



Please tell me about your work experience in QA.

As a QA professional, I have been able to develop a global team that delivers world class products. I take quality as the final word in the agile process and quality assurance is part of every iteration of the sprint cycle. I have also been efficient in planning and managing quality assurance schedules and assignments, and monitored project status estimations. I strongly believe that quality has to be developed as part of organizational tradition, and so, I have been involved in training personnel and honing skills by mentoring potential talent to take on quality management roles.



Tell me about a recent challenge you faced as a QA Manager and how were you able to handle it?

Yes...sure. You see we had a particular feature that was required to be added to an application and we worked on it across several sprints. However in the UAT there was massive request to modify it, which was similar to an earlier proposed alternative that was not implemented. I brought this up and communicated the urgency to incorporate this. I had to avoid the wrath of the scrum master and the software team and yet needed to convey the urgency of implementing the feedback from UAT. I held a private conversation with the scrum master to gain his confidence and the implementation was smooth.



You have mentioned about managing a global team. Tell me more about the challenges and achievement in handling this.

Initially, when I joined Oracle, it was only a team of 5. I took initiative to incorporate talent that came in from the merger with Sun Microsystems. I had the challenge of handling a cultural transition and making this new team gel with our work culture. We managed new talent by giving them key positions in major offices around the world. This way we were able to utilize technical expertise and expand our team rapidly. I kept reminding my growing team to keep the common quality standards as a firm measurement for performance, and by doing so, I was able to streamline much of the work.



How do you balance demands from multiple stakeholders?

Managing multiple stakeholders is a tough balancing act. This is why I am an advocate of the agile method and regular sprint cycles. This really helps me to handle a lot of stakeholder conflict. For example, if the sales team has suggested the need to modify a graphical interface and the graphic and software team has gone according to the business requirement analysis, it creates friction to suggest that an interface is to be given a different treatment. I have to put quality issues as paramount and communicate the pros and cons clearly. I try talking to the software development team first before I approach the sales team in this case. It gets easier to handle things at the functional level. I communicate clearly and listen to all stakeholders and try not to have things escalated.

