Nandakumar Shenoy +91 9663868120

# Summary

* With **10+ years in QA/Testing** , currently working as QA Manager at Yodlee
* **8+ years in Product Testing arena**
* Domain Knowledge- **BFSI**, **Retail/e-commerce, ERP, Inventory management system**.
* Designed **Test strategies** for manual testing , designed **Automation framework** , **Performance engineering**
* Excellent **leadership** skills with ability to **visualize the ‘big picture’** and strong **delivery management** focus
* Understand organizational goals and drive **distributed cross-functional teams** to achieve them, through use of **conviction, persuasion and escalation** in right balance
* Ability to perform independently with **minimal direction** and in a dynamically changing work environment; adept at deriving synergies through positive conflict management and effective people management skills
* Well-versed with **diverse project methodologies** such as Waterfall, Iterative development & Agile techniques such as Scrum ; managed Fixed Cost as well as T&M projects
* Significant exposure to SAAS and PAAS environment in BFSI domain and enterprise product in ERP domain
* Conversant with delivering projects traditional client-server architecture
* Technical skills cover **SOAP UI**, **TestComplete**, jbehave ( **Behavior-Driven-Development BDD**) , **Mind Mapping tools**, UML modelling, Scrum Works, **MS Visio** and MS Project
* Bug/Test case repository – TestLink, Bugzilla, JIRA, HP QC, Mantis

# Work Experience

## YODLEE InfoTech Private Ltd (November 2009 – till date)

### QA Manager

* My responsibilities fall in to two broad buckets – run the Business and change the Business
* **Design Test strategies** for the Rollouts and Releases. Define and socialize Entry-Exit criteria, Testing guidelines for each Testing phases to stakeholders.
* **Mentor/coach** scrum team members and ensure each scrum is successfully delivering the increments
* Monitor and **analysis gaps** in testing arena and propose improvements and implement them step-by step by coordinating with Product Management Team, Engineering and UX team
* Design strategy for **NFR testing**
* Generate and publish **testing/bug metrics** to stakeholders/senior management
* Ensure appropriate **Root cause analysis** done and incorporate those learnings into next testing phase
* **Coordinate bug scrub** meetings with all cross-functional teams to ensure backlog bugs have been addressed for the Releases
* Continually provide the feedback to automated testing team and **covert non-automated test cases** into scripts
* Reduce manual testing effort by utilizing automated regression test cases
* **Predict bug prone area** by ranking how many times Change List got added/modified
* **Some tangible achievements:** 
  + **75% automation on regression functional area** in ~18 months, across 50+ components/modules
  + Automation strategy for Application and API implementing frameworks for Sahi & SOAP UI
  + **Highest ROI** in terms of reduction in test execution cycle (to < 2 weeks) by automation
  + Designed and established **ETL testing strategy**
  + Significantly improved product quality, **80% reduction in production bugs** over 2 years
  + Test cases standardization/re-factoring for effective coverage, **transition to TestLink**
  + Patch review process, change control in regression phase, **RCA for production defects**
  + Define, Implement, Track and Report key engineering and testing metrics reporting to exec team

## Razorgator Technologies (December 2004 – April 2009)

### QA Manager

* Build and setup offshore testing organization for Razorgator and strategized consistent releases for the product TicketOS ([www.ticketos.com](http://www.ticketos.com)) from launch to V6.0. **Received high customer satisfaction.** (By Bank of America, Alcatel Lucent and Goldman Sachs).
* Designed **automation framework** and implemented regression suitesfor ecommerce product and enterprise product. **Reduced 40% of manual testing efforts.** (using Silk Test**)**
* Strategized smooth releases of ecommerce products ([www.razorgator.com](http://www.razorgator.com) and [www.tickco.com](http://www.tickco.com) ) (LiveMaps, Digital Tickets and Customer selling tickets (CST)). **Company gained high conversion rates from these releases**.
* Implemented **performance engineering**. Optimized page response time and brought it down to 2-3 seconds by conducting consistent performance tests ( introduced this as an exit criteria for the Releases)
* Implemented **web service test framework using** SOAP UI
* Implemented **Agile/Scrum** methodologies for medium size projects.
* Reduced the cost by implementing Test servers using VMware.
* Introduced and implemented metrics and reporting and manage timely stakeholder communication
* Played a fundamental role in managing delivery expectations; responsible for ensuring timely deliveries while balancing the quality & cost (effort) factors

### Key Projects Delivered at Razorgator

* **Ecommerce Rollouts** -Technology: (Visual Studio 2005) C#. NET, ASP.NET, SQL Server 2005
* **Live Maps**: (Business objective-To increase conversion rates). Static venue maps (about 500 layouts) have been converted into interactive maps (layout). End user should be able to select section and user should be able to see price ranges and availability. User can filter and sort the left pane of Live Maps.
  + Team size :( Dev-10, QA-4, PDM-1)
  + Role: Test Manager
  + Responsibilities: Resource loading, Test estimation, Design Test strategy, Ensure performance compliance, Conduct Bug triages, Publish Bug Reports and Metrics to the stakeholders and inform project status/deviation to the Senior Management.
* **Customer Selling Tickets**: (Business objective- To increase the inventory). End user should be able to load his tickets (unused) on the site and that should be available for selling. Changed Back office systems to support this feature.
  + Team size :( Dev-12, QA-3, PM-2)
  + Role: Test Manager
  + Responsibilities: Design end-to-end test strategy and Post release strategy, Automate Regression Test cases, Ensure Performance compliance, Conduct Bug triages, Publish Bug Reports and Metrics to the stakeholders.
* **Digital Tickets:** (Business objective- Digital tickets should be able sell through the sites for more revenue). End user should be able to buy digital tickets as well. User should be able download the digital tickets.
  + Team size :( Dev-6, QA-2+2, PM-1)
  + Role: Team Manager
  + Responsibilities: Design end-to-end test strategy and Post release strategy; Coordinate with US QA team, Ensure Performance compliance, Conduct Bug triages, Publish Bug Reports and Metrics to the stakeholders.
* **TicketOS Releases** (Technology: (Visual Studio 2005) C#. NET, ASP.NET, SQL Server 2005) ( from launch to V6.0)
* TicketOS is an innovative, pay-as-you-go hosted solution that maximizes ticket ROI and minimizes costs by automating and consolidating entire ticket program. From inventory to allocation to reporting, Product has customizable workflows engine, SSO/manual logins, Each Corporation has its own look and feel.
  + Team size :( Dev-16, QA-5, PDM-1)
  + Role: Test Manager
  + Responsibilities: Test estimation, Design test strategy and Post release strategy, Ensure Performance compliance, Conduct Bug triages, Publish Bug Reports and Metrics to the stakeholders. Coordinate with Product Management and Dev. Pre-sales support.

## Zensutra Software Technologies Pvt. Ltd (January 2004 – December 2004)

### Associate Manger Validation

* Build the testing team for the organization, evolved and implemented testing processes.
* Designed the **ERP testing strategy** for the products
* Introduced and implemented metrics and reporting and manage timely stakeholder communication
* Resource planning and hiring for the projects
* Played a fundamental role in managing delivery expectations; responsible for ensuring timely deliveries while balancing the quality & cost (effort) factors

### Key Projects Delivered at Zensutra

* **Zero Degrees** (Technology: Java/XML Technologies and Postgress.). Project/product was an internet based social networking system Team
  + Team size :( Dev-18, QA-9)
  + Role: Test Lead
  + Responsibilities: Prepare Test plans, Review Test cases, Automate regression test cases, Regular interaction with client, Publish reports, test status, metrics to the Client and Management.
* **WebCor Inc.** (Technology: VB .Net and MS SQL Server). System to estimate the contracts and prepare projections.
  + Team size :( Dev-8, QA-3)
  + Role: Test Lead
  + Responsibilities: Prepare Test plans, Review Test cases, Publish reports, test status, metrics to the Client and Management.

## Software Fusions Ltd (April 2003 – Jan 2004)

### QC Manager

* Build the testing team for the organization, evolved and implemented testing processes.
* Designed the **ERP testing strategy** for the products
* Introduced and implemented metrics and reporting and manage timely stakeholder communication
* Resource planning and hiring for the projects
* Played a fundamental role in managing delivery expectations; responsible for ensuring timely deliveries while balancing the quality & cost (effort) factors

### Key Projects Delivered at Software Fusions

* **Arcan** (**web based ERP**), [Saudi Arabia](http://www.saudiembassy.net/) (Technology: Oracle 9i, Forms and Reports)
* The associated modules are Finance, Asset Management, Inventory, Budget Management, HR & payroll, Insurance, Project Management.
  + Team size :( Dev-19 , QA-6)
  + Role: Test manager
  + Responsibilities: Estimate and design Test plan, Manage/implement testing processes, Design Test strategies, Publish test reports and metrics, Client interaction.
* **Bizet (web based ERP) -(Technology: Oracle 9i, Forms and Reports)**
* An integrated system, made very comprehensive solutions to all area of Finance and its related areas.
  + Team size : 16 (Dev -11, QA 5)
  + Role: Test manager
  + Responsibilities: Manage/implement test processes, Design Test strategies, Publish test reports and metrics

## SunSoft Systems and Services Private Limited (June 1996 – March 2003)

### Associate Project Manager. (Joined as programmer and subsequently promoted to senior level)

* Successfully managed and implemented CVMS at BV Yard, Indian Navy.
* Introduced testing phase and reduced defect escape.

### Key Projects Delivered at SunSoft

* **CVMS**- (Technology: - Oracle 7.3 and D2K. (Client server technology) System Implemented for Indian Navy at Mumbai, Kochi and Vizag.
  + System has various levels of access privileges and approval workflows. Integrated system has capability of automatic generation of item intending and tender preparation. Ships and other units send the demands. Demand will be wetted and authorized. System generates issue note and other various statutory reports.
* **Responsibilities: Requirements analysis, designing, project management and coordination of testing efforts.** 
  + Team size :( Dev-5, QA-1)
  + Role: Project Manager
* **RIAS – (Technology: - Oracle 7.3 and D2K. (Client server technology)**
* **System Implemented for Indian Navy at Mumbai and Kochi.** Ration account management system. System has workflows, Manages Inventory and reporting capability (ledger, cashbook(s), bank book(s) and other statements.)
  + Team size :( Dev-3, QA-1)
  + Role: Project Manager
  + Responsibilities: Study Requirements, Customer interaction, Design the system, Conduct code reviews, and Design database triggers and implement the system.

## DataTran (May 1994 – April 1996)

### Junior Programmer

* **Share Management System** (Technology: Clipper, FoxPro)
* Integrated DOS based solution for share brokers. Scrip purchases and sales by various clients will be recorded in delivery/sales form. Clients settlements will be recorded in settlement entry and receipt voucher. System has facility to see the trial balance, P& L and Balance sheet.
  + Responsibilities: Fixing external/customer defects, Maintenance of Admin/master screens
  + Team size :( Dev-12, Team Leads -2, Project Manager-1)

# Training and Education

* Post Graduate Diploma in Software Engineering. (1991-1992)- Indian Institute of Computer Technology.
* Post Graduate Diploma in Journalism. (1991-1993) -Bharatiya Vidya Bhavan affiliated to Rajendra Prasad Institute of Communication and Management.
* Bachelor of Science in Physics (1985- 1988) Kerala University
* Scrum Master training 2010
* PMP training 2013

# Other Particulars

Contact : +91.966.386.8120

Email\_id : nandakumarshenoy@yahoo.com