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P.M.P, Software Test Management Specialist





* About 13+ years of IT Experience covering delivery, quality assurance, program management and project and people management.
* Expertise in End to End Performance Management Strategy, Analysis, Monitoring, Tuning and Support in QA Performance Engineering, Software Test Management
* Certified Project Management Professional (PMP® from PMI)
* HP Certified ‘Load Runner’ Specialist. SME in Performance Engineering
* Managed Functional testing ,Manual Testing, Test automation team
* Worked in Banking, Finance, Retail, ERP, CRM, Networking ,Telecom and Energy domains (testing)
* Blend of Project Management, Test Management, People Management, Delivery Management & Quality Management.

## Summary

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* An accomplished project (testing) and people manager with extensive experience in project management, software testing, and quality assurance in a various of industries/verticals, including insurance, financial services, telecommunications, energy & utilities and e-Business.
* Proven hands-on experience with quality assurance practices including organizational process improvements, scope definition, methods and procedures, quality reviews and performance risk for testing solutions, test strategy development, test plan development and test automation.

Delivering all the project deliverables within schedule and cost or budget allocated

* Experienced in defining, designing, creating, & executing performance tests, including load tests, volume tests, stress tests, endurance tests, scalability tests, etc. Software Testing (QA) especially in Performance Engineering, Manual Testing and Web services Testing.
* Strong interpersonal and communication skills with a track record of motivating and developing team leaders and team players. Experienced using on-shore, off-shore, and mixed teams.
* Experienced in presales, proposals and estimation, mentoring and people management roles.
* Hands on tools like HP LoadRunner / Performance Center, VSTS, JMeter, RPT and Profiling tools like ITCAM, Introscope. Defect management tools like Quality Center, Clear Quest, Bugzilla.
* Experienced in Application monitoring & DB monitoring.
* Experienced on technologies Java/J2EE, Oracle EBS, .NET, Siebel, Webservices, PeopleSoft, , SAP,
* Experienced on various protocols like Web (HTTP/HTML), Web (Click and Script), Oracle NCA, Webservices, Oracle 2 Tier, Siebel (Web), Oracle Web Applications 11i, AJAX (Click and Script), PeopleSoft Enterprise, Java VUser, Java Record Replay (RMI), Sap Web, SAP GUI.

## Key Achievements

* Key contributor appreciation award from Chairman, Wipro.
* ‘Dear Boss’ award for year ‘07-’08 - Wipro
* Submitted white paper to Wipro-KNet on comprehensive Performance test strategy framework for Web based product performance testing and tuning – Wipro
* Excellent CRM and Delivery excellence has resulted in enhancing the delivery portfolio, extending to functional automation regression testing, DB & application performance tuning etc. in Cisco A/c-Wipro.

## Professional Experience

(Major Projects Listed)

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| Company | Freelance Consultant |
| Duration | July 2013 - till now |
| Role | Consultant |
| Project | Testing consultancy(Performance Engineering, Automation ,Solutioning) |
| Description |  |
|  | Key Responsibilities and Achievements   * Discussion with customer/stakeholder to understand their current technical environment, key business issues/drivers, and technology requirements. * Depending on the technical requirements , provide technical solutions by working on proof of concept, providing test plan/strategies, developing and executing test scripts, results analysis and final reporting. * Reviewing and validating the Test results and test reports and final reports for the respective engagements. Providing the Conclusions and recommendations for all the engagements to the clients to fine tune their application performance before going live. |

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| Company | Dell International Services |
| Duration | Oct 2012 - June 2013 |
| Role | Software Development Senior. Advisor |
| Project | Testing COE |
| Team size | 15 |
| Description | Key Responsibilities and Achievements   * Met with channels/customers to understand their current technical environment, key business issues/drivers, and future technology requirements. * Worked closely with customers on the technical requirements to provide technical solutions – Identified requirements, including technical details sufficient for product package definition. * Developed/managed strong relationships with strategic clients and partners. * Assisted/worked with the sales team to develop the selling strategy within the target accounts – Created and delivered effective presentations. * Work with regional sales managers to provide pre/post-sales support – Worked with the sales team to design, propose, and close new deals/opportunities with customers. * Initiated pre-sales activities, consulting services and products – Developed projects’ scopes (SOW, scope of work) and prepared proposals. * Provided product updates and technical advice to clients – Explained technical capabilities and business benefits of solutions to the customer. * Define NFR, plan, design, test (Load, Stress, and Volume), analyse, identify bottlenecks, recommend solutions * The main responsibilities in Package application testing include Resource planning and resource utilization based on work forecast, understanding the Project requirements. * Preparation of test plan, coordinating with Development application team, Data base team, Server Administrators to resolve the issues. * Preparing and maintaining all the package application testing projects related documents and metrics. * Scheduling and monitoring the Tasks allocated to the Team members. Identify the Risk and Mitigating the risk through corrective, contingency and preventive actions. * Participated in governance process, reported testing progress/test results, conducted triage meetings with business/BAs, development, project management and test teams to prioritize & close defects in a timely manner. |

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| Company | Wipro Technologies |
| Duration | July 2005- July 2012 |
| Role | Project Manager |
| Project - 1 | Performance, Functional and Automation Test Management for Cisco Systems, Inc., US |
| Team size | 15 |
| Description | Performance Testing Project:   * Managed and Delivered End to End QA and Performance Management for Cisco Enterprise Releases and Revenue generating online applications. [Planning, Testing, monitoring, tuning and support]. * This engagement involves the performance testing and tuning of Cisco Internal and external applications (CCI and CCX environments) and these applications are related to the Services, network and financial domains in different technologies like Web, Siebel Analytics, Oracle Apps, Oracle 11i, Java & J2EE etc. * The tools used are LoadRunner, Introscope, ITCAM Auptyma, and Eman. Based on the application’s technology used different protocols like Web, OracleNCA, Webservices, Oracle 2 tier with the Performance testing Tool. * The main responsibilities in Performance testing include Resource planning and resource utilization based on work forecast, understanding the Project requirements for the all the * Preparation of Performance test plan, coordinating with Development application team, Data base team, Server Administrators to resolve the issues. * Preparing and maintaining all the performance testing projects related documents and metrics. * Scheduling and monitoring the Tasks allocated to the Team members. Identify the Risk and Mitigating the risk through corrective, contingency and preventive actions. * Maintaining Cisco-Wipro Quality standards, process and procedures. Taking up the corrective and preventive actions in all phases of Performance testing * Participating in the Project Progress Meetings with the Developments application team and with the senior management to make necessary planning and to take steps to meet the targets as per planned. * Planning and providing the training on tools, application technologies to the team members to improve their technical skills. Develop and maintain version controls the systems documentation such as user manuals, technical manuals, description of application operations and methodology documentation as per the standards. * Reviewing and validating the Test results and test reports and final reports for the respective engagements carrying out the Team members. Providing the Conclusions and recommendations for all the performance testing engagements to the clients to fine tune their application performance before going live.   Manual and Functional Testing Project:  Managed both automated testing and Manual testing teams. The Main Responsibilities in manual and automated testing includes Resource planning and resource utilization based on work forecast. Creating / updating Testing related work product and other documents. Test Planning and preparation of testing schedules based on project timelines. Analyze the type of testing to be performed (Manual / Automated) based on the re-usability of test scripts. Working with the developers and SMEs in creating meaningful test data. Guiding the team in Preparation of Test Cases and Test Scripts and Traceability between Requirements to Test Cases/Scripts. Creating a process for sharing defects with the developers and Subject Matter Experts.  Coordinating with the testers and developers in resolving the testing defects. Planning on regression testing for needed modules based on the amount defects. Preparation of Test Summary Report/Validation Report. |

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| Project – 2 | Performance Test Management for *UBS-IMS, UK* |
| Team size | 5 |
| Description | The project involves the testing of application developed within the UBS and check the applications performance. It involved lot of interactions with clients to get to know about the applications and the test requirement. Helped the team to analyse the results and find out the performance bottlenecks. Helped the clients to identify the scenarios and key performance indicators. Guided various testing teams about Load Runner, its usage, suggestion about improving performance and identifying the bottleneck.  Managed both automated testing and Manual testing teams. Manual testing and Functional testing for each application complete before the performance testing. Defects are logged in Test Director and are fixed before the regression testing. |

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| Company | | IBM Global Services India Pvt. Ltd. | |
| Duration | | June 2004 – July 2005 | |
| Role | | Lead | |
| Project - 1 | | Performance Test Management for Siebel CRM Suite | |
| Team size | | 3 | |
| Description | | Siebel Performance Engineering team is the biggest dedicated performance engineering team in IBM world. It had three divisions.  Server Components – To measure and fix performance bottlenecks for individual components in the isolated environment.  Scalability/Reliability – Using LoadRunner environment scalability and reliability tests were conducted under different environment/load conditions.  Client Performance – Focused towards UI performance at user/browser level.  Product technology: Siebel CRM | |
| Company | | | | ALS Systems, May 2003 – June 2004 – Consultant (Consulting and Training) |
| Duration | | | | May 2003 – June 2004 |
| Role | | | | Consulting assignment |
| Project - 1 | | | | eShoppe : Shopping Mall |
| Description | | | | This assignment involved in developing system test plans and testing of a browser based Cyber Mall, which was an online shopping mall. Contributed in arriving at test strategy with test scenarios, which had complex business parameters & deployment parameters.  Product system test strategy and testing also involved performance testing and co-ordinating application tuning and deployment.  Product Technology: ASP 2.0, SqlServer 7.0, IIS, Win2K server and Win flavours at client, IE 5 and Netscape navigator. |
| Project - 2 | | | | Project Finance Software |
| Description | | | | ProFin, The Project Finance and appraisal software, deals with the analysis of various financial and statistical factors for feasibility of project financing. The system accepts the basic assumptions such as assets, liabilities, incomes, expenses & parameters such working capital details, depreciation rates, taxation details and generates set of financial projection reports for ten years. This assignment involved in developing the comprehensive test strategy and implementation.  Manual testing is done once test cases are finalised. Once the manual testing is done, defects are logged in Test management tool. The regression test is done once the defects are fixed |
| Company | | Kanoria Industires Ltd. | | |
| Duration | | Feb 2000 – May 2003 | | |
| Role | | Sales Officer (Sales and EDP Manager) | | |
| Role as Sales EDP Manager | | Business analysis, development and support of in-house developed applications for sales department. | | |

## Education

* MBA in IT from Sikkim Manipal University (SMU)
* Bachelor of Engineering from Karnataka University

## Certification / Trainings

* Project Management Professional (PMP) from Project Management Institute, USA.
* Load Runner Professional certification from HP.
* Siebel Essentials
* Estimation techniques – Wideband Delphi methodology
* Software Metrics, Analysis and Continual Process Improvement - Wipro
* Introduction to System testing by QAI