test spreadsheet for comparison of expected and actual results.
- Created Regression Test Spreadsheet for the front end which was highly appreciated by the team.
- Highlighted application performance issues, and paired with Developers to conduct profiling to narrow down the issue.
- Monitored the behaviour of the production environment for a week after every release to observe system stability

## **Software Quality Engineer**

Motorola Inc. - Arlington Heights, IL - October 2008 to September 2009

- Coordinated QA effort with off-shore QA team in India
- Performed end to end validation of all web promotions and new product launches
- Reviewed business requirements for quality and provided feedback to stakeholders
- Improved efficiency of intake process for development requests
- Reviewed Testing Notes and Test Cases written by off-shore team
- Coordinated testing effort on cross-functional teams
- Tested applications in different localizations
- Managed Agile/SCRUM teams across geographically dispersed locations - US, India
- Ensured accurate planning, coordination of execution and delivery of sprint deployment events
- Lead integration testing effort across multiple products and projects
- Supported release management
- Lead testing effort across multiple platforms - PC, Mac, Mobile devices
- Worked with Sales Team and Product Management Team for product implementation and training customers
- Test Automation Design, Regression Test Bed architecture and maintenance of the test suite
- Created and reported defect metrics for project level testing
- Worked closely with Software Test Lab by providing project related documentation, training and mentoring
- Provided support and defect resolution to Product Support issues raised by customers
- Created and reviewed knowledge base articles used by internal and external customers

## **Software Quality Engineer**

Motorola Inc. - July 2007 to September 2008

- Involved in developing test plans, test cases and executed manual test cases
- Performed Functionality and Regression testing.
- Written positive, negative test case and conducted tests as needed.
- Used QC to track and report system defects and bug fixes. Wrote modification requests for the bugs in the application testing on.
- Interacted in Daily stand-up meetings with the QA Manager to report day-to-day activities.
- Actively participated in Review meetings involving Test Coordinator, Developers, Business Analysts and Project Managers to report the status of defects to the management.
- Customized reports in Quality Centre to meet various needs of defect review meetings.
- Conducted RCA to eliminate defects.

## **Quality Engineer**

Dell Inc. - Hyderabad, Andhra Pradesh - May 2005 to July 2006

- Installed and validated software Supported customer escalations through troubleshooting,
- Reproduced and reported issues for remediation
- Involved in developing test plans, test cases and executed manual test cases

## **Test Engineer**

International Institute of Information and Technology- Hyderabad - May 2004 to May 2005

## **EDUCATION**

### **Bachelors of Technology in Computer Science Engineering**

JNTU - Hyderabad, Andhra Pradesh 2001 to 2005

## **SKILLS**

Automated Test Tools: QTP, Test Studio, Selenium, Microsoft Test Manager, Load Runner, SoapUI 4.6.3  
Tracking Tools: JIRA, Bugzilla, TFS, Microsoft Test Manager, Jazz, AP Test Manager, Quality Center 10.0  
Operating Systems: Windows (XP/NT/2000/98/95), Windows Vista, and Mac  
Languages: SQL, HTML, PERL, VB Script, C#  
RDBMS: Oracle 10g, SQL Server 2005/2008, MS-Access, MySQL, Toad Web  
Technologies XML, VBScript, JavaScript  
Source Control: Cruise Control, Microsoft TFS, SVN  
BI Tools: Crystal Reports, SSRS, OBIEE  
Software Development Environment: Eclipse, XCode, Visual Studio 2010/2012  
Devices: iPad, iPhone, iPod, Android 4.0.4, Windows 7.5

## **CERTIFICATIONS**

- **Certified Scrum Master - Scrum Alliance**
- **Motorola Six Sigma Green Belt**
- **Motorola Certified Six Sigma Yellow Belt**
- **Motorola Certified Software Quality Engineer**
- **BrainBench Software Tester**