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| **CURRICULUM-VITAE** |

##### L Douglas Paul

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##### Mobile No: + 91+ 9742802292

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| Objectives |

##### To handle challenging responsibilities by utilizing my intellectual skills and experience, also enrich my career and contribute positively to the organization in the field of Software Testing and Quality Assurance Engineering.

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| **Professional Summary** |

* **9+** years of extensive experience in IT industry & quality assurance.
* Experienced in handling projects using **Agile [SCRUM], V methodology** and **Waterfall** methodology.
* Setup and manage QA testing team to perform the project QA tasks.
* Developing **Test Strategy & Plans**.
* Establishing **Test Environment.**
* Manual & Automated Testing.
* **Team Leadership**, **Training** & **Coaching**.
* Software **Implementation** & **Integration**.
* Experienced in converting **business scenarios** / system requirements into effective **Functional test cases**.
* Test Management: **defect management**, **incident management**, **bug reporting**, **triage**, **test reporting** / dashboards & leading / mentoring testers.
* **Test Phases** / Test Types: unit, system, UAT, integration, functional, non-functional, risk based, security, regression, disaster recovery & live production, web based e-commerce, service oriented, testing.
* **Hire** and supervise QA team members.
* Experience in managing of offshore teams, establishing processes for effective execution.
* Experienced in Tools : **JIRA, QTP, Bugzilla.**
* Coordinate with customer support to prioritize and process customer bug issues through the development process.
* Handling escalations.
* Monitoring **risks and scope** to identify potential problems and proactively identifying solutions to address them in advance.
* PMP training completed.
* Possess B1/B2 US visa.
* Proficiency in MS office software.
* Excellent oral and written communication skills.

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| **Academic Qualification** | **University** |
| Masters in Information Technology (MIT) | Sikkim Manipal University (July 2005) |
| Diploma in Hardware and Networking | Sikkim Manipal University (Dec -2003) |
| Bachelor in Science (Zoology) | Mahatma Gandhi University (July 2000) |

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| **Certification** |
| Six Sigma Green Belt CSSGB11-1199. R.E.P.ID:3147 |

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| **Company** | **Designation** | **From** | **To** |
| Metric Stream InfoTech | Senior Staff- QA | May 2012 | Till dated |
| Toboc international | Sr.Software Test Engineer | July-11-2011 | Sep-2011 |
| Pilani Soft Labs | QA Engineer | 22-April-2009 | July-10-2011 |
| Qualrich labs, Bangalore. | QA Engineer | 17-Oct - 2005 | 21-April-2009 |

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| **Project Details:** |

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| **Project title** | **Bank of America -- Audits** |

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| Description:  The main modules for **BofA** are **Risk and Audits**. Bank of America has the one of the world’s **largest and complicated** auditteam across the world. MetricStream is customizing its product exclusively for BofA. It handles various sub-modules like **Risk, Control effectiveness, Coverage, Audit plan and various assessments**. This covers the entire functionality of the Risk and Audit domain of the bank. The software contains various categories and around **80 different reports, charts and dashboards**. The product can be configurable as per the customer requirement with minimal or no assistance. This product is strictly developed for **Internet Explorer 7** and above versions. This product will replace the legacy system which was developed in **Lotus notes.**  Environment: Java, Oracle 11g, Windows 7.  Team: QA-5, Developers-10 | Roles and Responsibilities:   * Setting up Test environmental, preparing Test Plan, Test Design, Test strategy. * Generating & reviewing Smoke, Functional, System and Regression test cases. * Organizing defect triage meetings. * Actively participating in CR, status calls & meetings. * Monitoring staff & team performance. * Hiring resources. * Conducting review meetings, status meetings, appraisal meetings for junior QA engineers. * Coordinating with other teams or departments for project activities. * Handling quality escalations. |

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| **Project title** | **Toboc International (E-commerce)** |

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| Description:  Toboc is a Canadian based trading company. Bangalore is the main location for development and testing of the website. The company has branches in India, Canada, China, Brazil, Egypt, France, US, Manila. It’s a B2B trading company where it helps the traders around the world to meet in one location and enhance their business.  Environment : Windows 2008 Server,.NET, SQL Server 2005  Team: QA-5, Developers-11 | Roles and Responsibilities:   * Responsible for creating and managing a software QA program. * Manage test case development and execution. * Managed defects using Bugzilla. * Handling multiple projects (www.tbc-world.com, www.toboc.com). * Reported QA team status to executives. |

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| **Project title** | **www.redBus.in (E-commerce)** |

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| Description:  Redbus.in is the largest [e-commerce] an online bus ticketing company in India, which has the largest network of bus operators in their list (750+ and growing). redBus.in provides the service of issuing bus ticket for around 65,000 different routes with 850 bus operators.  The main responsibility is to test and maintain the entire interface (website) functional for users, bus-operators and customer care executive with full assistance and functionality.  Environment: Windows 2003, .NET, SQL, Amazon Cloud.  Team: QA-1, Developers-6. | Roles and Responsibilities:   * Scheduling of QA team-related work sessions and training sessions * Gathering and reporting project QA status items to the QA Director/Section Manager * Reviewing open Defects with the project manager and other members of the project team as appropriate. * Involve and manage QA related issues, risks, changes, and dependencies * Recommending and implementing best practices for consistent quality improvements. * Performing QA related activities as meeting various milestones. |

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| **Project title** | **BOSS (Bus Operators Software Service)** |

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| Description:  BOSS [Bus Operators Software Service] is a new software product that is launched exclusively for Bus operators. It helps to manage their inventory and quota system. Each operator can customize the software as per their requirements.  The main features of BOSS-software are: Administrator settings, can integrate the BOSS-software to an existing travels website to share the inventory, manages Accounting details, generates Reports for, Accounting, Boarding point chart, Ticket Chart etc..  Environment: GWT, MySQL, Amazon Cloud  Team: QA-1, Developers-6. | Roles and Responsibilities:   * Attended design reviews, requirements sessions, core team meetings, and technical team meetings to understand business requirements and business operating processes/procedures in order to identify test scenarios. * Test Estimation, Test Case Preparation, Review, System testing and regression testing. * Participation in release meetings on a daily basis * Defect Triage meeting. * Daily stand up meeting. * Coordinating with cross-departmental managers (Business Development, Sales, Customer Support) working on the projects. * Test Case Execution, Test Completion Reporting and Status Reporting * Reporting to the Head of Engineering and CTO about the status of project, discussing the problems facing in completion. * Hiring new employees. * Working for the qualitative result. * Meeting Deadlines of the projects-QA. |

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| **Project title** | **Mentor-Net (CRM)** |

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| Description:  Mentor-Net **(CRM)** is an integrated software solution of automated support function. Typical supports activities such as storing the customer details, product details. It also deals with the planning of how business resources (materials, employees, customers etc.) are acquired and moved from one state to another. This project deals with the software that helps the organization with respect to the customer support. (Client - Lorgan ComTech, USA).  Environment : Windows 2003Server,XP,JSP,Oracle9i  Team : QA-4, Developers-11 | Roles and Responsibilities:   * Understanding the Software Requirement specification documents. * Generated and Executed Test cases. * Generated and Executed test scripts using QTP 9.2. * Reviewed Test Cases generated by Team Members. * Defect Tracking and reporting using JIRA. * Mentoring team of 5 junior QA’s. * Attended customer interactions through meetings and conference calls. |

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| **Project title** | **Human Resource Information System(HRIS)** |

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| Description:  **Human Resource Information System** (HRIS) is an integrated software solution of automated HR functions. HRIS functions support activities such as identifying and recruiting employees, managing employee salary and personnel actions, and tracking the results of training and development activities. HRIS contain modules ranging from Manpower requisition, Payroll, Benefits, Applicant Tracking, and Recruitment to Position Control, Time and Attendance.  Environment: Windows XP,JSP,Oracle 9i  Team: QA-3, Developers-5 | Roles and Responsibilities:   * Involved in generating and executing Test Cases. * Performed Smoke, Functionality and Regression testing. * Mentoring junior QA’s. * Defect tracking and reporting using Bugzilla. * Participated in regular, weekly projects status meetings with Test lead and Test Manager. * Client /Customer interactions through meetings and conference calls. |

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| **Project title** | **Army Record Automation (ARA)** |

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| Description:  The project is for Defense and deals with Record Office automation. Application is a client-server model. The scope of the project was – executing test cases for Smoke, Regression and performing Ad hoc testing.  Environment: Windows Server2003,VC++,Oracle8i  Team: QA- 3,Developers-4 | Roles and Responsibilities:   * Understanding functionality and S/W requirements based on customer requirements. * Developed test case based on test scenarios. * Involved in executing Test Cases. * Attended weekly meetings with the Developers and Project Manager. * Defect tracking and reporting using customized defect tracking tool. * Client /Customer interactions through meetings and conference calls. |

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| **Personal Details** |
| Name : Leslie Douglas Paul Male Married |
| Nationality: Indian (By birth) |
| Passport: F6659203 Visa: US visa B1/ B2 |
| Date of Birth : 34 years (Nov-7-1979) |

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