

# SUBASH THAPA

# Experience Summary

Having around 10 Years of experience and accomplished, dedicated system administrator and application manager with proven success installing, configuring, customizing, optimizing, and managing HP ALM / QC, HP PPM Atlassian Jira, Rational and application bridging suites within industry-leading financial and other organizations. Adept in streamlining workflows and automating processes; develop and implement best-practice system administration policies, processes, and standards. Superior end user service delivery and support acumen; talented trainer, coach, mentor, and supervisor, with demonstrated success managing local, near-shore, and off-shore application support resources.

Worked on all former version of HP PPM including HP PPM 7.x, HP PPM 8.x and HP PPM 9.x Experience and exposure to Analysis, Design and Development using Demand Management, Time Management, Resource Management, Project Management, Portfolio Management, Deployment Management, and Program Management modules. Strong capabilities and experience as a Trainer for HP PPM.

# Highlights of Expertise

• Configuration & Integration   
• Workflow Optimization   
• Project Planning & Management    
• Process & Report Automation   
• System Upgrade & Patching   
• Troubleshooting / Resolution    
• Process Reengineering   
• Stakeholder Relations   
• End-user Support & Training

# Professional Experience

**Department of HISD July 2016 - Till Date**

**HP AGM\PPM\ ALM Tools Consultant**

* Responsible for HP Suite Admin with Installing, Configuring, and Customizing the Quality Center application with a strong software testing and development experience
* User account and Quality Center Project Entity Administration Quality Center End user assistance.
* Integrate HP ALM with SAP Solution Manager and help user to sync the data from both ends.
* Resolve user issues on integration as per priority and interact with team to customize the projects as per need.
* Install SAP Add-in to establish bridge between ALM and Sol Manager.
* Customize the workflow as per business need.
* Working with Quality Center users to implement new processes and customize the workflow as per business need. Setup and configuration of Quality Center\ALM projects
* Administrative functions of **Quality Center**, Training on all modules of **Quality center** versions 10, ALM 11, 11.5 and 11.52,12.x
* Setup and configuration of the overall **Quality Center** technical and operating environment in a Windows Server and Oracle
* Accountable for resolution of issues within Quality Center.
* Migrated In-House to SaaS for 67 projects.
* Migrate the projects from legacy versions of HP 11.5 and 11.52,12.x with different DB’s.
* Migrated HP PC 11 to HP PC 12.20 with SQL Server DB.
* User HP ALM Robot, Rich Copy and Replace Utility for Migration works.
* Provide Training to users online and class room.
* Train and support individual contributors, resource managers and project managers on HP PPM best practices and Assurant Solutions processes.
* Develop new processes to help Assurant reach a level 5 on the HP PPM maturity matrix
* Attend weekly PPM process improvement meetings.
* Manage and support the HP PPM data cube in Excel via pivot tables to enable managers and finance teams to easily run project reports
* Develop new HP PPM training materials (Job Aids, FAQs) via PowerPoint, SnagIt, Word, and Articulate Storyline
* Assist Portfolio Managers with the roll out of PPM to new non-IT functional areas. Designed and Deployed new PPM training SharePoint and Quickr Sites for easy access to PPM Job aids and training materials.
* Develop and Design SharePoint site standard for use across Project teams
* Utilize SharePoint sites for updating data regarding performance levels for project groups.
* Create change enablement plans for distribution to IT and business teams regarding changes to PPM
* Simplify complex reports for distribution to C-level management via Macros, functions and Pivot Tables.
* Involved in HP Project Portfolio Management Solution HP PPM and ALM integration.
* Integrate the HP AGM to PPM to sync the deliverables and Tasks.
* Administrate and Support HPAGM.PPM and ALM.
* Administrate the PPM tool in customizing the workflow, fields and User Management.
* Generate reports from PPM on various level and Groups.
* Maintain the PPM servers in installing the patches, hot fixes and add-ins.
* Requirements gather to customize the tool as per business need and train users on PPM new feature and product.
* Deployed the PPM application on cluster nodes and maintain the project that are created.
* License management and configuration auto email, alerts, creating new groups and build custom reports on PPM application.
* Audit PPM for accuracy of data and report audit findings to Project and PMO Manager
* Create and use pivot tables to simplify complex data coming from our PATC (Project, Asset, Time-Tracking and Chargeback) tool
* Record and Create Macros in Excel to duplicate actions for large amounts of project data
* Managed a successful rollout of Resource management via HP PPM to the entire multi-site IT organization.
* Manage non-project tool related projects (IE 11 deployment, Disaster Recovery Planning).
* Provide hands-on assistance, consultation, and technical guidance to teams as required.
* Developed training material, work instructions documents to all users.

**HP Tools Admin September 2014 to June 2016**

* Created a help desk process in Remedy for any issues in ALM PC.
* Installed and Configured HP AGM,PPM,Sync Add-in.
* Sync the requirements from HP ALM 12.X to HP Agile Manager releases, user stories.
* Establish Links for multiple projects from HP ALM to AGM
* Responsible to install/add controllers and load generators as required by project.
* Conduct iterative performance effort during Load balance verification and siteminder setup of portal.
* Created QC Templates for loading Requirements and test cases to upload into Quality Center directly.
* Configured HP ALM Sprinter functionality for test execution.
* Responsible to monitor all application logs for errors with Quality Center.
* Involved in HP Project Portfolio Management Solution HP PPM and ALM integration.
* Administrate the PPM tool in customizing the workflow, fields and User Management.
* Generate reports from PPM on various level and Groups.
* Maintain the PPM servers in installing the patches, hot fixes and add-ins.
* Requirements gather to customize the tool as per business need and train users on PPM new feature and product.
* Deployed the PPM application on cluster nodes and maintain the project that are created.
* License management and configuration auto email, alerts, creating new groups and build custom reports on PPM application.
* Custom developed the 3rd party add-ins to manage the PPM application.
* Developing and supporting standard metrics reports in ALM dashboard and other internal and external reports as needed.
* Working with key stakeholders to continually improve the processes supported by ALM.
* Developed and implemented workflow solutions for HP ALM / QC using VBScript and Open Text Architecture (OTA); created customized, user-defined fields and workflows; and coded dynamically-generated drop-down lists in all modules.
* Customize the tool and developed new templates in HP ALM\QC
* Perform Migration for more than 420 + projects from older version of QC to new version of ALM.
* Perform Integration between SBM and ALM to sync the requirements.
* Establish and schedule the synchronization to flow the data.
* Managed, Customized, Support the Caliber, Jira and CQ.
* Installed and Configured the HPALM in multi node with Load Balancing technology.
* Designed and launched reporting dashboards using VBA and SQL; developed complex Excel macros using OTA API for HP ALM / QC database connectivity.
* Developed end-user support solutions and documented lessons learned for technical knowledgebase.
* Created workflows and standardizations for QC and developed processes for changes management
* Design and built the infrastructure with current tool set and consolidate all tools to HP ALM and migrate the data center from Atlanta to Huston region.
* Quality Center uses **LDAP authentication** as a login process for QC.
* Strong experience in setting up LDAP Servers.
* Installed QTP/UFT on user machines and managed license server
* Responsible for all server maintenances, upgrades, patching and backups
* Customizing Test Director as per industrial standards.
* Responsible for Designed trainings and creating training materials on new features and functionalities
* Customizing Test Director/QC Defect tracking module using VB Scripting.
* Performance Center, QTP Administration and Support.

**Citi Bank July 2011 to September 2014**

**Systems Administration & Support**

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* Served as application manager HP ALM / QC and system administrator for HP ALM / QC, Orasi HP Jira Bridge for HP QC, Dynatrace, and Atlassian Jira system; led near-shore / off-shore team, providing comprehensive training, mentoring, and performance management. Key Contributions:
* Launched a new HP QC department, defining all processes and practices; established SharePoint-based issue tracking system to enable user-submitted Quality Center enhancement requests.
* Administered HP ALM / QC instance for 2K users and Atlassian Jira for Financial Crimes department.
* Continuously optimized, streamlined, and debugged HP ALM / QC; developed and launched automated reporting solution.
* Customize the tool and developed new templates in HP ALM\QC
* Perform Migration for more than 420 + projects from older version of QC to new version of ALM
* Installed and Configured the HPALM in multi node with Load Balancing technology.
* Pioneered proof-of-concept for synchronizing HP QC\ALM Worksoft Certified and Jira via Orasi Jira Bridge for HP Quality Center; assumed additional responsibility for Jira administration, developing schemes, workflows, and fields.
* Supported users on joining the project, creating development streams, rebasing the work and delivering the Activity.
* Performed HP Project Portfolio Management Solution HP PPM and ALM integration.
* Administrate the PPM tool in customizing the workflow, fields and User Management.
* Generate reports from PPM on various level and Groups.
* Maintain the PPM servers in installing the patches, hot fixes and add-ins.
* Requirements gather to customize the tool as per business need and train users on PPM new feature and product.
* Deployed the PPM application on cluster nodes and maintain the project that are created.
* License management and configuration auto email, alerts ,creating new groups and build custom reports on PPM application.
* Custom developed the 3rd party add-ins to manage the PPM application.
* Developing and supporting standard metrics reports in ALM dashboard and other internal and external reports as needed.
* Helped developers create configuration specifications for the views they use whenever a new baseline work is initiated and for the views used for bug fixes on the bug fix branch.
* Earned Certificate of Excellence for optimizing HP QC and Gold Award for synchronizing HP QC and Jira.

**Charter Communications August 2009 to July 2011**

**HP Tools Administrator**

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* Architected, optimized, and administered HP Quality Center workflows, driving major improvements in performance and end user experience (UX). Developed and implemented automated reporting solutions. Key Contributions:
* Slashed total lines of code in HP Quality Center workflows by 75%, propelling application response times and eliminating redundancies.
* Cut reporting production time by 4 hours for automated MS Excel reports by leveraging VBA and OTA API.
* Involved in HP Project Portfolio Management Solution HP PPM and ALM integration.
* Administrate the PPM tool in customizing the workflow, fields and User Management.
* Generate reports from PPM on various level and Groups.
* Maintain the PPM servers in installing the patches, hot fixes and add-ins.
* Requirements gather to customize the tool as per business need and train users on PPM new feature and product.
* Deployed the PPM application on cluster nodes and maintain the project that are created.
* License management and configuration auto email, alerts, creating new groups and build custom reports on PPM application.
* Migrated 150 + projects from HP QC 10 to ALM.
* Support user issues.

**NetApp Jan 2006 to July 2009**

**QA Consultant**

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* Served in series of consulting engagements within installed, configured, and administered Mercury Quality Center, QuickTest Professional. Instrumental in development of automated application testing solutions, including creation and optimization of automated testing scripts. Led training sessions for Mercury Quality Center and QuickTest Professional. Key Contributions:
* Designed and developed an automated testing framework, test bed architecture, testing plans, and test cases to test 3M's .Net applications.
* Created automated test plan proposal for front-end claim system user interface (UI); customized the Quality Center Defect module configuration.
* Defined and implemented test automation best practices within Chubb; collaborated on manual testing for .NET conversion project.

# Education and Certifications/Awards

* Bachelors in Computers
* HP ALM Certified
* Best Achievement for HP Tools Implementation Award
* Earned Certificate of Excellence
* Gold Award for Citi Group