Narendran Raveendran Pillai

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Marathahalli, Bangalore

MANAGEMENT PROFESSIONAL
Program Management/ Project Management /Quality Assurance/Testing

Recognized for providing progressive leadership in Project Management, Risk Management, Resource Planning & Quality Assurance for successful Process Management; Open to relocate

PROFILE SUMMARY

- 10+ years of diversified experience in systems analysis, design development and testing applications in varying environments.
- Worked on both Development & Maintenance Project (Fixed Price and T&M based).
- Exposure to Onsite/Offshore Delivery model.
- Creating realistic and achievable project plans.
- Experience in handling multiple stakeholder.
- Consistently demonstrated ability to achieve objectives and meet critical deadlines in fast-paced environments
- Defining goals for the project and analyzing project health using the Project Metrics.
- Good working knowledge of Project Methodologies and Tools such as Agile, JIRA, Clarizen Project management Tools.
- Motivate, coach and develop strong team
- Leading and Managing a diverse team of professionals
- Displayed my ability to successfully work and lead multiple projects simultaneously under tight deadlines.
- Excellent interpersonal and client/customer relational Skills. Proven communication, presentation Skills and Leadership Qualities.
- **Six-Sigma GREEN BELT certified**

Organizational Experience	Project Management Skills
Nov 2015 to Current date: Worked with a start up IT firm "Brainbeat IT Inc" as IT Program Manager	Creating realistic and achievable project plans
May 2012 to Oct 2015: Worked with "PayCommerce" (formerly OliveIT Services) as a PMO and QA Lead / Offshore QA POC, Managing Multiple Projects.	Defining goals for the project and analyzing project health using the Project Metrics
October 2010 to Dec 2011: Worked in "BROY Group Inc."Springfield, New Jersey, USA as a Senior Quality Analyst/ Level 3 Production Support.	Good working knowledge of Project Methodologies and Tools such as Waterfall, Agile, JIRA, MS Project, Clarizen.
October 2007 to September 2010: Worked in "HCL Global" Farmington, Michigan, USA as a Programmer Analyst.	Resolving and escalating issues in timely fashion
	Issue management, evaluating and preparing mitigation plans.
Education	Motivate and develop strong teams
Masters in Computer Applications, Bharathiar University, Coimbatore, India.	Leading and Managing a diverse team of professionals
Bachelors in Physics, Kerala University, Kerala, India.	Providing seasoned leadership to the team.
	Supervise and support project managers and teams on a project by project basis.

Areas of Expertise		
• Project Management	• Project Reporting	• Oversee multiple technical projects in the PMO.
• Project Planning	• Quality Assurance/QA Testing	• Providing visibility and transparency improvements for all the projects. & implemented work priority management.
• Client Management	• Scope/Requirement Analysis	• Streamline reporting work flows that reduce reporting cycle time and increase reporting frequency.
• Team Management	• Defect Management	

Work Experience

Nov 2015 – Current

IT Program Manager | Brainbeat IT Inc | Hyderabad
- Set up a startup IT company (mobile apps & web apps development)
- Involved in planning, management and inception of the various projects/ products.
- End to end management of the company.

Jul 2013 – Oct 2015

QA POC Lead | KPMG - ITSG (IT Security Group)
Involved in leading and managing multiple QA teams involved in testing the below KPMG Infrastructure Security projects
1. GSOC Security Portal (SecOps)
2. CRITs (SecOps)
3. Enhanced Firewalls
4. TPAM (The Priviledged Applicance and Modules / Dell one Identity solutions)
5. LAM (Logging and Monitoring)
6. EdaaS & SCCM & GDR (Global Desktop Reports)
7. EUM (External User Management)
8. KPMG REG - AeOI (Automatic Exchange of Information)
9. KPMG - Marketplace
10. KPMG - Akamai
11. Certificates Services Upgrade

Oct 2013 – Jul 2013

QA Lead / POC | Citi (Olive IT Services) | Kochi
This is Citi's Go Green technology to reduce the paper waste by enrolling customers to its electronic delivery services. Citi eDelivery Services comprises majorly of Welcome emails, eStatements, eAdvices, eCampaigns etc. A registered customer receives statements, advices and other services in a password protected file through email.
- Functional testing lead for EMEA, NAM area,
- Coordinate with Wipro team for the testing efforts.

Feb 2013 – Jul 2013

QA Lead / BA / Pre-Sales | Olive IT Services | Kochi
Electronic Interactive Solution (EIS) is an EBPP Services a Green Technology that helps organizations to reduce or completely stop using paper statements.
- Coordinate with client and Development team on testing requirements and leading the testing efforts.
- Responsible for planning and executing to completion against set deadlines within agreed time and budget.

- Responsible for initiating various processes to fine-tune and streamline the testing effort for both manual and automation testing.
- Managing daily build deployment on the Testing and Demo servers.
- Coordinating with the client and other stakeholders and conducting presentations/demos of the latest changes.
- Involved in discussions with client, other stakeholders and development team regarding design and architecture of old/new features in the Application.
- Involved in research and analysis of technologies and other products to help in the development of the said application.

May 2012 – Feb 2013
QA Lead | KPMG - IBS (Olive IT Services)

IBS is a Sharepoint based Integrated Application center for KPMG "Risk Compliance and Governance", which serves as a conduit point for all similar Risk Systems across KPMG. This enables the high level management to access any applications through the common IBS dashboard. It is a domain wherein Risk inherent to the business can be tracked and mitigated to optimize the business and improve profit. Involved in project planning and managing the test teams for the following IBS entities :

1) Entity Management
2) Opportunity Management
3) Engagement Management
4) Risk Tracking and Mitigation
5) SAP BW Reports : BW reports includes 5 Risk Reports ; Risk Portfolio Report, Open Engagement Codes with Inactive SAN, Inactive Engagement Acceptance/Continuance, Risk Exception Report, Engagement Transactions Prior to SAN Activation and a Finance report – Sentinel report.

Aug 2009 – Dec 2012
Sr QA Analyst / Level 3 Prod Support | KPMG | Montvale, NJ

KPMG operates as an international network of member firms offering audit, tax and advisory services in more than 150 Countries, KPMG uses tools called Vector and eAudit to manage all their Auditing business.

- Preparing test strategy and test cases as a QA Lead.
- Involved in analyzing functional requirements and decompose the requirements and distribute the work among the QA team that I had lead within the projects.
- Co-ordinate with project management, business consultants and development team and report the daily status on the testing phase of each cycle done by the QA Team.
- Managed a team of QA both Offshore and Onsite. Involved in the data gathering and requirement analysis, gap analysis done with the PM as a QA Lead.
- Attended the project status meeting Of the QA team and report the status to the PMO.
- Attended the Daily Review Meetings with Business and Development teams.
- Used both Clear Quest and Quality Center for Defect management and tracking of the issues and enhancement for the applications.
- Also conduct team meetings with the QA team from Offshore and gather all the status.

Oct 2008 – Jul 2009
QA Engineer | BASF | Rockaway, NJ

The project was about an inventory control web application used by retail pharmacies. The system manages the open orders for suppliers, keeps track of the inventory stock, the history transaction, control management system and deleted items.

- Developed Test Plans, Test Cases, Test Scripts, Test Scenarios, Test Beds, Test Data and Trace-ability Matrix.
- Conducted Integration, System, Functional, GUI, Regression, Smoke, Database Integrity, User-Acceptance (UAT) and Performance testing.

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- Worked with SQL, PL/SQL and functions to test the database integrity (Oracle).
- Created Trace-ability between Requirements and Test Cases.
- Conducted Data Driven testing to test various sets of data.
- Defect tracking using Test Director and generated defect summary reports.
- Created customized internal training materials for the end users.
- Maintained Test Logs, Test Summary reports and participated in defect review / Status / GO-NOGO Meetings.

Jul 2007 – Sep 2008
QA Engineer | Siemens | Malvern, PA

Content Distribution Platform (CDP) is developing and maintaining a digital infrastructure that enables the shared commerce and universal distribution of all types of media - from TV shows to user-generated content. The content to be delivered digitally via this network are all the episodes of the popular day time Soaps.
- Involved in creating Test plans, Test matrices and Test cases
- Developed Test Cases and Test Design using Test Plan Manager (Test Director).
- Conducted benchmarking and performance testing using Loadrunner
- Involved in validating major release by running the System Tests and Regression Tests.
- Participated in Bugs Triage meetings, Team meetings and Defect report meetings.

Apr 2006 – Jun 2007
QA Analyst | Nortel Networks Copr., | Fairfax, VA

This project was to monitor the usage of its carrier packet network by various clients. The usage was monitored for billing purposes and the data stored in a SQL Server 2005. Billing information was automatically generated in reports at period end and e-mailed to clients. Other reports where created for managers for strategic planning purposes.
- Developed Test Cases from system requirement specification and Functional requirement documents.
- Managed requirements in Requirements Plan Manager of Test Director.
- Involved in testing the Web Applications and Client Server Applications.
- Ran Smoke tests on QA environment for every build from development.
- Created trace-ability between Requirements and Test Cases.
- Participated in Integration, System, GUI, Smoke and User Acceptance Testing.
- Tracked defects using Defect Manager of Test Director and generated defect reports.
- Participated in Bugs Triage meetings, Team meetings and Defect report meetings.

Jun 2005 – Mar 2006
QA Engineer | Networks Associates Inc., | Santa Clara, CA

Magic Solutions, Helpdesk IQ is an adaptive, browser-based, easy-to-use, quick-to-deploy solution that allows growing businesses to rapidly resolve mission-critical and time-sensitive customer problems.
- Black Box, Integration, Regression and GUI Testing during the testing life cycle of the product release.
- Communicated with Development team and Quality Assurance team to see that the software meets the software requirements specifications document.
- Developed test plans, test cases and test scenarios.
- Executed SQL queries to perform Backend testing.
- Participated in meetings with developers to discuss enhancements and modifications.

Sep 2004 – Jun 2005
Oracle Developer | Unit Trust of India | India
Fixed income trading system is a financial trading entry system. System accepts new issues, purchase and sales transactions; validates all transactions according to company rules and accepts transactions for long term, short term, structured inflation, bonds etc and system generates various reports.
- Involved in writing ER diagrams and DFD diagrams.
- Performed database migrations and tuning.
- Bulk loaded the legacy data to Oracle database by using load utility tool SQL*Loader.
- Generated schema level and table level post scripts (DDL generation).
- Generated DDL changes during the process of different builds.
- Developed PL/SQL based stored procedures, triggers and packages.
- Involved in Forms Screen designing and Reports layout designing.
- Database support for testing team.

Technical Skills

Tools + Libraries + IDE	Design & Modeling
• SAP ABAP, BI / BW • IBM InfoSphere • Datastage 7.5.1 • Clarizen • MS Project 2013 • JIRA • GITHub • BMC Remedy ARS • MS Visual Studio 2003 • Eclipse, Net beans • Mercury Quality Center (HP ALM) • ClearQuest & Test Director • TOAD **Versioning Tools** • Tortoise SVN	• UML, XML, MS VISIO **RDBMS** • MS SQL Server 7/2008 • Oracle 8i,9i,10g,11g **Languages/Markup** • Visual Basic 6.0 • SAP ABAP • PL-SQL • HTML