Vikas Kalra

**Mobile:** +91 9811110864 **Email**:vikaskalra2001@gmail.com **Visa valid** – US B1/B2 till 2019

**Summary**

• An accomplished professional with **16 years** of experience in Project Management, Delivery Management, Quality Engineering implementing Process and Tools, Excellence in QA functions, SDLC & Agile Methodologies, Release management, Resource management and various critical Business Alignment Operations.

• Around **13+ years** of experience in **Comparison shopping/E-commerce** domain as leading/managing various product engagements in QA, project management and Operation areas.

• Primary responsibility included Team Management, Agile Release Management, Manual and Automated Test Strategy. Hiring, Resource Allocation, Risk Assessment, Root Cause Analysis, and various hands-on and hands-off tasks.

• Built and ran Quality Engineering teams and various Technical support operations. Experience of handling mid & large sized project teams in quality engineering and under various Business alignment Operations as per business plans. An effective communicator at all levels within an organization.

• Worked as Release Manager, Testing Strategy Architect, Implemented Test Strategies/QA best practices for complex applications to ensure effective and comprehensive test coverage.

• Expertise in resolving live site issue related to modules owned.

• Developed **Automation Frameworks** and test strategy across all application components using open source, Project plans for technical and functional requirement. Well versed in conducting different kinds of tests such as functionality, positive, negative, integration, Sanity, storage, Unit, security, installation, **a/b testing, data base migration, performance** etc.

• Team Building - Been instrumental in hiring, mentoring and developing the right talent.

**Technical Skills**

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| Operating Systems | Windows, Mac OS X, Mac-Intel, UNIX |
| Languages | Java, JSP,XML, JavaScript, UNIX Shell Script, Python |
| Data base | Oracle, PL/SQL, MySQL |
| Management Apps | Confluence |
| Automation Tool | Selenium Web Driver, Selenium RC, JMeter |
| Infrastructure | Kafka, Apache Storm, Aerospike, Hbase |
| Testing Tools | Selenium Web Driver, Selenium RC, QTP |
| Functional Areas | Web applications, E-commerce, Data mining |
| Verticals | E-commerce , Comparison shopping, |
| Other Tools | Tora, SQL Developer, Bugzilla |

**Academic Record**

* **Masters in Computer Application** Year 2002.

**Training Programs**

* **Product quality with Automated testing and its approach**: targeted achieve more test coverage in short time. This training was majorly targeted on automation testing and measurements.
* **Leadership Training**: This training was to identifying and understanding growth opportunities within our team/colleague base and, in turn, developing the leadership skills and measurement systems necessary for helping teams perform to their full potential and to live according to their organization’s mission and values..
* **Agile**: Attended workshop on Agile where we learn about different implementation of Agile model.

**Organization : Colt Technologies Projects (Jul 2017- till date)**

**Current Role: TPM, Delivery Manager**

**Responsibilities:** Key responsibilities as a Technical project manager are process improvement, HLD/LLD creation, Resource requirement, Resource cost estimation, daily meetings for project progress, taking signoff from Dev/QA/Product owner, arranging KT between Dev/Tester/Product Owner/BA/Operations, filling the gap between teams, Tightly monitoring the progress of project/ pain points/Assumptions, Operational needs, timely escalations and Final delivery of project.

**Projects**: Re platforming, Billing Assurance, Cease, Mobile App, Major Incident Tool

**Organization: Nextag Inc/Wize-Commerce (Feb 2016 –Jul 2017)**

**Role: Director Tech ops/QA/Business Operations**

**Responsibilities:** The key roles as a director was to maintain smooth running of QA/Business Ops/ Tech Ops. Aligning/rollout of Company Strategy and goals with teams , Timely escalations/resolutions of the live site issues within SLA, Proactive monitoring, Inter/Intra team issues fixation/escalations, Inter team KT’s, Resource usage improvement/Optimization, Goal assignment and 1:1 with Leads/Managers.

**Business Operations**

**Team size: 6**

**Responsibility of Team: On boarding of Merchants and day to day support for continuous revenue generation, Report generation on different perspectives of revenue like ROI, Refund, Frauds ratio etc.**

This involves support to merchants for their different type of concerns like import of feed, shipping, logo, CPC charged, Rate card set, dashboard reports issues, and many more related concerns, Supporting buyers by providing them with information they are looking for, Refund/Fraud related issues, Mobile Ops issues, Guenstiger ops issues, Merchant Ops, Finance Ops issues, Site Conversion, Merchant Conversion, Staging vs. Live site performance, Affiliate traffic analysis, Merchant traffic quality, Spider activity controls and their impacts are part of it.

**Tech Ops**

**Team size: 6**

**Responsibility of Team: Teams key responsibilities was to manage HBase, Kafka, Storm, Aerospike and maintain reliable running of the site using monitors and daily proactive analysis of logs/exceptions.**

This involves Infrastructure set up of the site. We use Aerospike, Hbase, Kafka, Apache Storm , Glu and maintain same for reliable running of the site. We have different monitor to make sure that issues caught on time and resolved by the team. This involves many projects like hbase cluster steup, aerospike frequent updates, updates to newer version of kafka, storm, Foot print reduction by reducing servers, JVM optimization by using jprofiling.

**QA/Ops:**

**Team Size: 14**

**Responsibility: Front End UI(Desktop, Mobile site, Mobile app), Merchant Feed import, Traffic(SEM, Banner ad, Social), Billing/RM**

This involves testing of UI of site, backend like Merchant import, Traffic acquisition tools, reports. Currently For UI we have two technologies been implemented for the site Java and NodeJS. Team is testing the new NodeJS code and after some time Java based UI will be obsolete.

Team runs replay of data, performance testing and Automation of the site using Selenium and Cucumber framework/testng

**Organization: Nextag Inc/Wize-Commerce (Mar 2012 –Feb 2016)**

**Role: Senior Manager QA and Business Ops**

**Team Size: 10**

**Responsibilities**: Key responsibility included Seller Support, QA/Ops for Front End UI/Billing/Merchant Ops

**Organization: Nextag Inc/Wize-Commerce (Apr 2008 – Feb 2012)**

**Role: QA Manager**

**Team Size: 6**

**Responsibilities**: Manager for Banner ad, Billing, Merchant Dashboard, Facebook ads, Mobile apps

**Organization: Nextag Inc/Wize-Commerce (Sep 2005 –Apr 2008)**

**Role: QA Lead**

**Team Size: 3**

**Responsibilities** : Team lead for Education, Mortgage, Billing, Affiliates, Banner

**Organization: Nextag Inc/Wize-Commerce (Jan 2004 –Aug 2005)**

**Last Role:** Senior QA Engineer

**Responsibilities:** I was testing/managing Merchant Dashboard, Billing, Stores, Product shopping

**Organization : Sapient (Mar-2003 to Aug-2003)**

**OPODO**

It’s an online Travel Agent which helps user of the portal to book the flights, hotels, cars

**Role** Associates Support Engineer

**Responsibilities**

* Writing Test Cases against the CR’s.
* Regression testing, Functional Testing, Automated Testing using Quick Test Pro

**Organization : Global Tecknocrats (Feb-2002 to Feb-2003)**

**GetAdvice.com**

This website is developed for all the common one in the society who are seeking advice for their different problems regarding Health, Law, Romance, Family etc. The people sitting at their home by just logging on to the site can use it. People can drop their problem onto the site. Specialists in the respective areas will go through set of problems and their expert advice will be mailed to individuals or at any time users can check for it from site too. Getadvice.com also invites specialists and experts in the respective areas to drop in their details and to help people voluntarily. People can always find out the details of advisor/specialist from whom they got the advice. People can also avail the facility of online chatting with specialists and can get quick solutions of their problems. Administrator of the site can also administer the site by just logging on to the site.

**Role** Software Engineer

**Responsibilities**

* Developing the code for the different small modules of the site.
* Preparing Test cases based on Test Plan and execution of them.

**Personal Details**

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* Marital Status: Married
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