

GAURAV BHAYANA

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Professional Summary

Over **14+ Years of diverse experience in IT** with strong expertise on Program/Project Management on various domains such as BFSI, Mutual Funds, HR, Airline & Travel, Digital (OTT) and e-Learning.

As a **Test Manager, Lead Test Designer & Test Analyst**, over **14+ years of experience** in project delivery, cost optimization, people management, customer satisfaction, stakeholder management, contractual deliverables, risk management and enable business growth.

- **HP & CSM certified Test Professional** with experience in delivering projects using Waterfall, V-model, Iterative and Agile(SCRUM) methodologies.
- Worked closely with the Dev/QA Team and Product Development teams to establish proper project Framework, Process, Standards and Procedures to ensure high-level of product quality. Proven track record of handling 40+ person Perm and Offshore Vendor testing teams.
- An ardent technologist, self-directed, organized, capable of multi-tasking, with flair to adapt quickly and work under high pressure resolving complex business problems. Operated in a cross-functional team to understand project readiness, influence testability via automation, and ensure proper test coverage, overall system reliability, performance, and quality.
- Experience in preparing and responding to Enterprise size RFI / RFP responses; and defending RFP responses as an individual contributor.
- Strong understanding about Defect Management & Resolution including creation, updating & closure of defects by coordinating with various development/project teams.
- Demonstrated experience in developing test capabilities, overseeing QA deployments and implementations across multiple locations for UK, European, APAC and US based clients. Strong capability to create/configure, maintain and setup Test environments.
- Sound experience in preparation of Test Strategy, Test Plan(s), Project Plan(s), Test Readiness Review, Test Risk Assessment, Test Data Risk Assessment, Test/Project estimations, Test Completion Report, Testing is Complete Report, Defect Logs.
- Strong problem-solving, analytical and technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction and low operational costs.
- Proficient in vendor management / project management and managing as well executing/implementing change management using ServiceNow. A team player with strong communication & interpersonal skills. Performed leadership roles for Test team setup and achieved team goals for on-going & future projects.
- Ability to consider upstream and downstream process impacts and implications. Exhibited acute business acumen and understanding of organizational issues and challenges.

As a **Scrum Master**, over 5+ years of experience in Agile Methodologies with Scrum & Kanban implementation.

- Create and nurture environments where trust is built; transparency and accountability are embodied.
- Foster team communication and collaboration while facilitating creativity and empowerment.
- Proactively involved and facilitated all scrum ceremonies:
 - ✓ Sprint Planning
 - ✓ Daily Scrum
 - ✓ Sprint Review
 - ✓ Sprint Retrospective
- Remove impediments to success and improve productivity.
- Identify process issues & improve process while delivering the highest quality products and services.
- Facilitator, mentor and trainer to the team on the agile process and focusing on continuous improvement.

KEY SKILLS

Automation Tool – UI - QTP, ServiceNow ATF, Selenium API - Rest Assured Performance – Jmeter Security – Postman, Burp Suite BDD/TDD - FitNesse & Cucumber	Core Competencies - Project Management, Scrum, Business Requirement/Story Development, Analytical Thinking, Strategic Planning, Problem Analysis, Estimation & Time Management, Reporting, Team building & Collaboration, Conflict Resolution, Risk Mitigation, Vendor Management
Test Management Tool - QC 11, JIRA, Test Link, AWS Device farm, Azure Devops, VersionOne Bug Reporting Tool - QC 11, JIRA, Bugzilla, Mantis, Tick-IT	Domain – Pharma, Banking & Finance, Mutual Funds, HR, Digital - OTT, Airline & Travel and e-Learning
DBMS - Oracle SQL, PL/SQL, Informatica Operating System - WINDOWS, MAC OS, UNIX, Android, iOS Software tools - Firebug, VersionOne, Trello, Sabre View, Firebase, Mixpanel, MoEngage	Change Management: ServiceNow

WORK EXPERIENCE

To The New

June 2018 – May 2020

Test Manager/Scrum Master

Projects Undertaken:

TABCorp

Description: Tabcorp/SkyRacing aims to expand its reach to consumers on the internet utilizing Over-The-Top (OTT) technology to become the 'Netflix of Racing'. The entire project is intent to build their digital presence by providing the content on most of the media devices available in the market including iOS & Android Mobile Phones & Tablets (With Chromecast & AirPlay support), Apple TV OS, Samsung Tizen TV, LG WebOS TV, Android TV / Amazon FireTV Stick, Roku Devices, Web Application, Playstation 4, Fetch TV and Foxtel Now.

Tata Sky

Description: Tata Sky is India's leading content distribution platform providing Pay TV and OTT services. With the objective of connecting to the best content in the world on any budget, any screen, anytime and anywhere; Tata Sky Mobile App(iOS & Android) enables subscribers to experience Live TV as they would have watched it on their TV sets, along with services such as On-Demand with over 3000 titles.

AllyO

Description: AllyO is an AI recruiter that delights the candidates, automates tasks for the hiring teams, and provides actionable insights to the HR leadership.

Novartis

July 2017 – April 2018

Test Manager

Hyderabad

Project Undertaken:

ServiceNow - Automated Test Framework

Description: Automated Test Framework (ATF) will be utilized to create and run automated tests on ServiceNow instance. It is an in-built application in the ServiceNow platform - provisioned to automate execution of test cases for any ServiceNow upgrade or modification of an instance. Automated functional & regression tests will be executed to confirm that the instance still works as designed.

Royal Bank of Scotland (RBS)

Feb 2015 – July 2017

Test Lead

New Delhi

Project Undertaken:

Customer Messaging Hub

Description: Functional & Performance Testing of an automated central messaging hub to cater

Inbound & Outbound customer communications through preferred channels, which helps for timely communication, reduce cost as well as reputational risk and significant process improvement (MI capability).

- SMS/Email/Letters
- Informatica PWC migration from 8.6 to 9.x and 10.x versions
- Secure Inbox (Digital repository) using IBM ECM - Data cap and FileNet

Hays Business Solutions

Oct 2013 - Feb 2015

Senior Test Engineer

New Delhi

Project Undertaken:

3StorySoftware – UK, APAC, USA

Description: Manage contractors, complex project services, and permanent recruitment in all-in-one cloud-based application, built on a modern and scalable Web 2.0 platform. Vendor Management System for everyone—small, medium-sized, or large enterprises around the world.

3StorySoftware supports a radical new approach to configuration: hide the features you don't need, use your own terminology; configure your own workflow and templates for each part of the organization.

Damco Solutions Pvt. Ltd.

Mar 2012 - Sept 2013

Technical Specialist

New Delhi/Ireland

Project Undertaken:

Global Collections Platform – Arvato Bertelsmann, Ireland

Description: Global Collections, is a platform where agents can track the details of the customers shopping, payments records against each invoice and can also maintain the follow ups efficiently and in a timely manner based on certain workflows inbuilt in the system. The three main modules of this platform are Accounting (responsible for creating ledgers, journal entry, reconciliation), Collection (related to automate various process of collecting dues from the customers using various workflows) and Cashapps (for creating transactions, invoices, matching invoices with payments).

Payment Server 2.0 – Arvato Bertelsmann, Ireland

Description: Payment Server 2.0 is a payment processing Web service designed for individual merchants, and for payment aggregators, to simplify their payments processing. The Payment Server 2.0 platform is hosted by Arvato Finance.

NIIT Technologies

June 2010 – Mar 2012

Sr. Test Engineer

New Delhi/Argentina

Project Undertaken:

Triumph Program – Sabre Inc., USA

Description: Triumph program is to develop a separated UI tier, agnostic of any business logic and service enabled current Web app functionality. This resulted in a highly configurable shopping and booking platform, improved the triumph speed to market and platform flexibility, supports greater differentiation of user experiences and reduces implementation costs & timeframes.

QA InfoTech

May 2007 – June 2010

Sr. Test Engineer

New Delhi

Project Undertaken:

MyELT – Cengage Learning, USA

Description: Milestones Tracker is an online diagnostic (test) – presentation – practice – test product that is developed to the educational state standards of California, Florida, Texas and a group of states referred to as WIDA. These states have adopted states standards that are specific to the skills sets that each student should master by the end of each grade level. The ability to track, assess and report on the individual progress of a student is easy to track using Milestone Tracker.

Qualification & Notable Accomplishments

- PGDBM (Finance) from SCDL, Pune.
- PGDCA from Institute of Management Technology, Ghaziabad.
- BCA from CCS University, Meerut.
- Received multiple '**Big Thank You**' certificates for W&G Migration, BAU enhancements and managing multiple teams across the locations from RBS.
- Received '**Shining Star Award - Quarter 4(2013-14)**' for 3SS Project from Hays.
- Received '**Award of Appreciation**' for ACE QA Project displaying exemplary performance, excellent teamwork and highest regard of work ethics from QA InfoTech.
- Achieved **Certified Scrum Master** certification from Scrum Alliance.
- Accredited Integration Specialist HP AIS – Application Lifecycle Management v11 (Quality Center 11.0)
- Achieved certification for **Scrum Fundamental Certified** Credential by SCRUMstudy.
- Achieved **Google Analytics for Beginners** from Google Analytics Academy.
- Super headed a test team of 40+ at RBS, directly involved in projects / releases up to 5 – 10 MUSD.
- Member of RBS Testing COE (Centre of Excellence) team.
- To The New - Testing COE Owner (Centre of Excellence) team and super headed a team of 30+.

REFERENCES

Name	Organisation	Designation	Email	Mobile
Neeraj Maurya	NIIT	Project Manager	Neeraj.Maurya@niit-tech.com	+919953001116
Kumar Abhishek	Damco Solutions	Technical Lead	Kumara1@damcogroup.com	+919312130102

PERSONAL DOSSIER

DOB	13-Feb-1983
Passport	Validity till May, 2027
VISA	B1/B2 US Visa (Validity till June, 2028)
Country Visited	USA, Australia, Argentina, Ireland, Singapore, Malaysia