**Shreekala Deshpande – Software Quality Lead**

[shreekala.deshpande@gmail.com](mailto:shreekala.deshpande@gmail.com) - **Phone No.: +91 9845466488**

**Professional Synopsis**

* Seasoned, results-driven **Software Quality Lead** with around **8 years** of experience in **Payment, ERP and Storage** domain
* Well conversant with software testing methodologies including **Agile**, Requirement Validation, Planning/Estimation, **Test Design** and Implementation adhering to stakeholders business needs
* Experience in Functional, Regression, User Acceptance Testing, **Risk Based Testing** and **Browser Compatibility Testing**
* Experience in testing applications including **web and mobile applications**
* Good knowledge on test automation tools like **Selenium WebDriver and SoapUI**
* Involved in developing and maintaining Test Matrix and Traceability Matrix, and **performing gap analysis**
* Effectively involved in bug tracking, reporting reviewing and analyzing test result **using Quality Centre**
* Continuously seek innovative ways to **improve** **operational productivity**, through **test automation and new methods**
* Excel at communicating with stakeholders to provide accurate reporting and information regarding the ongoing projects, risks and initiatives
* Strong team builder and coach, skilled at inspiring confidence, leading by example and managing high-performance teams committed to quality

**Key Skillset**

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| --- | --- |
| **Testing Tools** | **Technical / Domain Skills** |
| * Selenium WebDriver * SOAPUI * ClearQuest * Quality Center * Wireshark | * Payment, PADSS (PCI DSS), ERP and Storage Domain * System Software Testing * Windows/Unix * SQL * Unix commands |

**Professional Experience**

**August ’11 - Present SQA Team Lead -** [**VeriFone India Technology Pvt Ltd**](http://www.justdial.com/Bangalore/VeriFone-India-Technology-Pvt-Ltd-%3Cnear%3E-Race-Course-Road/080P2901301_BZDET?utm_source=adwords&utm_medium=codered)

**Product: Point of Sale (POS) Terminal: Commander Site Controller and Viper Application**

Commander Site Controller from VeriFone offers convenience store owners a versatile site management solution providing increased speed in payment acceptance, fuelling operations, and back office store control.

**Key Responsibilities:**

* Managing a team of 10+ test engineers, responsible for process and delivery for 4 key customers
* Single point of contact for communicating testing activities with various internal and external stakeholders
* Responsible for preparing Test Strategy, Test Plan, Test Design, Test Execution Reports and Test Metrics for each project
* Application requirement reviews – deriving and communicating risks and mitigation plans
* Interfacing with multiple teams to understand functional specs and develop test cases
* Conducting root cause analysis meeting to analyse the cause for escape of defects to customer
* Automating configuration client using Selenium WebDriver
* Executing test cases relevant to the assigned test configuration, automate test cases and regression testing
* Mentoring team on QA processes, Products and Payments Domain
* Introducing process improvements during Software Testing Lifecycle

**Accomplishments:**

* Consistently delivered multiple releases of the products exceeding release objectives
* Successfully managed transition of new projects from US to Bangalore teams
* Responsible for assigning the tasks to the team and tracking them to closure
* Defined metrics for delivery teams, periodically assessed them and took improvement measures

**Technologies and Tools:** Java/JEE, Servlets, WebServices, SQL Server, Clear Quest, Git

**Feb ’10 – Apr ‘11 QA - Freelancer in the UK for uTest**

uTest is the world's largest marketplace for software testing services. uTest provides real world software testing for web, desktop and mobile applications. They do this through a community of QA professionals, crowd sourced from around the world. Their testing platform is entirely on-demand. Customers specify their testing requirements and uTest handpicks the testing team that matches their needs best, based on locations, languages, OS, browsers, mobile devices and/or carriers.

**Key Responsibilities:**

* Involved in testing 10+ web based projects including - Drupal Gardens, Smart Weather, NBA, Video Plaza, Top10.com
* Tested mobile apps such as PAYPAL payment gateway, Waterstones, Yahoo! applications
* Use cases, Test case and Defect validation

**Jan ’06 – Aug ’08 Software Quality Engineer - EMC Data Storage Systems (India) Private Ltd.**

**Product: EMC ControlCenter(ECC)**

EMC ControlCenter (ECC) is an Enterprise class Storage Resource Management software product. ControlCenter uses a common infrastructure and services to achieve uniform usability and information sharing across each of the ControlCenter applications. The result is a tightly-integrated suite of applications that span storage network, host, and array management. ECC supports management and monitoring of all types of Storage technologies such as SAN, NAS, CAS, Host systems.

**Key Responsibilities:**

* Involved in testing of ECC Gateway Agent, Database and Windows Agents, UNIX Hosts and its management in ControlCenter
* Reviewed Business Requirements, design documents and user documentation
* Composed Test Plans, Test Summary reports, designed and executed test cases adhering to Business Requirements
* Tested new product releases features, upgrade and backward compatibility testing, customer scenario testing
* Part of “Platform Support Testing Program” to support new platforms/versions of Storage systems and Hosts
* Designed and prepared test-beds as per test specifications
* Managed Test cases and defects in QualityCenter and ClearQuest for tracking, reviewing and analysing defects
* Tested critical bug fixes including critical fixes and co-ordinated with developers in release of bug fixes meeting tight timeline

**Accomplishments:**

* Multiple awards including EMC Bravo Award, for best quality engineer
* EMC Star Award for Outstanding Contribution towards ECC
* Part of mentoring committee for having good product knowledge

**Technologies and Tools:** Java, J2EE, Oracle 10g, Mercury Quality Center, Rational Clear Quest, Rational Clear Case

**Jan ’03 – Oct ’04 Software Quality Engineer- Inkroma Solutions Pvt Ltd.**

**Product**: - **Workflow and Knowledge Management System**

The product encompasses the implementation of web based ERP Package that seamlessly integrates all the business processes in an enterprise, and allows the enterprise to seamlessly collaborate with all its stakeholders. It is used by the organizations to enable faster, transparent and efficient online workflow. The process-centric architecture provides a single-window approach to manage the complete workflow of the enterprise. This includes more than 135 modules incorporating 1300+ automated and completely integrated processes.

**Key Responsibilities:**

* Involved in reviewing requirements, design and test plans
* Prepared test Scenarios and test cases for System and Integration tests
* Executed functional test cases and recorded results and defects in Quality Centre and prepared test exit reports
* Involved in creating SQL Queries for backend validation as per the requirements
* Carried out coverage analysis to ensure that business requirements and functional specifications are tested and met
* Worked closely with development counterparts to follow-up on issues and resolutions
* Prepared Defect Reports / Change requests
* Mentored new entrants into the team

**Technologies and Tools:** JSP, Servlets, Java, Oracle 8i, Mercury Quality Center

**Jan ’02 – Oct ’02 Technical Support Engineer – C-Cubed Solutions Pvt Ltd.**

**Product: Net2Phone Software**

Net2Phone CommCenter® is the Internet communications software that allows one to make phone calls and send faxes to anywhere in the world right from a PC.

**Key Responsibilities:**

* Provided technical support for various kinds of technical issues for a global client base
* Implemented recommendations resulting from technical support
* Mentored and trained new entrants into the team

**Education and Certification**

2001 BE (E&C) from Bangalore University, Karnataka

ISEB/ISTQB Foundation Certified with 98% score