

ECOMM & Loyalty QA - NEWSLETTER -January 2022 Edition

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January 2022



NEWSLETTER ECOMM & Loyalty QA

Important Updates



QA Organizational Changes

Effective February 1st, **Maria-Claudia Bino** will assume the role of Advisor, IT Quality Assurance and will lead the QA CoE. Claudia steps into the role previously held by Jimena De La Pena Aguila who has

moved on to the IT Governance team. Congratulations Claudia!

Effective February 1st, **Darine Sabanekh** will assume the role of Sr. Manager, IT Quality Assurance and will lead the Digital & Loyalty QA team. Darine steps into the role previously held by Richard Cote. Welcome to the team Darine!

Message from Richard

As many of you already know, I have moved to a new position at Air Canada and will be serving as your new QA Director. Before I pass the torch to the new QA Manager I wanted to say a few words about this group.



We started 2022 in the shadow of 2021 with its long reaching set of remaining activities and the promise of many more exciting and new deliverables planned in our Digital and Loyalty space. Much of the world as we have come to know it remains the same but there is a definite silver lining. Our statistics show an increase in customer traffic and the company is significantly investing in its people and product. Things are definitely moving in the right direction.

As I said in our year end message, this team has demonstrated sheer determination and a keen ability to adapt to change. I am very proud of the team we have built together and know that the processes and people we have put in place will continue to help us thrive. So, continue maturing our process, continue demonstrating that comradery, keep smiling and supporting one another and hold your heads up high with pride with our shared successes.

Wishing all continued success in 2022.

Be Well.

Richard

What are we working on in QA this month?



New

Projects in the pipeline this month:

Partnerships Project

Teams are in refinement mode, working on delivering additional benefits to our recently launched partnerships. 2022 will have a whole new bunch of exciting partnerships to look forward too! More to come...

Employee’s Corner



Celebrating Birthday’s This Month!

Pugazhenthirajendran <i>M3</i>	February 2nd
Ramesh Selvaraj <i>SIT - Loyalty</i>	February 5th
Astha Makol <i>Digital Lead</i>	February 8th
Swatikiran Acharya <i>Accessibility</i>	February 10th
Vulli Navya <i>Partnerships</i>	February 15th
Priyanka Basavaraj Vhasure <i>M3</i>	February 18th
Vibhanshu Shekhar	February 20th

M3

Rashmi Kumari**February 21ST**

ARSF

Mayur Sinha**February 21st**

ARSF

Anagha Deo**February 26th**

iFLY

Korede Ladikpo**February 27th**

TRP/NRP

***Missed your birthday? Sorry 😞. Please send a note to Richard.cote@aircanada.ca**

Superstars!

It is so important to take the time and acknowledge and appreciate everyone's contributions to our collective successes. It is especially significant when people outside our organization recognize one of our members.



Pravan Kumar Reddy

Been working with **Pravan kumar Reddy**, for almost 3 years now. He's been doing an exceptional job till date. Give him any feature to test, he checks that every minor detailing in it is covered. Huge shout out for all the work that he has done so far!

Keep shining Pravan!



Srivatsa Malali

Srivatsa Malali is always an enthusiastic guy to work with. He makes sure that he always thinks OOTB and implements them, never hesitates to reach out with his new ideas. Keep rocking.

Great job Srivatsa!

If you would like to call out one of your colleagues for exceptional performance or a special acknowledgement please send your recommendations to Astha Makol astha.makol@aircanada.ca and Richard Richard.cote@aircanada.ca with the subject "Recognition".

Welcome to the team!

Digital Ecomm	Gopikannan M
Web Digital - Revenue	Sneha Subramaniyan
Web Digital - Revenue	Varshini Sriram
Digital Dashboard	Kalaiaarasan Neduncheziyan
Digital Dashboard	Gowthami M
M3	Arun R
ARSF	Karthikeyan Selvaraj

Welcome to the Team Everyone!

Employee Spotlight

Biswajit Mukherjee

Test Lead

TRP/NRP Team

Procom



With close to 18 years of experience and knowledge in QA, Biswajit joined the AC team 3 years ago. He has worked as a QA lead/Manager across different geographies for different clients and companies.

At early stage of his career, Biswajit was assigned to a temporary QA position at Microsoft. Ge received a recognition from Microsoft when he found a bug on Microsoft Windows 2003 OS and since then his "temporary" QA role has become his fulltime profession. Biswajit says, "I enjoy my QA job thoroughly as I believe quality is an important and integral aspect of both our professional and personal life".

Tell us about yourself and what it is you do in QA?

I am with Air Canada for last 3 years and I am working as a QA lead for two projects TRP (Application to book hotel and car)and NRP (eStore application). I closely work with our vendor CXL and RewardOps along with our IT and business team.

If you were to meet some one for the first time, what would you want them to know about you?

I am a cool and calm person by nature and easily mix up with people. I am a very open and transparent person and I hate lies.

If you could compare yourself with any animal, which would it be and why?

*I would compare myself to a Deer. A deer for me is a symbol of gentleness, innocence, kindness, grace, and **the** awareness of surroundings*

What is an important lesson, personal or professionally, you've learned in life that you could share with others?

I have learned from life that "Tough times never last long as there is a morning after every night"

Also, I believe in the philosophy "शतहस्त समाहर सहस्रहस्त संकिर" which means "Earn with hundred hands and donate with thousand hands."

If someone wrote a biography about you, what do you think the title should be?

HOLUD BASANTA.

It's a Bengali word meaning is "Yellow Spring" but, the inner meaning of the word is about internal happiness and similar to sentiment that comes during the season of Spring when the fields are covered with blooming flowers.

What is your favourite food?

I am a foodie, and it is difficult for me to name one. I love all kinds of foods. I always say, "I don't eat to live rather I live because I want to eat".

But just to name one I would say "Daab Chingri", it's a Bengali dish where Shrimp cooked inside a raw coconut, and the dish looks like the below and I shared the recipe as well lol.



Here is how to make it! [Click Here.](#)

What is your favourite colour?

Yellow.

What is your favourite movie or song?

Any song by Rudy (My son). Whenever he learns a new song, I am his first audience 😊.

Apart from that I love Indian folk song [Baul](#)

Listen! [Click here.](#)

Thanks for sharing with us Biswajit!

Corporate News



Beijing 2022 – Olympic Winter Games


Air Canada's flight AC2201 today from Vancouver to Beijing marks the first of three special charter flights transporting Team Canada to the Beijing 2022 Olympic and Paralympic Winter Games. The airline also named its Team Air Canada athlete ambassadors and outlined its comprehensive program in support of Team Canada's journey to excellence at the 2022 Winter Games.

[Click here](#) for more info.

How are we doing?



Metrics

KPI		Dec
Defect Leakage	Target: <=5%	0.00%
On-Time Performance	Target: >=95%	100.0%
Test Progress Coverage	Target: >=95%	97.70%
Test Automation Coverage	Target: >=75%	83.23%
QA Maturity	Target =Level 3	 2.8

The overall numbers above reflect the entire QA Organization.

Congrats on a great performance in October everyone!

Defect Leakage: No leakage into production.

On-time Performance: All deliverables on planned schedules.

Test Progress Coverage: We met targets on coverage execution.

Test Automation Coverage: We are meeting our Automation execution targets.

QA Maturity: We've raised the bar on process maturity! 2.0 to 2.8 Well done everyone!

Just for Fun!



Picture Perfect

This segment is interactive and we are looking for you too submit your own personal photographs about the things that inspire you regarding our monthly theme.

Last month's theme was: Joy

Compassion

Submitted by: Bhasyam Mahendra Goud





Play Time

Submitted by: Karthik ?

Celebrations

Submitted by: Sandeep Pongal ??



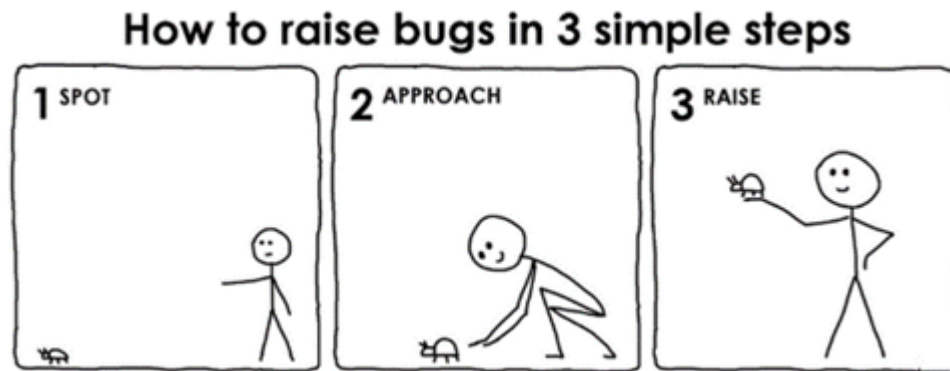
Get your camera's out and share with us what inspires you regarding our theme below for next month's Newsletter!

Next Month's Theme is: Love

Share what inspires you for our theme or even recommend a theme.

Please submit your pictures to Richard.Cote@aircanada.ca with "Picture Perfect" in the subject.

A little humor...



Have a recipe to recommend? A joke to tell? Please send a note to Richard.cote@aircanada.ca with "Fun Stuff" in the subject and we will showcase it in our next newsletter.

Inspirational Quote

"Try to be a rainbow in someone else's cloud."

Maya Angelou



AIR CANADA

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Director, IT Quality Assurance

IT Shared Services and Transformation

ITIL v4 Expert, ITIL v3 Expert, BRMP®, CTFL, COBIT - 2019

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