

Priyanka Bapat

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EDUCATION

Santa Clara University, Leavey School of Business Santa Clara, CA Master of Business Administration 2023

UCSC Silicon Valley Extension Santa Clara, CA Certificate in Software Engineering and Quality April 2011

Symbiosis Center of Distance Learning Pune, India Post-Graduate Diploma in Business Administration in Human Resources June 2009

SVITS Indore, India Bachelor of Engineering in Instrumentation & Control June 2005

TECHNICAL SKILLS

Programming Languages: Java, Python | **Analytics:** A/B Testing, Google analytics, New Relic | **Tools:** Postman, Pytest, Selenium, Appium, JIRA, X-Ray, Charles, GitHub, GitLab | **Processes:** Release Management, Agile methodologies, Scrum/Sprint processes, SQA methodologies, CI/CD pipelines, Regression Testing, Functional Testing, SaaS experience

EXPERIENCE

GRIN Inc, Manager, Quality Engineering, June 2022-March 2023

- Lead, facilitated, and manage a team of 6 Quality Engineers—functional and test automation on 2 core domains/pods to ensure delivery of high quality tools for brands, helping brands get more out of influencers
- Successfully led the journey to a first party api project saving \$1.5mil/year and huge positive customer impact
- Develop and implement quality assurance processes including end to end test plans, build acceptance regression tests, stories, X-ray test cases, API and UI test scripts
- Contribute to continuous process improvements iterative delivery of customer value for all of Engineering through the Release management process with an average of 2 deployments per week
- Collaborate cross functionally, including with product management, development, design and customer support, to ensure quality and timely software product delivery
- Have exec presence, team builder, customer focused, motivated, and passionate about achieving results
- Define and track quality metrics, including defect density, test coverage, domain quality score and testing effectiveness
- Hire, train, and develop new and existing talent, including mentorship, career coaching, and team building events

Flipboard Inc, Redwood City, CA, QA Lead, February 2019-June 2022

- Develop product vision, strategy, and delivery roadmaps, with senior leadership, engineering, design, and business teams, such as launching Flipboard TV (\$71k revenue) and resurfacing product features (\$426k revenue)
- Use agile principles to drive continuous software development life cycle from triage to feature build out, based on evolving user stories, user research interviews and metric tracking to improve daily engagement by 16%
- Analyze user metrics to determine product workflow, guide continuous feedback channel boosting retention by 13%
- Drive building capabilities for Flipboard platform including enthusiast discovery, onboarding, retention, and monetization
- Ingested customer feedback and implemented features based on that feedback to improve NPS by 25% in 2021
- Spearhead company wide community building events, leading internal Diversity, Inclusion, and mentorship programs

Apple, Inc via. Hogarth & Tek Systems Sunnyvale, CA, QA Engineer/ QA Lead, May 2015-February 2019

- Led functionality testing on Apple Marketing and communications launch projects including on Direct Marketing emails campaigns, takeovers, launches, technically agile, priority driven
- Drove project walkthroughs with external and internal stakeholders to define the scope, determine the resources, develop a test plan, and complete the approval process
- Developed internal wikis for a 100+ member team, and mentored new team members

ADDITIONAL INFORMATION

Interests and Community Service: Mentoring, [team building](#), volunteering at the YMCA, certified dance fitness instructor recognized by [City of Sunnyvale and Cupertino](#) for exceptional community service, serve at food banks, and recurring blood donation

Recognition: [Featured employee](#) for Women's History Month, won in-house competitions for feature requests, Grin's Leaderboard Winner, [Santa Clara University's Dean list of 4.0 GPA](#)