Suma Gowrishankar

(510) 402-9384 📞
sumagowrishankar@gmail.com ✉
www.linkedin.com/in/sumags 🔗

Profile

- 20 years of progressive experience including Requirements Management, Quality Assurance, Software Development
- Handled responsibilities of Senior Business Analyst/Product Owner role after demonstrating excellent Requirements engineering skills in eliciting, analyzing and translating Business needs to documented specifications for Engineering Design and Implementation
- Subject matter expertise in Identity Theft Protection domain, including Credit Monitoring, Identity Verification and Fraud prevention
- Comprehensive knowledge on Behavioral Driven Development, Agile and Waterfall methodologies. Thorough understanding of processes guiding requirements analysis and design, change management/control, development, test planning and implementation
- Certified SAFe Agilist (Lean Agile Practitioner)
- Communication conduit between line of business and engineering groups in the manner of formulating and translating business requirements into Use cases, User Stories, User Acceptance test scenarios
- Excellent research skills to thoroughly analyze product requirements, to determine cross-functional impact, collaborate with engineering to discuss and determine design and solution feasibility
- Strong experience in Test Strategizing, Test planning, User Acceptance test co-ordination and facilitation. Good track record of quality deliverables working on multiple projects.
- Recognized for diligent Product management and Quality Assurance skills. Known for sound problem solving and decision-making capabilities.
- Confident, excellent communication and documentation skills

Skills

- Roadmap Planning
- Behavior Driven Development
- Product Demonstrations
- SAFe Agilist
- Agile Methodology
- Waterfall Methodology
- Client Communication
- Product Quarterly Planning
- Product Inception Sessions
- Product Backlog Grooming
- Sprint Planning
- Daily Stand-ups
- Sprint Demo and Retro Sessions
- Epics Definition
- User Stories
- Requirements Engineering
- Vendor Integrations
- Customer Support Coordination

Tools

- API Testing with Postman
- Web Technologies - JSON, Java, PHP, HTML, JavaScript
- SQL – MySQL, Oracle Databases
- Assembla
- Bugzilla
- Aha! for Product Management
- Mobile Testing (IOS, Android)
- GSuite
- AWS Cloudwatch
- GIT, SVN
- Putty
- Atlassian JIRA, Confluence
- Selenium with Java
- TestLink
- Test Director
- WinRunner
- LoadRunner
- Quick Test Professional (QTP)

Experience Summary

Employer (Time Period)	Role	Domain Experience
Equifax Inc, CA (July 2013-Present)	▪ Senior Business Analyst/Product Owner ▪ Quality Assurance Manager	▪ Identity Theft protection ▪ Credit Reporting and Monitoring Services
Trusted ID Inc, CA (Apr 2008 – July 2013) *Acquired by Equifax in July 2013*	▪ Quality Assurance Engineer	▪ Identity Theft protection ▪ Credit Reporting and Monitoring Services
ThinkSoft Global Services, India (Dec 1998 – Aug 2006) **Clients worked with:** ▪ Citibank Operations, Greece ▪ Citibank Operations, Germany ▪ Citibank Operations, Spain ▪ Citibank Operations, Zurich ▪ State Bank of India ▪ Citibank Operations, Tampa FL ▪ Citibank Operations, India.	▪ Quality Assurance Engineer ▪ Software Developer	▪ Banking and Financial Industry (Core Banking, Lending Systems, Mutual Funds)

Detailed Experience

Equifax Inc, CA   JULY 2013 - PRESENT

SENIOR BUSINESS ANALYST/ PRODUCT OWNER   **FEB 2018-PRESENT**

Handled responsibilities of Senior Business Analyst/Product Owner for California branch of Equifax team comprising a total of 18 team members.

Managing the Authentication tribe/group, collaborated with Product Management group in Atlanta, GA to identify product road map, define epics, author and groom JIRAs with the Engineering team in CA.

I was directly responsible for the two squads/teams under the authentication tribe that were based in CA. I also managed and mentored Product owners from five other squads/teams within the Authentication tribe.

Determined sprint velocity, conducted Sprint planning sessions and coordinated deliverables for Document Verification Services platform, Fraud IQ Manager applications. Projects delivered in this role:

- **Document Verification Service** for Social Security Administration, for improved and instant authentication of consumers using everyday documents like driving licenses and passport.
- **Fraud IQ Manager** delivered to small banks in Spain, to help identify fraud patterns before loans disbursement.

QUALITY ASSURANCE MANAGER, BUSINESS ANALYST   **JULY 2013-FEB 2018**

Handled combined responsibilities of Senior Business Analyst and Quality Assurance Manager to manage product requirements and quality assurance deliverables respectively.

Working with Business Stakeholders and Customer Support Teams, demonstrated expertise in requirements engineering and gained their trust to handle Product Owner role to elicit, analyze and provide requirement artifacts in User stories and others as required for the Engineering team.

In the role of Quality Assurance Manager, Prepared Test Strategy, mentored QA team members on manual test planning, execution and automation test suites.

Contributed to design discussions with Engineering team. Co-ordinated change control, User Acceptance testing with the Product team and managed its defect cycle. Authored User guides for customer support tool and end client. Conducted final product walk-through to Customer support and end client when required. Critical projects delivered under this role:

- Lock and Alert web and mobile product to instantly lock and unlock Equifax consumer credit reports
- TrustedID Premier product - complete credit report and alert product created in the event of the Equifax Data breach in 2017
- Integrate TrustedID products with Equifax Credit Services. TrustedID products were offered through partner channels such as LifeLock, Credit Karma, Mint.com, AARP, H&R Block.
- Maintenance and enhancements to all organic products offered by TrustedID- IDEssentials, IDFreeze, IDMonitor.

TrustedID Inc, CA   APRIL 2008 – JULY 2013

QUALITY ASSURANCE ENGINEER

As an experienced Test Engineer, piloted the Quality Assurance process besides working on Project releases. Directly worked with the Product, Compliance, Sales, Marketing team to discuss product requirements for TrustedID's Business-to-Business and Business-to-Customer products detailed below. Prepared and reviewed Test Scenarios with the Product team that served as requirements for Engineering design and development efforts. Prepared high-level conditions, test cases and managed traceability of requirements. Prepared test environments, managed defect cycles for both System testing and User Acceptance Testing. Delivered various business critical and time sensitive projects for the below products:

- IDEssentials, IDFreeze, Suze Orman's Identity Theft Prevention Kit, IDMonitor, IDSafe
- Private labeled products for various partners, some of them being Mint, Credit.com, AARP, myFICO, DELL, H&R Block.
- Vendor Integrations for delivering product features: Vindicia for billing, Cyveillance for black market scanning, Twilio for delivery of alerts via SMS, CoreLogic and CSID for credit reports, IDAnalytics for identity monitoring.

Thinksoft Global Services Pvt. Ltd., India.   DECEMBER 1998 – AUGUST 2006

SOFTWARE DEVELOPER, QUALITY ASSURANCE ROLES

Working with one of the leading independent software validation company, I had the opportunity to work with various Clients of Thinksoft across different periods at varied roles and responsibilities. Started as a Test Engineer to work with Test Leads, Test Managers to review Test Cases, Test Conditions, Test Scenarios, and performed Test execution activities. Working as a Test lead, managed responsibilities to review Test suites and work with Clients on defect cycles for System testing and User Acceptance testing. As a Test manager, travelled onsite to directly work with the Clients on solution validation and implementation efforts. The clients I have worked with along with a summary of the application is listed below:

Client	Role	Experience Summary
Citibank Operations, Greece	Manager – Quality Assurance	Coordinated day-to-day efforts for User Acceptance testing including Test environment readiness, test execution, defect review and prioritization. Preparation of Performance Testing suite.
Citibank Operations, Germany	UAT Coordinator	
Citibank Operations, Spain	Lead – Quality Assurance	

State Bank of India	Lead – Quality Assurance	Test Lead for the Mutual Funds, Core Banking and Loans modules of the Integrated Banking system (IBS).
Citibank Private Banking Group, Zurich	- Web Developer - Engineer – Quality Assurance	- Developed websites for EMGLS (Emerging Markets for Global Lending System) - Developed and maintained websites for Citibank India Software Quality Assurance department.
Citibank Operations, Tampa FL		
Citibank Operations, India		

Education

- **Bachelor of Arts, Corporate Secretaryship** from University of Madras, India
- **Post Graduate Diploma in Computer Applications (PGDCA)** from Software Solutions Integrated (SSI) Ltd, India
- **Certification in Core Java Technology** from NIIT, India
- **Diploma in Web Development** from Kaashyap Radiant Infoschool, India

Hobbies

- Reading, Gardening, Travel