VIKAS JHA

Technology visionary professional with an unmatched track record in directing prestigious quality assurance projects large magnitude, providing assistance in identifying technology trends, defining processes, controlling risk and collaborating across departments

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CORE COMPETENCIES

- Project Management
- Software Testing Lifecycle
- Automation Testing
- Mobile / API Testing
- Quality Assurance Framework
- Manual Testing
- Team Management & Leadership
- Risk Assessment & Mitigation
- Resource Utilization

SOFT SKILLS

Leadership	▪▪▪▪▪
Time Management	▪▪▪▪▪
Interpersonal Skills	▪▪▪▪▪
Multi-tasking	▪▪▪▪▪

PROFILE SUMMARY

- Enterprising leader with an analytical bent of mind offering history of success by supervising, planning & managing multifaceted projects; chronicled success with 10 years of extensive experience in **Manual and Automation Testing & Client Relationship Management**

- Insightful expertise in **Project Management** with skills in directing all phases encompassing planning, defining scope, setting timelines, monitoring, inter-discipline coordination, resource planning & documentation and budgeting for software development life cycles and software testing processes

- Recognized for a strong commitment to upholding the highest standards of performance, successfully led and contributed to numerous projects; led QA efforts for high-impact projects, resulting in consistent on-time delivery with minimal defects in production; spearheaded implementation of an automated testing framework that **significantly reduced regression testing time by 70%**

- Resourceful in **Software Test Lifecycle** including Test Strategy Definition, Test Plan Creation, Test Design, Test Estimation, Test Execution, Test Data Creation & Validation and Test Environment; technical expertise in reviewing feature requirements, test design, integration, performance, functional, security, stability and developing use cases

- **Analytical, dedicated & versatile leader,** enthusiastically meeting deadlines with innate skills in building, leading, training & monitoring performance of the team members for maintaining excellence in operations

TECHNICAL PURVIEW

Espresso	XCode	Jbehave
Rest	SWIFT	JBoss
Ui	Android	Selenium
Database Testing	TDD	Jmeter
Core Java	Cucumber	Maven
SQL	API Testing	Robot Framework
Appium	Selenium	Appium
Unix	Charles Proxy	Postman Tool
Selenium	Jenkins CI	Appscript
Playwright	Python	MS-Office

EDUCATION/ CERTIFICATIONS

- B.Tech. /B.E.(Computers) from Visvesvaraya Technological University in 2012 with 74%
- ISTQB Foundation Level
- SELENIUM
- SAFe Agile SP Certification

WORK EXPERIENCE

Nov 2019 to Present as Senior QA Engineer at Truecaller

- Led junior QA engineers in developing and implementing comprehensive test plans; reduced 20% software bugs & enhanced product reliability
- Implemented automated testing frameworks using Selenium and Junit; improved test coverage by 40% and reduced manual effort by 60%
- Directing & undertaking **large-scale, complex projects** with a focus on technology transformation; verifying **project/program progress & outstanding issues** and ensuring the quality & timeliness of deliverables
- **Defining QA policies**, quality improvement processes, and best practices; leading various Software and Quality Assurance (QA) engineering teams within the product line
- Managing **resource planning, SOW, technical direction, effort estimation, tracking, risk management & mentoring**

- Directing **end-to-end delivery of the project,** meeting internal and external objectives pertaining to estimation, risk, scope, time, resource, quality, change management, contract variations and additional services
- Working on strategic implementation while ensuring **cost optimization, productivity enhancement through technology**; focusing on revenue enhancement by utilizing customer application
- Conducting **detailed analysis of complex business process requirements** and providing appropriate system solutions; identifying gaps, interpreting, providing them solutions involving evaluation and definition of scope of project and finalization of project requirements
- Creating & implementing quality assurance plans & strategies; writing & executing test cases and test scripts
- Developing automation frameworks and working with automated testing tools; maintaining a quality assurance framework
- Participating in **test case/plan preparation, test design & execution** and review of results; gathering and analyzing data in support of use cases, writing test plans and scripts for tracking defects & fixes
- Standardizing Software Development Lifecycle across the organization and established a quality gateway to ensure the review of documents so as to improve development in **Agile and Scrum settings**

Dec 2013 to Nov 2019 as Analyst at MasterCard

- Implemented & executed comprehensive test plans to ensure quality and functionality of software products; decreased 15% in customer complaints and increased in overall customer satisfaction
- Collaborated with cross-functional teams to identify and troubleshoot software defects & vulnerabilities; reduced 20% in product bugs and improved system performance
- Developed and maintained automated test scripts and frameworks; reduced 30% testing time and improved efficiency in the quality assurance process
- Conducted thorough root cause analysis investigations on product failures and customer reported issues, recommended process improvements, enhanced product reliability and reduced recurring issues by 25%

PROJECTS

Ads Product
- Tested integration of various ad formats including Native ads, Banner ads, HTML ads, Offline ads, Video ads, and Suggested apps ads
- Conducted comprehensive UI/UX testing to optimize user interaction and improve overall ad performance
- Utilized bigquery for thorough event testing and analysis, ensuring accurate data collection and reporting Employed advanced network monitoring tools like Charles/MITM proxy to ensure seamless ad delivery and troubleshoot any potential issues

SRC: Secure Remote Commerce (SRC) offers an approach to promote security and interoperability within the card payment experience in a remote payment environment. SRC will facilitate checkout through information stored and managed by an SRC System (e.g. payment network) and SRC System Participants (e.g. issuers and merchants).

Data Migration
- Tested a highly efficient utility to facilitate the seamless migration of user data from the Masterpass DB to the new SRC DB
- Tested an export job within the utility, enabling system administrators to extract data from the Masterpass DB with ease
- Executed an import job that efficiently inserts user profile data, card data, and address data into the SRC DB
- Successful transition of users from the previous system to the new system, guaranteeing a smooth and uninterrupted experience

Chameleon Wallet: The Chameleon mobile is mobile wallet as well as web wallet which stores the different type of cards and shipping address. It can be used to pay for goods and services at merchants. A wallet is a small software program used for online purchase transactions. It can be used to pay for goods and services at merchants. It has features like wallet, wallet life cycle, card management, password reset, Sending OTP through selected notification Channel, Suspend, Locked and Terminate Wallet, Checkout.

PERSONAL DETAILS

Date of Birth: Mar 28 1990
Address: Bangalore
Languages Known: Hindi & English