Contact

sheenachugh92@gmail.com

www.linkedin.com/in/sheena-chugh
(LinkedIn)

sheenachugh22.github.io/portfolio/
(Portfolio)

Top Skills

Agile & Waterfall Methodologies

Iterative Delivery

Release Planning & Roadmapping

Certifications

Certified Tester Advanced Level Test Management

Business Analyst Certification

Scrum Fundamentals Certified (SFC)

ISTQB® Foundation Level

Sheena .

Hybrid Project Manager | PMBOK & Agile Delivery | Former QA
Manager | Driving Quality, Risk & On-Time Delivery
Oshawa, Ontario, Canada

Summary

I started my career in Quality Assurance, building a strong
foundation in manual and automation testing, where I learned
to think critically about systems, user impact, and risk. As my
responsibilities grew, I progressed into a QA Lead role, owning test
strategy, mentoring teams, and partnering closely with product and
development to embed quality across the SDLC.

Over time, my role naturally expanded beyond testing into end-
to-end delivery ownership, leading me into Project Management.
I transitioned into a traditional Project Manager role, managing
scope, schedule, cost, quality, risk, and stakeholder expectations in
alignment with PMBOK® principles. This experience strengthened
my ability to plan, govern, and deliver complex initiatives with clarity
and accountability.

Today, I work as a Hybrid Project Manager, blending predictive
project governance with Agile execution practices. I lead cross-
functional teams to deliver incremental value while maintaining
strong controls around planning, risk management, change
management, and stakeholder communication. My background in
QA continues to influence my approach—bringing a strong focus on
quality, transparency, and risk-based decision-making.

I thrive in roles that sit at the intersection of business, technology,
and delivery, where structured execution meets adaptability. Known
for being detail-oriented, calm under pressure, and collaborative, I
enjoy turning ambiguity into clear plans and measurable outcomes.

Core strengths:
Project & Delivery Management | Hybrid Agile–PMBOK | Quality
& Risk Management | Stakeholder Communication | Process
Improvement | Cross-Functional Leadership

Experience

Idealogical Group
Project Manager
May 2024 - Present (1 year 8 months)
Markham, ON

Manage projects using a hybrid delivery approach, integrating PMBOK®
predictive governance with Agile execution practices to ensure alignment with
business objectives and stakeholder expectations.

Responsibilities:

Initiate projects by defining the business case, project charter, stakeholder
register, and success metrics in alignment with organizational strategy.

Plan project scope through high-level requirements definition, backlog
refinement, WBS creation, and scope baseline management.

Establish iterative delivery plans, release roadmaps, and milestone schedules
while maintaining overall schedule and cost baselines.

Facilitate cross-functional collaboration between business, technical, and
vendor teams to deliver incremental value.

Manage cost and schedule performance, tracking progress against baselines
and implementing corrective actions as needed.

Lead risk and issue management, proactively identifying impediments,
facilitating resolution, and escalating risks where necessary.

Govern change management, evaluating scope and priority changes,
assessing impacts, and maintaining alignment with project objectives.

Execute stakeholder and communications management, ensuring
transparency through dashboards, reports, and review sessions.

Ensure quality assurance through acceptance criteria, definition of done,
reviews, and validation of deliverables.

Oversee resource management, including capacity planning, role clarity, and team performance monitoring.

Close projects by obtaining formal acceptance, conducting retrospectives and lessons learned, and transitioning deliverables to operations.

TestingXperts
Project Manager
August 2021 - January 2024 (2 years 6 months)
India

Planned, executed, monitored, controlled, and closed cross-functional projects in accordance with PMBOK® Guide process groups and knowledge areas to deliver defined scope within approved schedule, cost, and quality constraints.

Responsibilities:

Developed Project Charter in collaboration with sponsors to formally authorize projects and establish high-level scope, objectives, assumptions, constraints, risks, and success criteria.

Led scope management by collecting requirements, defining project scope, creating WBS, and managing scope validation and change control to prevent scope creep.

Created and maintained project schedules using critical path method, activity sequencing, duration estimation, and schedule baselines; tracked progress and implemented corrective actions.

Planned and controlled project costs, including budget estimation, cost baselining, forecasting, and variance analysis using earned value management (EVM).

Defined quality management plans, established quality metrics, and ensured deliverables met stakeholder and organizational standards through audits and quality reviews.

Managed resource planning, acquisition, and team development; facilitated role clarity, performance tracking, and conflict resolution.

Executed communications management by identifying stakeholders, defining communication plans, and delivering timely project status reports and executive updates.

Identified, analyzed, and monitored project risks, developed risk response strategies, and maintained risk registers throughout the project lifecycle.

Managed procurement processes, including vendor evaluation, contract administration, and supplier performance monitoring.

Performed integrated change control, evaluating change requests, assessing impact, securing approvals, and updating baselines accordingly.

Ensured formal project closure, including deliverable acceptance, documentation archiving, lessons learned, and stakeholder sign-off.

Seasia Infotech
Quality Assurance Lead
May 2019 - August 2021 (2 years 4 months)
India

Lead and manage quality assurance strategy, test governance, and continuous improvement initiatives to ensure delivery of high-quality software products in alignment with organizational objectives, industry standards, and risk tolerance.

Responsibilities:

Define and execute the test strategy and test policy, aligning quality objectives with business goals, risk appetite, and delivery models (Agile, Hybrid, Predictive).

Plan, monitor, and control test activities across the SDLC, including test planning, estimation, scheduling, and progress tracking.

Establish and maintain test governance frameworks, including test plans, entry/exit criteria, quality metrics, and compliance standards.

Lead risk-based testing, identifying product and project risks, prioritizing test coverage, and optimizing testing effort accordingly.

Manage defect management processes, including root cause analysis, severity classification, escalation, and continuous improvement.

Oversee test team management, including resource planning, skills development, performance management, and coaching of QA engineers.

Coordinate cross-functional collaboration with product, development, DevOps, and business stakeholders to ensure shared quality ownership.

Implement and monitor test automation and tool strategies, ensuring scalability, maintainability, and alignment with delivery timelines.

Track and report quality metrics and KPIs, such as defect density, test coverage, cycle time, and release readiness.

Govern change and release quality, assessing impact of scope or requirement changes on testing scope, timelines, and risk exposure.

Ensure compliance with quality standards, regulatory requirements, and organizational processes through audits and reviews.

Drive continuous improvement initiatives, incorporating lessons learned, retrospectives, and process optimization.

Support release decisions by providing objective quality assessments and recommendations to leadership.

Tech Mahindra
Quality Assurance Engineer
August 2016 - April 2019 (2 years 9 months)
India

Support software quality assurance activities by executing manual and automated tests, identifying defects, and collaborating with cross-functional teams to ensure reliable, high-quality product releases.

Responsibilities:

Analyze requirements, user stories, and acceptance criteria to understand functional and non-functional testing needs.

Design and execute manual test cases, test scenarios, and exploratory tests to validate application behavior against requirements.

Document, track, and retest defects using defect management tools, ensuring clear reproduction steps and impact analysis.

Develop and maintain automated test scripts for functional, regression, and smoke testing using approved automation frameworks and tools.

Execute regression and integration testing to ensure stability of new and existing features.

Collaborate with developers, product owners, and senior QA members to clarify requirements and resolve defects efficiently.

Participate in test planning and estimation activities under guidance of QA leads or managers.

Validate data accuracy, UI behavior, APIs, and workflows across supported platforms and environments.

Maintain test documentation, including test cases, test data, and execution reports.

Support CI/CD pipelines by running automated tests and reporting results.

Follow quality standards, testing processes, and best practices to ensure consistent test execution.

Continuously learn testing tools, automation techniques, and domain knowledge to improve test effectiveness.

_____

Education

Indira Gandhi National Open University
Master of Computer Applications - MCA, Computer Science · (2017 - 2021)

Kurukshetra University, Kurukshetra
Bachelor of Science - BS, Computer Science · (2013 - 2016)