JYOTHIRMAYEE POLA

[jyothirmayee.pola@gmail.com](mailto:jyothirmayee.pola@gmail.com) +91 99729 21404

Quality Assurance Manager

~ Business and Process Improvement ~ Leadership ~ Quality Assurance and Control

Accomplished Manager with a track record of managing complex IT projects. Insightful, results driven IT Professional with 12+ years’ experience in quality analysis, IT development, testing and implementation. Experience in managing the end to end SDLC cycle using Waterfall, Agile and V Models. Experience in automation and performance testing. Experience leading teams of sizes more than 40.

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| * Customer relations specialist * Process Analysis & Redesign * Coordination with Cross-Functional Teams * Automation, Performance and User Acceptance Testing | * Time Management & Tracking * Test plans and strategy * User Acceptance Testing * Quality assurance and control * Project Coordination * Appraisal Objectives for team | * Results-oriented * Project development and lifecycle * Project planning, Estimation and Testing Metrics * Task Management |

ACCOMPLISHMENTS

QUALITY ASSURANCE

* Reduced annual operational costs by $1M by implementing Agile principles across projects
* Boosted customer service ratings by 30% by developing new processes and improving work flow in QA team
* Experience in Operations, Quality, Project Coordination, Development, Software Testing, Test Automation, Framework Design, Performance, Quality Assurance Experience.
* Exposure to data mapping, daily projection of data, correctness of data flowing, space management.  Creation and maintenance of requirements traceability matrices.
* Responsible for documenting business requirements and translate them into functional/technical and non – functional specifications.
* Work in conjunction with the stakeholders to identify scope, capture/gather requirements and define business rules.
* Performed gap analysis and provided detailed findings. Provided recommendations for a feasible solution.
* Provide training, advice and assistance to stakeholders/clients as required.
* Defined and implemented QA process and templates for test plans, traceability matrix, test report and change control.

PROJECT/ TEAM MANAGEMENT

* Handled offshore -onsite engagements consisting of manual and automation teams of 22 members, consisting of Sr. Test Leads, senior and junior testers (manual /automation), Business Analysts, client representatives in US, UK and Asia.
* First-rate analytical and problem solving skills with efficient Time Management.
* Relevant experience of 10.4 years which includes Strong Operations, Quality, Project Coordination, Development, Software Testing, Test Automation, Framework Design, Performance, Quality Assurance Experience.
* Managed relationships and coordinated between different team members in different locations and time zones. Plan, manage and conduct UAT test planning and test execution.
* End to end software development life cycle (SDLC) engagement.
* Conducted root cause analysis and identified solutions to issues found across different projects.
* Reviewed and managed changes to the requirements through a defined change control process.
* Managed projects and day to day operations of the Development and Testing Teams while following agile process. Collaborated with different client teams and 3rd party vendors.
* Presently pursuing PMP.

PROFESSIONAL EXPERIENCE

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| JULY 2011 – TILL DATE | FAIR ISAAC CORPORATION (FICO) | BANGALORE, KARNATAKA |
| QUALITY ASSURANCE – LEAD ENGINEER (MANAGER + INDIVIDUAL CONTRIBUTOR)   * Worked on TRIAD – Legacy, ADAM 1.0/ 2.0, TRIAD 9.0, OM 412/ 413/ 414/ SaaS, DM 815/ 816, IFM 330/331, myFICO and Blaze Advisor (BA) products. Each of these is multi million revenue generating products of FICO. * L3 support for TRIAD and BA. Lead Triad9 project in the initial period of product formation. * Testing and support included test case creation, defect management and investigation during manual, automation, mainframe, backend and performance testing roles. Triage and root – cause analysis of defects raised during internal testing phase and from production. * Main frame report testing for TRIAD, TAD, ADAM and BA products. * Project progress reporting on behalf of the scrums/ QA team to internal and external stakeholders on daily/ weekly basis. Responsible for 30 contractors who worked on the third party interfaces (dev and QA). * Creating test scenarios, test cases and test data, test bed from requirements. Automated Backend Comparison testing using VB Scripts, QTP and Selenium. * Initiated and completed QC to Rally migration for 3 projects within FICO * TRIAD 9.0 automation using Selenium Web Driver using java and Triad (Legacy) using QTP 11.0 * Moved to Performance testing of various products using Load runner 9.5/11.0 and Performance Center 11.0 * Worked on recruitment and training of new candidates. | | |
| MAY 2008 – NOV 2010 | MFORMATION TECHNOLOGIES INC | BANGALORE, KARNATAKA |
| TECHNICAL LEAD (MANAGERIAL ROLE), CST QA   * Recruited, trained and head the CST – QA (Customer Solutions Team) whose responsibility was completion of ATP, hot fixes, change requests, upgrade, migration, integration, adapter, environment and performance testing for all tier 1/2/3 customers * Distinction of directly handling customers like T-Mobile USA, Telstra in Australia, Orange, Sprint, Nokia, Sony Ericsson, CTC-UQC in Japan, Wataniya in Kuwait, Vodafone in 23 countries like UK, Denmark, Egypt, Italy, Clearwire in Canada etc * Achievement of handled 56 customers in 1 year span successfully creating $10M revenue for the company. * Project planning and scheduling, budget planning and estimates for various projects handled. * Monitored work progress, identifying and resolved dependencies, ensured adherence to best practices, process requirements, quality standards, handles / escalates schedule risks, identified mitigation options. * Responsible for ensuring necessary Dev - QA interaction / actions plans to achieve strong quality planning, effort optimization, defect prevention, defect prioritization, root cause analysis and ultimately quality delivery. * Improved the process within the team as well as in the organization. Contributed through creating templates for test plan, test results, checklist, input/ output criteria for release, release priorities and estimation. * Managed relationships and coordinated between different team members in different locations and time zones. | | |
| MAY 2006 – NOV 2008 | SECURE GRID NETWORK TECHNOLOGIES | HYDERABAD, A.P |
| MANAGER, R&D   * Secure Grid Network Technologies is a startup company that was started by the VP – Sales and VP – R&D from Xius India Pvt Ltd. * Customer requirement gathering and analysis, design understanding and spec reviews, quality criteria, test strategy, test cases, choice of validation tools / mechanisms, work estimation and planning and handle change requests with concerned stakeholders * Responsible for a total of 5 teams (QA, Dev and Customer Solutions) with a total of 32 members. * Handled 20 customers for end – to – end SDLC solution during the tenure. * Handled development and QA teams for IP Telephony PBX Solutions involved in Comdial, Selta, Astra phone testing and V5 project (router solution). * Handled QA team for Application and Trunk Testing at the customer sites. * Handled L3 support (24X7) team for the customers in Middle East, Saudi Arabia, Dubai and Malaysia. * Managed relationships and coordinated between different team members in different locations and time zones. * Conducted root cause analysis and identified solutions to issues found across different projects. | | |

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| MAY 2005 – MAY 2006 | XIUS INDIA PVT LTD | HYDERABAD, A.P |
| QA LEAD TESTER   * QA of products like Virtual Equipment Identity Register (VEIR), InstaRoam – Virtual Roaming, MCA – Missed Call Alert, WN – Welcome Notification for Roamers etc * Was involved in entire software development life cycle (SDLC) for the products responsible. * Preparing test cases for OSS and BSS. * Functional, Regression, Load and Acceptance testing of all the products. Creation of Test Plans and SRS (Software Requirement Specification), Risk Analysis. * Instrumental in implementing, monitoring and improving testing process by developing, documents and standardizing Automated Test Procedures to facilitate better production. * Worked on DK - Septel and HP OC Stacks. * Successfully created scenarios on Tektronix K1297 on Layer 4 like TCAP, MAP, CAMEL (Phase I, II, and III) and CDMA Protocols. * Involved in drafting, reviewing and sharing step-by-step test procedures to team and meeting time lines. * Designing reviews as per the Functional Requirements document. | | |
| JULY 2002 – MAY 2005 | HUTCHISON ESSAR SOUTH LTD. | HYDERABAD, A.P |
| SWITCH ENGINEER   * Responsible for switching operations and maintenance of Ericsson MSC (APZ 212 30 & R8.1) and Nokia (DX 200). * Coordinating with the vendor for troubleshooting of technical problems. * Generated traffic reports and analyzed them. Gave suggestions to improve network performance. * Acceptance Testing and commissioning of 25 POIs with Hutch network * Interconnectivity with other private mobile operators like Airtel, Reliance, TATA and IDEA landline operators, NLDO's and ILDOs. * Coordinating with BSNL for level opening (in Tandem and Local exchanges). * Actively involved in opening of around 350 levels in LEVEL-1 TAX & 750 plus levels in local exchanges. * Routing data, B-number and subscriber data in the Switch. * Troubleshooting signalling problems using C7 signalling analyser – Tektronix K1205. * Tested various “value added - VAS”, “Billing related products” and “intelligent network (IN)” services. * IREG Testing, certification and implementation for National and International Roaming which includes database definitions in the MSC for GTRC, and co-ordination, debugging of various signalling problems. * Worked on MSCs with BSC, voice mail system, SMSC, post-paid and prepaid billing system, Unified Messaging Server, and Intelligent Network (IN). * Regular system backup of MSC, CP, SP software & SP exchange on hard drives & optical disks. | | |

TOOLS, TECHNOLOGIES AND PROTOCOLS

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| **DEFECT TRACKING TOOLS** | Quality Centre, Rally, Clear Quest, Bugzilla |
| **OPERATING SYSTEMS** | Windows XP/ 2000/ ME, Unix, Solaris, Linux, HP Unix, FreeBSD, Ubuntu |
| **PROGRAMMING LANGUAGES** | C, C++, Java, VB Script and Shell Script, PHP, PL SQL, UML, TSL (Test Script Language), HTML, XML |
| **PERFORMANCE TESTING TOOLS** | Load runner 9.50/ 11.0, Performance Center 11.0, Jmeter, Soap UI. |
| **RDBMS/ DATABASE** | Oracle 9i/ 10g, TOAD, SQL, MS Access |
| **APPLICATION SOFTWARE** | Test Director 7.0i, Adobe PhotoShop, MS Office 97/2000/XP, MS Visio 2007 |
| **APPLICATION SERVERS** | IIS 2.0, Web logic 8.1, Jboss 4.0.2, Apache Tomcat 5.x/ 6.x |
| **WEB TECHNOLOGIES** | VBScript, XML and XSLT |
| **PROJECT MANAGEMENT TOOLS** | Microsoft Project, OpenProj, Gantt Project, Knowledge Tree (documentation) tools |
| **PROCESS MANAGEMENT** | CMMi 3-5 and ISO 9000/1 standards |
|  | Worked on waterfall, V, Agile and Scrum methodologies |
| **TECHNOLOGIES** | GSM, GPRS, CDMA, WIMAX, LTE, OSS/ BSS, SIP, SS7, MAP, BSSMAP, COTS, IREG and TAC, MSC. IR21 and IR24 testing and debugging.  Banking and Fraud Analysis. |

EDUCATION

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| **DEGREE & BRANCH** | **COLLEGE/ UNIVERSITY** | **YEAR OF PASSING** | **PASS PERCENT/ Grade** |
| MBA (Sales and Marketing) | Indian Institute of Management, Calcutta | 2011 | A+ |
| MSc (Telecom Technology) | Sikkim Manipal University | 2007 | B+ |
| BE (Electronics and Telecommunications) | College of Engineering, Osmania University Campus | 2002 | 84% **University 3rd Ranker** |
| DECE (Electronics and Telecommunications) | Kamala Nehru Polytechnic for Women, SBTET - AP | 1997 | 88.1% **Gold Medallist** |
| SSC | RM High School, Board of Secondary Education | 1994 | 82% |