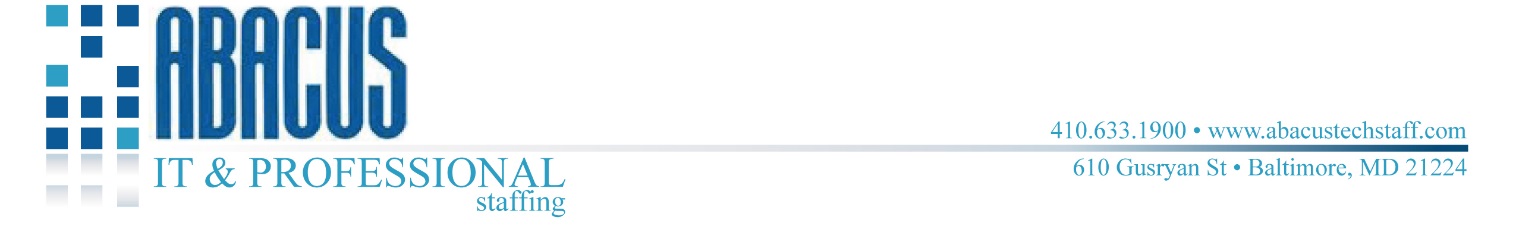
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**Kulvinder B Kaur**

**EXECUTIVE SUMMARY:** Result-oriented professional with 20+ years of industry experience with 14 years focus on Quality Assurance, Systems Analysis and Agile development based on Scrum. Excellent knowledge in Software Development Life Cycle, ISO-9001 and SEI-CMMI processes. Experienced in full lifecycle, including designing, developing and executing test plans, test cases, and test scripts. Expertise consists of diverse types of testing, specifically fault injection, integration, Black Box and White Box, regression, IVR, 508 Compliance, API, REST, Web Service and SaaS testing across industry sectors, including Financial, Telecommunications, Supply Chain Management, Publishing, CRM, and Billing applications.

**ACHIEVEMENTS:**

* Consistently built world-class teams around agile delivery model to pursue excellence.
* Led multi-million dollar application testing projects involving multiple vendors and stakeholders.
* Success in building result-oriented teams from grass roots and successful timely delivery of major projects.
* Contributed to the acquisition of new contracts by gaining client’s trust of delivering high-quality solutions.
* Gained experience delivering year-long projects in under budget and on time in compliance with SLA.
* Successfully implemented radical changes in the QA process, leading to reduction of production defect leakage by 60%.
* Extensive experience in building, leading and co-coordinating teams in a dispersed matrix management model.
* Successful in achieving timely sign off during UAT/SAT by working closely with clients throughout SDLC.
* Extensive experience in concurrently leading multiple enterprise scale projects to timely and successful completion.
* Received awards for Wachovia conversion project by PMO for diligence and timely delivery throughout my tenure.

**PROFESSIONAL EXPERIENCE:**

**Manager, QA/Test (Senior IT specialist)** (2013 –present) **Montgomery County Govt.**

*Leads all test phases for the County's Public Safety System Modernization (PSSM) program. The PSSM program consists of multiple projects designed to improve the County's Public Safety infrastructure, including: 800MHz Rebanding, Computer Aided Dispatch (CAD) upgrade, Fire Station Altering system, Radio Infrastructure upgrade.*

* Directing the DTS test resources assigned to the PSSM program. Defining the test strategy for the project.
* Developing, documenting and maintaining the repository of test plans, cases and scripts over the life of the PSSM program.
* Ensures that the PSSM solutions satisfy the County's specifications by developing and executing test plans to verify the contract specifications.
* Work closely with resources in other operating departments, such as the Police Department and Fire & Rescue Services;
* Leads all phases of the test effort to include test planning, test case development, traceability of test cases to business and functional requirements, actual scripting of tests, test execution, test environment setup, test data preparation and maintenance, defect tracking through to resolution verification, and test result reporting.
* Serves as active team member on the PSSM Project Management Team to determine the viability of moving a test release forward through the established test phases and ultimately to production.
* Coordinating and collaborating with the PSSM stakeholders, the PSSM user community and the Help Desk to prioritize test cases and defects, to coordinate User Acceptance Test, to provide post implementation support and to establish escalation procedures.
* Conducting or participating in project Quality Reviews, Risk Assessments, Issue Management processes, Service Level Agreements and Status Reporting.
* Coordinating multiple simultaneous test releases depending on the project schedule.

**Manager, Systems Integration & Test** (2011-2012), **ACS, Xerox**

*Lead and manage all aspects of “All Electronic Tolling - Back Office” (AET-BOS 4G) for state projects e.g. MD ICC 200, MTA B&T (New York), North Carolina etc. for ACS Transportation solutions group.*

* Managed 5 test teams located around the globe in a matrix management model.
* Championed complex IVR (Interactive Voice response) testing methodology.
* Spearheaded performance testing of CRM & WEB modules of the product for multiple projects.
* Managed multiple project schedules and competing priorities.
* Received commendations for delivering UAT, exceeding client expectations that for handling 1300 test cases.
* Designed, implemented and trained staff on improved JIRA 2.0 and 3.0 workflow implementations.
* Staff management duties included annual performance reviews and personnel growth plans.
* Budget management duties included tools, hardware and software for the labs.

**Project Test Lead** (2010-2011), **ACS, Xerox**

*Led technical initiatives for DMCS Replacement Project, a multi-million dollar initiative for FSA as an application solution to replace the current DMCS (Debt Management Consolidation System) with a configurable, intuitive, and compliant web-based solution. The solution comprising of FISMA compliance, FSA services, and loan tracking, included 50+ workflows, 140+ reports, 110 ETL processes, 100+ screens for web portal, 400+ forms generation for fulfillment and 20,000+ objects counts. Responsibilities included:*

* Built a new team of 20 -25 consultants through screening resumes, interviewing and decision making in hiring.
* Ensured security clearance, access and account creation for required tools and environments for new QA team.
* Training of new team on the QA tools, processes and existing application architecture.
* Day to day task management by conducting daily stand up meetings, and upkeep for the project management.
* Authored Master SIT plan, Performance test plan and IST plan; conducted formal test plan walk through with FSA.
* Provided test strategies and managed all aspects of testing, including Functional, Smoke, Load, Regression, Performance, Integration, 508 Compliance, Web Service, ETL and Workflow testing.
* Managed all phases of testing from requirement to implementation e.g. SIT, SAT and IST.
* Created Requirement Traceability Matrix for FSA to map 2000+ business rules to the test scripts.
* Environment consisted of Rational Tools -Clear Quest, Clear Case, Test Manager& Functional tester, JAWS (508 Compliance), Java, Java Script, Spring, Struts 2.0, Hibernate, JPA, Spring Security, Axis(Web Service), Pervasive( ETLs), SQL Server 8.0, Titanium (COTS), and Agile methodology.

**Director, QA** (2010), **REGENT EDUCATION**

*Regent Education is a provider Software-as-a-Service (SaaS) of financial aid management software solutions for higher education institutions. Responsibilities included:*

* Identified, developed and implemented QA processes & procedures.
* Daily Scrum with development and product test engineers using monthly Agile Sprint demos, reviews, planning to incrementally deliver high quality products.
* Built team from grass roots while ensuring quality of all deployed software products including releases and rollouts.
* Managed offshore software development model across two locations.
* Environment consisted of JIRA, Java, C#, Java Script, SOAP, XML, SQL Server, SVN, and IIS.

**QA/Test Lead** **Engineer** (2004-2010), THOMSON REUTERS

**AFI Proposal Generation Project** (2009-2010)

*Led the technical initiatives for a $450 million AFI Proposal Generation project**and real time order entry system, which provided a single solution for financial advisors to manage their clients’ wealth in real time. Responsibilities included:*

* Building of new team of 5 -7 consultants by reviewing resumes, interviewing and decision making in hiring.
* Played an integral part in the proposal writing, requirement review process, use case identification and use case creation.
* Developed entire test suite, which included test Strategy, test plans, test scenarios and test cases for functional, UI and backend testing of more complex modules of the proposal generation application.
* Led the test case writing, provided project timelines, detailed status reports and risk assessments to all project stakeholders.
* Conducted the certification and acceptance of each build and overall certification of entire application upon code freeze.
* Environment consisted of Team Track, Test Track, ASP .NET, C#, Java Script, XSL, XML, XSLT, Oracle11g, SQL developer, VSS, and Tomcat.

**Migration Project Lead** (2008-2009)

*Led migration of new data files for NFS that was different than the file/ table structure for existing TTS / BETA back office clients like Janney, Davenport. It required existing Beta back-office clients migrated to new NFS generic database while keeping ThomsonOne Advisor enterprise scale application functionality intact. Completed changes to improve speed and stability. Duties included:*

* Prepared mapping worksheets to map existing Data Base tables/ fields with new generic DB Table structure involving over 250 tables and over 2500 fields that were identified to be migrated. Documented business rules for each mapped field.
* Wrote and executed SQL Queries for each identified field to comply with the migration mapping requirements rules.
* Responsible for setting up Backend Migration project structure in Quality Center.
* Lead and delegated all test cases writing and executing tasks among team members.
* Reviewed tests scripts of other team members for accuracy.

**FINRA Compliance & Disclosure Tool** (2008)

*Led the testing initiative for compliance and disclosure tools. Contributions included:*

* Identified the affected areas to help product write business requirements.
* Testing involved 200 different disclosures affecting over 50 reports with in T1Advisor application.
* Worked closely with SIG, DEV & Product in JAD sessions to write viable scaled down version of original requirements.
* Tested UI of the tool and the publishing process of disclosure changes from source to target(s) in T1Advisor application.

**Production Support IDG Test Lead** (2007)

*Responsibilities consisted of production support activities on daily basis, and:*

* Directed interaction with clients via conference calls and Web-live sessions to help understand issues at hand and resolutions.
* Performed smoke, integration, functional, regression testing for biweekly patch releases.
* Single-handedly managed and tested Asset Classification out of cycle change for Janney that required understanding of FinanceWare Classification rules for MF, CE/ETF, FI securities.
* Wrote SQL queries to test the SEC type rules for Finance Ware logic, Weiscat Logic, etc., for each of the 13 asset classes.
* Performed white box testing by comparing SQL code with business rules for T1Advisor and screeners side of the application.

**Thomson Advisor Core Projects** (2005-2007)

*QA Lead Engineer for core team working on Thomson Advisor, application used by financial advisors for various institutions:*

* Led testing many new feature enhancements along with supporting of several clients in software maintenance.
* Performed reverse engineering to identify backend logic for the population of data in pre-computed tables.
* Performed API/WebServices Testing for American Fund Distributers to test interface capable of receiving select parameters.
* Tested BULK load of performance reports of separately managed accounts for different available schedules.
* Acted as the Functional test lead for the Portfolio Management, Asset Allocation, Financial Planning, Fixed Income Reports, CRR Reports, Performance Reports, MVO and CMA Growth Rates.

**Wachovia BPI Smart Station Project** (2004)

*Thomson Financial developed this brokerage platform solution for Wachovia Securities, used by 25,000 users:*

* Assembled and built QA team from 2 to a total 20 consultants over time.
* Created and maintained QA metrics, GAPs, risk and generated status reports for test planning and test execution.
* Developed test strategy, test plans (18), test scenarios and test cases for Functional, UI, Backend testing of modules.
* Managed all aspects of QA for Prudential-Wachovia Merger Ingestion and Migration project.
* Functional, UI and Back End testing of Finder, Custom Groupings, Preferences, Entitlements and other Advisor modules.
* Performed Back End testing of Data Ingestion by ingesting the seed files and testing the process.
* Environment consisted of Silk Plan Pro, Silk Performer, Silk Radar, Test Track, ASP .NET, C#, Java Script, XSL, XML, XSLT, Oracle9i, Internet Explorer, Windows XP/NT, Toad, Sun Solaris, VSS, IIS, Tomcat, and Thomson One (T1A).

**Senior Software QA Engineer** (2002-2003), Thomson **F**inancial

*Worked on Bond Watch, Share Watch and Block Data loader projects in ILX group (a web-based application built in ASP and Microsoft SQL Server). Responsibilities included:*

* Created new tables, tests data, manipulations and comparison of data processed on three different servers.
* Wrote test plans, test cases, and scripts (using UNIX and I-SQL) to automate the execution of test cases.
* Learned Sybase (interactive SQL) to create tables, bulk copy in and out of the tables and do data validations and comparison of data files containing an average of 150,000 records.
* Performed Performance, Functional, Auto-recovery, Data Validations (Adds & Deletes), Business Rules, Data comparison and Error Handling testing.

**Software QA Engineer & CM Engineer (Level III)** (2000-2002), **ACE\*COMM**

*Managed all as aspects of the COTS and custom Telecom and Web based dynamic software applications called NetPlus system, which consisted of over 27 modules with over 500 forms and 4,000 files.*

* Refined testing and QA culture by creating and implementing new policies and procedures across the test groups.
* Wrote proposals and the Acceptance Test Plan (ATP) for new customer accounts.
* Configured and tested Data Replication module of NetPlus deployed in Germany.
* Setup the Test Lab to simulate customer configuration with different versions of software and hardware.

**Software Test Engineer** (Mid-Senior Level) (1999), **MANUGISTICS**

*Managed QA for the Supply Chain Management application, ‘****Networks’*** *with Java front-end code and C++ backend.*

* Setup test lab to test the application on each specified platforms(C/S), Migration of databases,
* Managed the bug tracking database for keeping track of software problems
* Authored test cases and test plans and system testing for the 6.0 release.
* Maintained QA Partner scripts for overnight automated testing.

**Applications Test Analyst** (1998-1999), **THOMSON CONSULTING**

*Teams™**was an enterprise-scale media asset management software 3-Tier application totaling over 300,000 lines of C++ back-end and Java front-end code with Oracle search engine that runs on multiple operating systems with both UNIX and NT back-ends. This application allows users to create, edit, (with check-in/check-out), and Transform media assets, along with Import, Export, and scheduled batch loading of digital assets with capability of Searching, Viewing and assembling custom products and publications.*

* Authored new test plans and maintained test documents for test cases on ongoing basis.
* Executed test plans to test the functional as well as performance of the application.
* Installed of new build every week and kept track of backend (UNIX) logs for bug tracking;
* Trained other team members in application module/unit testing for assigned test cases.
* Performed API Testing using JavaSpec.

**TOOLS:**

* **Modeling Tools**: Visio, Rational Rose
* **Programming Languages:** Visual Basic, DBASE IV, FoxPro, HTML, JavaScript, Active Server Page, .NET, C# Visual Basic, Java, ASP, Python Scripts, Shell Scripts
* **Database Tools:** Oracle11g/9i/, Toad, SQL developer, Informix, Sybase, SQL and Access, SQL Server
* **Tools**: MS Office, ORACLE Forms, RPT, Share Point (MS), VSS, TFS, SOAP Scope, SharePoint.
* **Quality Assurance Tools:** Quality Center 9.2, Test track, Team track, PVCS, Silk Radar, APEX Rational, Lotus Notes, Rational test suite- Clear Quest, Test Manager, RequistePro, Functional Tester, Test Director, Silk Plan Pro, SILK test, Load Runner, HTTP Analyzer, Win Runner, Silk Performer, QA partner, JavaSpec with ActiveX Packager, Jira, Selenium, Jaws.
* **Operating Systems:** DOS, UNIX, Windows 3.1 thru 8.0.

# EDUCATION:

**Bachelor’s Degree in Electronics and Telecommunication Engineering.**

Institute of Electronics and Telecommunication Engineers, Delhi, India.