SIVAKUMAR GANESAN

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EXECUTIVE SUMMARY

- **Seasoned Tester** with 12+ years of hands-on experience in quality assurance, and a project manager who is up-to-date with technology and enjoys validating large-scale and high-performance systems.
  - Deeply skilled in analysis, design, development, and implementation of automated testing solutions.
  - Hands-on in validating Web, Desktop, Mobile, Backend and Middleware applications, web services and managing large transformation and migration projects. Strong knowledge of technology, tools, and techniques to drive faster and high-quality delivery.
  - Designed and implemented robust automation frameworks for complex big data systems.
  - Provide leadership vision via decisive and insightful executive leadership, guiding daily operations through strategic thinking and data-driven decision making.
  - Functional knowledge in e-Publishing, e-Commerce and Services industry.
- **Quality Assurance Manager** who managed multiple large projects, teams & initiatives at the same time.
  - Collaborate with subject matter experts in various departments to get input on business processes, function and non-functional requirements, and roadmap activities.
  - Application testing and M&R portfolio delivery owner for QA. Hands-on in managing scope, timelines, cost, performance, and quality.
  - Established testing center of excellence for clients to streamline testing processes, and shift-left in the development lifecycle. Helped organizations to transform into agile, improve test efficiency and productivity using innovative automated solutions and custom-built tools.
  - Handled multimillion RFP responses, MSA drafting, and SOW preparation. Experienced in working and managing the multi-vendor environment.
- **Agile coach and People leader** who proven himself by hiring and training test teams. Managed multiple Agile Scrum and Kanban teams, mentoring 30+ agile and test automation followers.
  - Have driven project deliveries from geographically distributed teams. Build and lead high-performance teams to manage, implement and streamline complex programs/projects.
  - Ability to influence and motivate teams to deliver high-quality deliverables on time. Track record of retaining top talent, coaching, mentoring direct reports to assume higher responsibilities.

TECHNICAL SKILLS

Automation Frameworks	Behavioral Driven, Keyword Driven, Page Object Model
Automation Tools	Selenium, Cucumber, Spec flow, JMeter, Visual Studio
Test Management Tools	HP ALM, VSTS, VersionOne, Jira, Bugzilla, Test Link
Programming Languages	Java, Python, Shell
Web Services	SOAP, REST
Web Development Languages	HTML, PHP, JavaScript
Other Languages	XML, SQL, XSLT, JSON, VBScript, XQuery
Platforms	Database (Oracle, MySQL, MongoDB), Application Server (Apache HTTP v.2.x, Tomcat v.7/8), Web Development (Twitter Bootstrap), Mobile (Android, IOS)
Big Data	HPCC Systems/ECL, Mark Logic
CI-CD	Jenkins, Git, SVN, Maven, Junit, TestNG
Reporting/Analytics Tools	Tableau, MicroStrategy, RapidMiner
Domain Experience	Publishing, Legal, e-Commerce, Services

EDUCATION

- **Master of Information Systems** from Wright State University, USA.
- Post Graduate Diploma in Business and Corporate Law from SCDL, India.
- Post Graduate Diploma in Business Administration from SCDL, India.
- Bachelor of Engineering in Electrical and Electronics from Anna University, India.

CERTIFICATION

- **Project Management Professional (PMP)** from the Project Management Institute.
- Certified Tester – Foundation Level from International Software Testing Qualifications Board.
- Microsoft Dynamics – Student Certificate.
- Certification in Financial Markets (NCFM) from National Stock Exchange of India.

ACTIVE WORK AUTHORIZATIONS

- **Canada - Permanent Resident.**
- USA - H1B.

PROFESSIONAL EXPERIENCE

Infosys Limited.	Oct 2010 – Till Date

Duration: Mar 2016 – Till Date   **Role: Test Manager**

Responsible for overseeing the quality assurance of content fabrication and enrichment portfolio of one of the key strategic accounts (>$15M). The department owns several systems which employ content processing techniques like machine learning and natural language processing to add structure, context, and metadata to content to make it more useful to humans and computers. The core of the portfolio is an Entity Recognition, Resolution and Linking system that aims to deliver a product that allows a user to, on-demand, recognize entities within their document and determine by analysis what the document is all about (Topical classification).

Currently working as a Test Manager and Scrum Master, managing a team of SDETs who are validating and automating an NLP based entity recognition, linking and master data management system on a proprietary "Big Data" system named HPCC.

Key Responsibilities and Achievements

- Manage a globally distributed team of 20+ member team delivering 100+ features every sprint.
- Define automation test strategy and test approach for multiple large systems.
- Increase overall efficiency by bringing in extreme automation and enable CI/CD.
- Create advanced software test automation solutions for Big data using Artificial intelligence.
- Create meaningful Analytics to help executives in data-driven decision making.
- Spearheaded modernizing and automating the regression test suite yielding $500K YOY savings.
- Automated the ticket resolution system using NLP techniques to resolve known & frequent tickets.
- Leading the way in Agile project management, mentoring 30+ agile and test automation followers.

Environment & Tools: HPCC/ECL (Big Data platform), NLP based entity recognition, Java, XML, SQL, JSON, SOAP and RESTful web service, Jenkins, Selenium, Cucumber, Eclipse, IntelliJ Idea, SVN, Git, Junit, JMeter, Tomcat Web Server, SOAP UI, MongoDB, VersionOne, Bugzilla, Test Link, MS Project.

Duration: Jul 2012 – Mar 2016   **Role: Test Lead**

Responsible for the quality assurance of a flagship web application used by professional attorneys, law firms and students globally for their legal research. As part of the modernization effort, millions of paying users are migrated from the legacy platform to the new improved web platform as well. Managed a globally distributed team of 15 testers in a multi-vendor environment, performing functional, regression, content-application integration and system integration tests on Web and Mobile applications. Facilitated release status meetings, defect triages and user acceptance tests for product releases and M&R.

Key Responsibilities and Achievements
- Helped the SQE department shift left and reduce the time to market yielding $350K YOY savings.
- Awarded by Infosys as one of the top 10 innovators of 2015 for Shift Left & Progressive Automation.
- Created several productivity improvement tools and utilities to reduce the manual effort.
- Defined automation test strategy and test approach for multiple iterative release phases.
- Developed a robust automation framework using Selenium to automate about 6000 test cases.
- Project Management (Initiation, Planning, Scheduling, Execution, Tracking, and Status Reporting), release/change management support and Stakeholder management.
- Coordinate tasks, set goals and targets, reviews outputs, give performance-based feedback to ensure deliverables are as per required standards.
- Mentor the junior testers in the program on test automation.

Environment & Tools: MarkLogic (Big Data platform), ETL, HP ALM, TFS, VSTS, Jira, Java, Selenium, XML, XQuery, XSLT, Oracle, SQL, SOAP and RESTful web service, Android, IOS, Eclipse, Spec flow, SOAP UI.

Duration: Oct 2010 – Jun 2012   **Role: Test Analyst**

Responsible for the quality assurance of a new backend collection and conversion platform built for documents procured from vendors in different formats. The system collected the documents to a UNIX server using different methods such as FTP, Web Scrape, and an online web portal. The converted documents are made available via MS Word plugin.

Responsibilities
- Evaluate business requirements
- Produce test estimates for the conversion platform and MS Word plugin.
- Define automation strategy and test approach, create and execute automated tests.
- Review and manage the testing team deliverables.
- Triage issues and track them to closure.
- Knowledge management.

Environment & Tools: Unix, Putty, FileZilla, Selenium, Java, SOAP and RESTful web service, ETL, Oracle, SQL, HP Quality Center, HP QTP.

Cognizant Technology Solutions   **Dec 2006 – Oct 2010**

Duration: Mar 2009 – Oct 2010   **Role: Associate - Projects**

Responsible for the quality assurance of the e-Sales and e-Services platform for a major broadcasting and telecommunication service provider in the UK. Managed a small team of 5 functional testers

performing web application testing covering individual product displays, packages offered, sales, card payment processing, and order fulfillment.

Responsibilities
- Understand the functional test requirements for a e-Sales, card payment, and order fulfillment.
- Create comprehensive testing procedures, and review test procedures from peers.
- Define automation strategy for functional and integration of the e-Sales and e-Services application.
- Execute functional and automated web services test scripts.
- Report the identified problems, test progress and results to the product owner.
- Onsite co-ordination and Stakeholder management.

Environment & Tools: Selenium RC, Java, SOAP and RESTful web service, SQL, HP Quality Center.

Duration: Dec 2006 – Feb 2009   **Role: Programmer Analyst**

Responsible for the quality assurance of the CRM platform for a major broadcasting and telecommunication service provider in the UK. The core of the portfolio is the CRM system called "Chordiant" which provides full-fledged workflows from customer information, sales to final order tracking and billing information. As a new product or packages becomes available, CRM system and workflows are customized to reflect the new changes.

Responsibilities
- Determine the estimates for testing the business requirements of a CRM application.
- Define test strategy and approach.
- Create comprehensive testing procedures, execute functional and automated regression tests.
- Report the identified problems, test progress and results of testing to business stakeholders.

Environment & Tools: CRM, Chordiant, Vignette ECM, HP Quality Center, HP QTP.