**SRIDHAR J. SHARMA**

**Contact No.:** +91 -9731344997

**E-Mail:** sridhar.j.sharma@gmail.com

*~Aiming for leadership assignments in* ***Project Management/Test Management*** *with a reputed organization to deliver solutions for complex technical requirements~*

**SENIOR IT PROFESSIONAL**

*~Striving to upgrade knowledge and practices to retain excellence in the professional brief~*

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| --- | --- |
| **CORE COMPETENCIES**  **Project Management**  **Service Delivery Excellence**  **Requirement Gathering**  **Software Testing (STLC)/UAT**  **SDLC**  **Quality Assurance/ Compliances**  **Test Case Design & Execution**  **Localization / globalization testing**  **Defect Tracking/ De-Bugging**  **Automation Framework Design & Implementation**  **Release Management**  **Change Management**  **Back-end/Database Testing**  **Stakeholder Management**  **MIS Reporting/Documentation**  **Client Relationship Management**  **Resource/Schedule Management**  **Team Management/Trainings** | **PROFILE SUMMARY**   * ***ITIL V3 2011 Trained*** *and waiting for certification* * **UNIX/C & AHM-250 Certified professional offering over 12 years of rich** experience in the areas of Project Execution & Software Testing majorly in the IT industry; ***domain expertise lies in Clinical Diagnostics Field*** * Presently associated with **42Gears Mobility Systems Pvt. Ltd. as Project Manager;** gained extensive experience in Integrated Testing Environment covering Manual & Automation Testing Methodology while working with reputed organisations * Well versed **with the concepts of end-to-end project planning from** scope management, effort & cost estimation, change management, release management, risk analysis to quality management; demonstrated skills in **turning the project from critical to stable delivery and improving C-SAT ratings with a high Defect Removal Efficiency** * Resourceful in **handling all aspects of the STLC** involving documentation, setting up of test environment, test planning, creating test scripts/scenarios, and ensuring Test Coverage; proficiency **in SIT and UAT Test Phase Management while coordinating with multiple vendors and teams** * Well versed with Multiple Development Models like Waterfall, V, Iterative, Agile (Scrum) and Test Driven Development environment with **expertise in Web Application, Client Server and Web Service Testing** * Extensive **experience of environments requiring direct customer interaction** (during requirement gathering, effort estimation, testing phases & training) with focus on resolving issues & **achieving customer satisfaction;** well versed with the **Onsite-Offshore model** * **An effective communicator with strong coordination, problem solving & analytical skills**; proven abilities in leading teams during the project phase, training & guiding team members and enabling knowledge sharing among the team |

**NOTABLE ACCOMPLISHMENTS ACROSS THE CAREER**

* Merit of being a Creative Multimedia Designer and **successfully worked for Corporate Films, Multimedia Marketing Kiosks and Interactive Presentations;** qualitative experience of working in the **Film/Television industry as Non-Linear Editor/Visual Effects Supervisor** using world’s best state of the art technologies and workstations
* Gained strong **Business Process Knowledge of Clinical Diagnostics** in all the departments of Laboratory Medicine & Blood Banking, along with other departments like Patient/Medical Records, Medical Reporting and Medical Documentations
* Demonstrated skills in resource forecasting, resource identification, resource on-boarding along with facilitating initial trainings for specific project requirements; involved in **capacity planning to fully utilize the potential of the team**
* Effectively managed QA teams comprising of both **Manual & Automation Testers (Functional and Performance Testing using QTP/RFT/Ration Robot/Load Runner)**

**AREAS OF EXPERTISE**

* **Mapping client's requirements and providing them best solutions** involving evaluation and definition of scope of project and finalization of requirements; allocating resources and guiding team members during the project phase
* Scheduling & **executing the Software Testing Life Cycle; conducting system study** and coordinating with team members for System Design & Integration, Application Maintenance, etc.
* Carrying out **Automation Feasibility & ROI of testing tools**; identifying & automating test cases, implementing Automation strategy for various types of releases
* Planning & coordinating the implementation and availability of **the QA Test Environments**; designing and executing test plans to ensure that business requirements and functional specifications are tested and fulfilled
* Creating test plans, test scenarios, test cases and test scripts/procedures for **carrying out Manual & Performance Testing at various stages in the SDLC;** handling Defect Tracking process involving Defect reporting and rectification
* Verifying change requests & defects; **documenting, tracking and communicating test plans, test results and unresolved problems;** updating Error Log / Suggestion Log and explaining system bugs to Programmers
* Participating in Status Review meetings with the team & other stakeholders/client to monitor project progress; generating various Reports to update the Senior Management about the project status
* Building and maintaining healthy **business relations with clients, ensuring high customer satisfaction matrices** by achieving delivery & service quality norms
* Leading and **monitoring performance of the team members for maintaining** excellence in the project operations; managing compliance to timelines specified and ensuring team members adhere to process guidelines

**WORK EXPEREINCE**

**Since Apr’14: 42Gears Mobility Systems Pvt. Ltd., Bangalore as Project Manager**

**Present Role:**

* Responsible for Customer Support Management including:
* Setting-Up complete business process for customer support; tracking customer cases to closure with quality delivery
* Interacting daily with the customer for troubleshooting cases; managing escalations and assigning the same to L3 team
* Serving as an end-to-end Owner of Customer Release Management and involved in:
* Coordinating for Monthly Release Management to align customer release changes and new feature implementation such as localization project successfully
* Planning daily customer releases case by case basis, implementing Quality Management Process and Defect prevention

**Highlights:**

* Demonstrated excellence in successfully **implementing Microsoft CRM Dynamics for Customer Support Management**
* Effectively **performed feasibility and business workflow** for Microsoft CRM Dynamics 2010
* Steered initiatives towards enhancing/establishing complete process to increase customer support efficiency
* Proactively imparted training on Defect Prevention to improve quality of Standard Release Delivery
* Essayed a major role **in implementing business process for Customer Support Management**
* Dexterously ensured initiating & maintaining effective communication between isolated, independent teams to bridge the gaps and achieve quality and delivery goals
* *Implementation of CRM tool for complete customer relationship and service management to streamline the operations processes*
* Successfully received best of Breed IBM award for testing contribution to a project (2006)
* Received applause from client for vendor management

**Jun’10 to Sep’13: Accenture Services Pvt. Ltd., Bangalore as QA - Project Management**

**Highlights:**

* Demonstrated excellence in leading testing activities for multiple projects; efficiently managed up to 12 QA Engineers and was involved in test planning for Agile / Scrum and TDD
* Dexterously managed and reviewed Performance Test Phases and coordinated end to end testing with clients and client business teams;
* Involved in performing SOA / Web Service Testing using soapUI and handling Test Data Migration & Test Data Management
* Managed successfully in implementing localization testing projects for different langauages.

**Nov’06 to Jun’10: IBM India Pvt. Ltd., Bangalore as QA / Test Lead**

**Highlights:**

* Efficiently spearheaded the testing functions for multiple projects with a team of 6 QA Engineers; carried out test planning for Agile / Scrum and TDD
* Effectively performed:
* SOA / Web Service testing using SOAPUI
* Security Testing including SAML and SSL
* Played a key role in carrying out Data Migration and Data Warehouse Testing
* Successfully conducted end to end testing while working in close coordination with clients and functional teams

**PREVIOUS EXPERIENCE**

***Nov’04 to Nov’06:******Oak Systems Pvt. Ltd., Bangalore as QA / Test Engineer***

***Feb’04 to Nov’04: Nitya Technologies, Bangalore as QA / Test Engineer***

***Dec’01 to Feb’04: Software Business Solutions, Bangalore as QA / Test Engineer***

**PROFESSIONAL QUALIFICATION**

**1998 B.Sc.** from Bangalore University

**Additional Qualifications/ Certifications:**

* ITIL V3 Foundation
* AHM-250 Certified (Professional – Academy of Healthcare Management) in 2007
* HIPAA – IBM internal Training in 2008
* ICD-9/ICD10 – IBM internal Training in 2008
* HIPAA 4010/5010 - IBM internal Training in 2010
* Course in UNIX/C from Uttara Computers in 2000
* **Diploma in Multimedia** from Aptech Multimedia in 1998
* **Diploma in Medical Laboratory Technology** from Karnataka State Council of Vocational Education in 1992

**TECHNICAL PURVIEW**

* Familiar with Project Management, Agile Methodology, Microsoft Visio, Mainframe/ AS400 Testing, Back-end/Database Testing, Mobile Device Management & Enterprise Mobility
* Well versed with Test Leadership, Full Life Cycle Testing, Web Application Testing, Rich Client Application Testing, Test Environments Management, SEPG/PQA, Adobe Photoshop, Microsoft Office Suite
* Expertise in Test Management, Test Automation, Microsoft Project Server, Microsoft Project, Web Service/SoapUI, Performance Testing, Rational Functional Tester, Rational ClearQuest, Rational Quality Manager, HP Quality Center & Defect Life Cycling

**SOCIAL ENGAGEMENTS**

* Proactively associated with CRY and engaged in helping the society

**PERSONAL DETAILS**

Date of Birth : January 27, 1975

Current Address : Bengaluru, India

Languages Known : English, Kannada, Telugu and Hindi

LinkedIn Profile : https://www.linkedin.com/pub/sridhar-sharma/21/5a8/60b

Location Preference : Bangalore/Hyderabad/Pune

***Please refer to Annexure for Project Details/ Assignments Handled***

**~ANNEXURE~**

**KEY PROJECTS EXECUTED/ASSIGNMENTS HANDLED**

**With Accenture Services Pvt. Ltd.**

**Title:** **Royal & Sun Alliance - UK General Insurance Company**

**Role:** Project Manager

**Responsibilities:**

* Responsible for managing the full life cycle delivery of the project and involved in Resource management including time and task tracking
* Handled Risk Management and accountable for:
* Tracking and monitoring project status and updating the same to Senior Management
* Interacting regularly with Project Stakeholders in understanding the key project scope, goals and deliverables
* Maintaining Project Customer Satisfaction Index at optimum
* Carrying out daily interaction with Customer Project Manager to share project status, highlight risks and identify suitable mitigation/contingency steps
* Facilitated Test management entailing test strategy, test planning and test approach to adhere to 3rd party vendors to match the time lines
* Administered Defect management and involved in designing the defect life cycle, priority/severity definition, tracking defect to closure; maintaining zero critical/major defects during entire Testing Life Cycle for seamless test phase schedules

**Title:** **Nordea Life and Pension**

**Role:** QA / Test Lead

**Responsibilities:**

* Developed test strategy and approach in Agile Test Environment as well as designed Functional testing types and methods
* Evaluated and refined Defect Tracking and Test Case Management plans with customer to suite the Agile Environment
* Created metrics for meaningful presentation of Testing Progress Designed Test Automation and Load Testing Approach
* Built and maintained test labs and managed Test Environments
* Managed Localization Testing in Danish and Finnish languages
* Functioned as a Graphic Designer to improve UI, look and feel as per requirement

**Title:** **Central Infrastructure Organization**

**Role:** QA / Test Lead

**Responsibilities:**

* Handled External Personal Accessibility, User Data Security, Password Maintenance and Token Management
* Established and led Test Team of 7 members for the remote office and handled testing of concurrent projects through multiple simultaneous releases
* Responsible for:
* Coordinating Testing activities with Remote Development, Project Management and Test Teams
* Selecting, evaluating & maintaining Test Management, Test Automation & Defect Tracking Systems – Rational ClearQuest, Rational RequisitePro, and Rational Quality Manager
* Writing test framework to Test Regression Suite including localization testing
* Identifying, designing and managing Performance Test Team
* Verifying and validating virtualized Test and Development environments

**Title:** **Central Infrastructure Organization**

**Role:** QA/ Test Lead

**Responsibilities:**

* Established and led Test Team of 7 members for the remote office
* Spearheaded testing of concurrent projects through multiple simultaneous releases and coordinated testing with remote development, project management and test teams
* Involved in selection, evaluation & maintenance test management, test automation, and defect tracking systems – Rational ClearQuest, Rational RequisitePro, and Rational Quality Manager and was responsible for:
* Writing test framework to test regression suite
* Identifying, designing and managing Performance Testing Team
* Verifying and validating Standardized, Portable Test & Development Environments

**Title: India Talent Pool**

**Role: Location Staffing Lead**

**Responsibilities:**

* Responsible for resource management, training and capability development and handling staffing coordination across locations based on the demand and capability
* Ensured Supply and demand management of skills against demand
* Managed relocation & cross training program coordination

**With IBM India Pvt. Ltd.**

**Title:** **National Accounts Savings Company (NASCO)**

**Role:** QA Analyst & Business Analyst

**Responsibilities:**

* Involved in Automation Tool Evaluation and Feasibility study and responsible for activities like:
* Identification and customization of IBM Standard Automation Framework
* Implementation of Rational Functional Tester as Automation Tool for Regression Phase by Identifying the Regression Test Scenarios
* Accountable for:
* Guiding & monitoring the Test Scripting Phase and Execution Phase
* Resource Management and organising training for Skill Enhancements
* Test Design, preparation and execution during the CSR Implementation Phase
* Creating Test Plan, Test Strategy and Test Summary Reports for larger CSR based on the client's SLAs

**Title:** **CVS | Caremark - Pharmacy Benefit Management (RxClaim)**

**Role:** QA/ Test Lead

**Responsibilities:**

* Involved in Requirement Analysis by carrying out reviews and walkthrough with customer
* Responsible for:
* Developing Test Planning, Scheduling and Resource Management
* Monitoring and creating Test Status reports with standard metrics for Preparation and Execution Phase
* Carrying out Continuous Client interaction during the entire Testing Phase by providing the Testing Status
* Defect Management and monitoring till the closure

**Title:** **CVS | Caremark- Pharmacy Benefit Management (SPECS)**

**Role:** QA/ Test Lead

**Responsibilities:**

* Involved in conducting review and walkthrough of project requirements at Functional Specification phase
* Responsible for handling a gamut of functions like:
* Preparing the Test Plans, Test Strategy and Test Design Documents
* Identifying and creating Project Risk Management checklist with respect to Testing/Quality
* Interacting regularly with Stakeholders of the project on the Project Deliverables
* Overseeing Resource Management and Work/Task Allocations
* Working closely with Other Team Leads for monitoring the Status of Deliverables
* Carrying out analysis and implementation of Rational Robot as Automation Tool for Regression Testing phase
* Generating Timely Project Status Reports and Defect Reports
* Identifying, tracking and closing the Issues/Defects
* Served as part of the Product Quality Review Team

**With Oak Systems Pvt. Ltd.**

**Title:** **The Economical Insurance Group – CGI Canada**

**Role:** Senior Automation Engineer

**Responsibilities:**

* Responsible for designing and creating Automation Framework using Rational Robot as well as Test Cases Design and Automation Scripting
* Involved in conducting
* Automation Script Reviews, providing Walkthrough and obtaining Sign-Off from Canada Project Team
* Automation Script Execution and Defect Reporting
* Updating Framework and Test Scenarios
* Knowledge Transfer and documentation

**With Nitya Technologies**

**Title: PharMarc Analytical Solutions**

**Role:** QA / Test Engineer

**Responsibilities:**

* Handled a gamut of tasks like:
* Test Preparation and Execution
* Estimation and Status Reporting
* Defect Reporting
* Identifying Project Risks & resolving Issue Escalations

**With Software Business Solutions**

**Title: Restriction Enzymes Search and Replace**

**Role:** QA / Test Engineer

**Responsibilities:**

* Involved in:
* Understanding the requirements
* Carrying out Test Estimation & Planning, Test Case Design & Test Data analysis & preparation and Test Execution
* Conducting Defect Raising and tracking to closure
* Providing Daily Status report update to Supervisor

**Title:**  **Occupational Hazard System**

**Responsibilities:**

* Responsible for:
* Understanding requirements, Test Estimation and Planning, Test Case Design and preparation, Test Data analysis and preparation and Test Execution
* Defect Raising and tracking to closure
* Providing Daily Status report update to supervisor