*Harsha B-N, Delivery Manager/ Test Transformation Manager.*

*Idexcel Technologies*

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# **Key Attributes**

* Delivery Manager with 14 years of experience on web, mobile and desktop applications development and testing.
* Good experience in building functional and performance test automation frameworks, test accelerators, reusable test assets, and test labs for mobile, web and desktop applications.
* Currently working as a Delivery Manager / Test Transformation Manager at Idexcel technologies for OSS suite of application for one of the major US telecom operator. Previously worked with Nokia, Sasken, Emuzed (Start-up later acquired by Aricent), Motorola.
* Worked in different applications/services/products like Mobile payment solutions,OTA updater for Nokia feature phones, Customer on boarding solutions, Electronic data management systems, Fraud Management system, Supply chain management system, S60 SDK, Telecom OSS suite of application and Billing systems
* Good Experience in driving, managing and facilitating the testing transformation initiatives and strategy across multiple projects, programs, accounts and locations.
* Good experience in developing test discipline strategy, policies, procedure, goals, periodic review of existing policies, procedure, framework. Identifying, managing and escalating project, program and organizational issues and risks, bringing new technologies and thought leadership to engagements, programs and projects.
* Good experience in setting and executing team strategy, including global resource mix targets, recruitment, objectives, plans, training, scheduling, coaching, job expectations, appraising, compensation actions, developing needed skills for team members and modelling and creating an environment of accountability for direct reports.
* Good experience in preparing quality documentation and reports by collecting, analyzing and summarizing information and trends including failed processes, stability studies, recalls, corrective actions, and re-validations. Defined and maintained metrics for programs and different customer engagements
* Good experience managing quality assurance financial objectives, planning, budget, expense priorities, taking care of financial objectives, preparing STP and annual budgets, analysing variances and initiating corrective actions
* Good experience in Delivery management, managing and setting up Test COE, test management, program management, customer engagement, improving product quality by completing product, company, system, compliance, and customer specific audits. Participated in the review of engineering designs to contribute quality assurance requirements and considerations.
* Good experience in pre sales activities, writing proposals, client interactions and engagements
* Experience in working with different engineering methodologies like Agile, ITIL, time boxing and traditional waterfall models
* Worked with and managed geographically distributed team across China, Finland, UK, Germany, USA and Canada
* Experience in writing white papers and case studies for organization

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| Functional Test Automation Tools | Selenium, QTP, Auto IT, |
| API Test automation tools and Framework | ATS4(Nokia Proprietary), Junit, TestNG |
| Mobile Apps Test Automation tools | Selendroid, Appium, PerfectoMobile, ASTE (Nokia Proprietary), Ranorex, ZAP Test |
| Performance Testing for both mobile and web apps | Jmeter, Blazemeter (Pay per use cloud based load generators for both mobile and web applications), New Relic (Pay per use profilers, monitors), Neo Load (Mobile services load testing) Load Runner |
| Test Automation Frameworks | Involved in building test automation framework using Selenium, Appium, Selendroid and ATS4 (Nokia Proprietary) for mobile and web based applications |
| Performance Testing | Load Runner, Jmeter, Blazemeter, New Relic |
| Database | MySQL, SQLite |
| Programming | Java, C++ |
| Web Technologies, Scripting languages, IDEs | HTML, XML, Java script, Perl, Shell script, Eclipse, spring&MVC architecture frameworks |
| Mobile Technologies | Android, Symbian |
| Build and configuration management tools | SVN, Maven, Ant, CM Synergy |
| Engineering Tools | HP Quality Center, JIRA, Bugzilla, Test Link, ITSM (Incident Management, Scrum works (agile management tool), Calibre (Requirement management tool), MS Project |

*November 2012 to Till date: Idexcel technologies*

* Taking care of delivery management, client relation of T-Mobile, built a team of 27 Engineers in 16 months from 9 Engineers. Testing OSS suite of T-Mobile application and set up Test COE.
* Working with different account and delivery teams of Idexcel technologies in driving, managing and facilitating the testing transformation initiatives and strategy across multiple projects, programs, accounts
* Building Test enablers, Accelerators, team, process, Test automation frameworks using open source tools for functional and performance testing, white papers/case studies, and tools as part of Test Transformation initiatives.
* Working on Web and mobile applications test automation and performance testing projects
* Actively working in Pre sales activities to bring new businesses from existing accounts and new customers. Responsible for writing proposals, attending pre sales calls, coming up with POC, market research etc.

*November 2004 to October 2012:* *Nokia India Private limited,*

* Spent eight years in Nokia India, worked in various capacities, “Senior Engineer”, “Test Lead/Architect”, “Chief Engineer”, “Test Manager” “Product Acceptance Manager-Asia”
* Worked on Many domains/projects like “Mobile Payment (Mobile Banking)”, “S60 mobile SDK”, “OTA updater for S40 Feature phones”, Electronic data management system, Fraud management system.
* Implemented many tools and test automation framework for performance, functional testing, o
* n both web and mobile applications.
* Was involved in many phases of testing during this period including “Unit”, “Integration”, “System”, “UAT”, “Operational Readiness”, “Piloting”, “Service roll out”, “Service ramp down”
* Was instrumental in defining operational readiness testing for Mobile Payment service
* Managed the team of size of up to 25 people, taken care of costing, budgeting, estimation for many projects
* Was instrumental in setting up labs, pre production and QA environments, and co-ordinating the deployment activities, release checklist, defining transition plans, test process and release practices, test strategy, Test Plan.
* Defined Test Strategy, Test Governance, Test Plans, Test Optimization for many projects
* Coordinated UAT and Operational Readiness activities with different internal and external stake holders including banks, product management, sales, marketing, operations, R&D, for Nokia Mobile Payment (Mobile Banking) service
* Worked in agile methodologies, acted as a scrum master for couple of projects
* Was instrumental in setting up Mobile devices (100 plus devices) and automation scripts in one location which enabled different asset teams to access the device hub and scripts across geography using web interface, which resulted in huge reduction in cost
* Played a major role in ramping up test and integration team of S60 SDK in Bangalore
* Was part of many forums and teams for devising test strategy, test governance, test optimization, test process across organization
* Was involved in verifying different operational readiness aspects like, Call centre, Marketing materials, sales channel training, SOPs, customer on boarding, reports, user guides, SW distribution logistics etc
* Was part of program management team for different programs

*July 2004 to November 2004:* *Sasken Communications, as Senior Software Engineer*

* Was responsible for testing multimedia applications like media player, image viewers on Panasonic proprietary mobile platform for Japan Market

*Feb 2004 to June 2004: Ness* *Technologies. Worked as System Analyst*

* Was responsible for testing Mobile Operator billing system

*September 2001 to Feb 2004: Emuzed India Private Limited (Now taken over by Aricent Technologies) as Test Engineer*

* I learnt a lot of technical aspects in this company, worked with highly talented team in start up environment. Initially worked as a subcontractor from Relq and eventually absorbed by Emuzed
* Was responsible for writing test applications for testing mobile multimedia applications and components on S60 platform both at unit level and system level. Also involved in testing various drivers on windows platform for WHQL certification

*December 2000 to June 2001:* *Motorola India Private limited, as Trainee Engineer*

* It was part of my final year project, was porting Motorola WAP browsers to different phone platform

*White papers and case studies*

* White Paper: Testing mobile Apps & Services: challenges and Solutions <http://www.idexcel.com/insights/whitepapers/>
* White Paper: Transforming a Traditional QA team to Agile: A 4 Step Approach

<http://www.idexcel.com/insights/whitepapers/>

* White Paper: Integrating Performance Testing in Agile Process

<http://www.idexcel.com/insights/whitepapers/>

* white paper: test performance indicators, keep it simple, make it meaningful, track it, and use it: <http://www.idexcel.com/insights/whitepapers/>
* white paper: testing centre of excellence- centralized testing framework

<http://www.idexcel.com/insights/whitepapers/>

* blog: cloud based qa infrastructure: a silver bullet to ward off traditional testing challenged <http://www.idexcel.com/>
* blog: can test automation replace manual testers? <http://www.idexcel.com/>
* Case Study: GPS based Estimation and Project Management System for Electricity Supply company: <http://www.zeal-encore.com/case-studies.aspx>
* case study: zeal encore helps survey settlement and land records department of government agency to develop robust urban property ownership records software suite and deploy it: <http://www.zeal-encore.com/case-studies.aspx>

*Papers published*

* usability evaluation of mobile applications: In the proceedings of ‘Usability Testing and Engineering a Step-In Theme Conference’
* consumer segmentation of mobile phone industry in the global competitive market In the proceedings of ‘International Conference on Emerging Competitiveness Paradigms’
* testing mobile phone applications-best practices and techniques in the proceedings of 7th Annual International Software Testing Conference in India 2007
* title: testing for globalization and localization: best practices and techniques in the proceedings of 8th Annual International Software Testing Conference in India 2008