**Chandra Mohan**

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**Summary**

* Having 12+ **years of experience as a Scrum Master/Project Manager,** *Test Lead/Automation Tester* in Client/server and Web-based applications. Worked in business team.
* As Scrum Master, resolving the **Impediments** on the time to time basis for the projects.
* Coaching the Agile teams and **educate** the teams on regular basis to get adopted and apply the principles and implement Agile Practices.
* Assigning the team in Preparation for ART activities, including PI Planning, system demos and inspect and adapt.
* As Release Manager, Co-ordinations/Organizing **Releases** for all **deployments** to lower & upper environments.
* As Project Manager, Preparing the **Artifacts**, **CAB** meetings for major release **CAP** Project code Time card approvals.
* Good Exposure on **Business Rules Standards** in Insurance/Mortgage & Health domains.
* Managing/supporting clinical practice and the management, delivery and evaluation of **health services**.
* Experience with requirements management tools and requirements traceability.
* Strong Knowledge of QA Testing **Methodologies,** SDLC, QA Life Cycle, Defect Life cyclesand knowledge on levels of Capability Maturity Model**(CMM).**
* Excellent knowledge in all models Waterfall, V-Model and especially agile testing methodology and practices including Scrum
* Well experience in **PCR/Change Order** and defect management systems.
* Strong leadership skills with the ability to influence without direct authority.
* Expertise in Automation Tools **Visual Studio, Quick Test Pro,** to perform Regression testing & E2E testing.
* Expertise in creation of the feature files/step definition for Automation manual test cases
* Providing on-call production support for application/Product releases like Major, IR and Hot Fixes.
* Proficiency in identifying risks at every stage of the project using different measurements and metrics.
* **Self-starter, team player, flexible** & open to work with new technologies, challenges.

**Training & Achievements**

* Implementers training on HL7 messaging from e Health.
* Corporate Training on Mercury **QTP 8.2**.
* Working Knowledge of Project Management methodologies (**Prince 2**)
* ***Certified SAFe 5 Scrum Master***
* ***Certified SAFe 5 Practitioner***
* Proficient in providing ***training*** to team & other projects on the products/application enhancements.
* AARK Project was been selected as the finalists for Health category linked to the Toward Q2 during the Public service delivery **(Received Best employee award**)*.*
* Completed the program requirements as an IBM **Certified** Specialist.
* ***Received Best employee Award*** too from BKFS (current company).

**Qualification**

* **Master of Computer Science** majoring in E-Business from **Osmania University**.
* Master of Business Administration (Distance) in HRM from **Pondicherry University**.
* **Bachelor of Science** (**Computers**) from **Osmania** University.

**Technical Skills**

Testing Tools : Win Runner 8.0, QTP 9.2/10**,** JIRA 4.4and UFT 11.5,

Test Management Tools : Quality Center **11**, RQM 6.0.1

Operating System : Windows NT/XP/2000/03, Windows7, Vista, UNIX, MS-DOS

Languages : C, C++, Visual Basic, SQL.

Database : Oracle 8i, MS-Access, SQL Server 2008/2012.

ERP : Conceptual Knowledge in SAP BW, SAP R/3

Internet Technologies : HTML, XML,

Testing Tools/Utilities : Context Maps, Free Mind, and VMware workstation

**Work Experience**

* Working as **Scrum Master/Project Manager**/QA Lead at Black Knight Financial Services, Hyderabad.
* Worked as Test coordinator/Test Lead at RACQ Insurance, Queensland, and Australia.
* Worked as Technical Consultant/Testing Lead in Queensland Health, Queensland, Australia.
* Worked as Principal Technology Officer/Senior Test Analyst in Queensland Health, Queensland, Australia
* Worked as Senior Quality Analyst/Test Analyst in Health Communication Network, Sydney, Australia.

**Project Summary**

**Black Knight Financial Services, Hyderabad, India**

**Role : Scrum Master/QA Lead/Project Manager**

**Duration : Aug’13 – Till Date.**

Black Knight Financial Services, Inc. (BKFS) is a leading provider of mortgage and consumer loan processing services, mortgage settlement services, default solutions and loan performance analytics, as well as solutions for the real estate industry, capital markets investors and government offices.

**Main projects**

* **Invoice Management (IM)**
* **Claims Works Space (CWS)**
* **Desktop Integration Services(DIS)**

Working as a **Scrum Master/QA Lead/Project Manager** in Invoice Management/iDisburse/Funding source (Microservice) Projects. Main purpose of the projects was to run the Agile boards, doing the ceremonies and performing smoke, regression, automation, system, Integration etc. for the products at BKFS and make them work together.

**Responsibilities**

* Involved and driving the ceremonies like **Refinements, Planning, DOR, DOD, Reviews and Retrospective.**
* Resolving the **Impediments** on the time to time basis for the projects.
* As Release Manager, Co-ordinations/Organizing **Releases** for all **deployments** to lower & upper environments.
* As Project Manager, Preparing the **Artifacts**, **CAB** meetings for major release **CAP** Project code Time card approvals.
* Expertise in creation of the **feature** files/**step definition** for Automation manual test cases.
* Automating web methods using **SOAPUI** based on business requirements which allowed invoices to IM project.
* Assigning the team in Preparation for ART activities, including PI Planning, system demos and inspect and adapt.
* Guiding the team in establishing normalized estimates and helps the team understand how to estimate features.
* Assisting the team to get focused on daily basis for iteration Goals in the context of current PI Objectives.
* Assisting the team to improve and take responsibility for their actions via Retrospective and solving by themselves.
* Assisting the Product Owner/Manager in their efforts to manage the backlog and guide the team while facilitating a healthy team dynamic on priorities and scope.
* Communicating with management and outside stakeholders and helping to protect the team from expansion of work.
* Providing the status in SOS and also sending the status through **Metrics**/graphs, PPT etc. to Business Owners/RTE.
* Liaising with various stakeholders such as the business users, infrastructure support, respective production support teams of the upstream/downstream systems and our own development team.
* Experience in **Risk** and dependencies identification and escalating critical issues to RTE.
* Arranging and Participating in **Vendor Meetings** and discussed on **Bugs Resolution issues.**
* Providing client support and technical issue resolution via **E-Mail, phone** and Conference meetings.

***Environment*:**

RQM 6.0.1, TFS, Clear quest, Java, Lab Manager, Oracle SQL Developer 1.5.5, SOAP UI 4.0.1, SQL server 2008/2012, .Net 4.0, Windows XP.

**RACQ Insurance, Queensland, Australia**

**Role : Senior Test Consultant/Test Lead/SME**

**Duration : May’**11 – **Jan**’13

In 2010, full ownership of RACQ Insurance was returned to RACQ.  As a result, the RACQ Insurance systems currently provided by Suncorp must be transitioned while maintaining continuity of business operations

The PG100 Programmed will successfully complete transition by January 2013 through seven

**Main projects**

* **PR326 - Group Enterprise System (GES) Project**
* **PR339 - Data Migration Project**
* **PR343 - Claim Centre Project**.

Worked as a **Senior Test Consultant/Test Coordinator** in PR 326 GES Project, ETL Consultant in PR339 Data Migration Project & Test Lead for **Claim Centre** Project, Integration **Policy Centre** &**Billing Centre** Testing. Main purpose of the project was to integrate above products and make them work together.

**Responsibilities**

* Involved in Functional Integration, System Integration, Regression testing, Data Migration and managing team to execute respectivetest cases in the schedule time.
* Having good experience in Insurance of ***Guidewire*** Products like **Policy Center, Billing Center, Claim Center** & MRM(single master repository)
* Good Exposure on Various Business rules of **Issuance, Policy Change/MTA, Cancellation, Renewal, Re-write & Reinstatement** policies for BOAT, Motor, Car& Heavy Vehicles.
* As SME prepared Quick Reference Guides using **Snag it** for end users - Underwriting team.
* Creating Policies in policy center like submission, policy change, cancellation, re-write, renewal & reinstatement based on business rules/requirements and validating them using test cases.
* Familiar on various business rules/scenarios like **Primary insured, Fleet, Multi Product Discount, Membership level discount, Senior Card Holder and 55+, 21 day window, Combined discount, PBTM** etc
* Worked on various scenarios like **Disburse (**Overpayments**),** transfer, Negative write-offs **& Delinquency**.
* Worked closely with **underwriting** team on various scenarios like **Discounts**, **Negative Write**-**offs**, **and Disburse** etc.
* Having good knowledge on various policy types like comprehensive, fire and theft, third party, CTP etc.
* Performed Integration testing like end to end scenarios **Policy Center, Billing center & Claim center**.
* Writing Test Plan reports for test cycles/releases.
* Prepared Master Test Plans for the various projects in RACQI.
* Drafting/Designing the plan for test Planning/analysis/executions using Microsoft Visio.
* Liaising with various stakeholders such as the business users, infrastructure support, respective production support teams of the upstream/downstream systems and our own development team.
* Identify risks involved in Installation Testing and prioritize Test Scenarios – OS and SQL Server compatibility testing.
* Arranging and Participating in **Vendor Meetings** and discussed on **Bugs Resolution issues.**
* Writing **SQL Queries** like insert, truncate, join, etc. to check proper data population in the application tables.
* Prepared Test calculators for testing team to get verified with displayed calculations of the system using Macros.
* Managing/Responsible for developing the test scripts and executing the Scripts **manually**
* Coordinating with Data Migration Team working closely and the data get transfers from the source system to staging tables as per mapping rules.
* Managing and Reporting to **Test Manager** - Data Migration Testing.
* Automating of Regression Testing using **RFT**.
* Managed and Providing test automation consulting services, including functional scripting and testing to the project.
* Involved in creation of the architecture of automation framework for the modular approach undertaken for automation.
* **Parameterized** the fixed values in **checkpoint** statements, created data tables for the **parameters** and wrote functions for the parameters to read new data from the table upon each iteration.
* Conducted System testing, UAT and regression testing and interacted with developers to resolve technical issues.

***Environment***

RQM 3.0.1, ETL Staging, JIRA 4.4, Linux 2.6, Java, Oracle SQL Developer 1.5.5, SOAP UI 4.0.1, SQL server 2005/2008, .Net 4.0, Windows XP.

**Queensland Health, Queensland, Australia**

**Role : Technical Consultant/Testing**

**Duration : March’08 - May’11**

Queensland Health’s mission is ‘creating dependable health care and better health for all Queenslanders’. Within the context of this organization, there are **four core values** that guide our behavior:

**Project I: Management of Application Permits and Licensing Events Project (MAPLE)**

Worked as Test Lead in MAPLE Project where I was handling Licensing, Compliance & Correspondence Modules which provides the access to timely, complete and accurate information will see better monitoring and identification processes to help prevent disease, illness and injury across Queensland and Better control and preventative strategies will mean less outbreaks and a healthier Queensland.

**Responsibilities**

* Involved in **Functional, Non Functional, Integration, Regression testing and executed UAT** Test cases
* Responsible for Test Execution using Quality Centre and reporting to Project Manager.
* Writing **Test Summary reports & MTPL’s** for test cycles/releases.
* Arranging and Participating in Vendor Meetings and discussed on Bugs Resolution issues.
* Writing & updating Test Strategy which defines the testing approach to confirm the quality of one or more ICT Changes.
* Experience in Risk and issue identification and escalating critical issues to management.
* Maintaining & updating Release Register.
* Prepared Risk Register for each cycle which goes to production.
* Coordinate with Project Manager and set up expectation on what will be handled by automation team.
* Created **End-to-End** scenarios and scenario variation for the components in the Claims application using Microsoft Visio to reflect the business process.
* Developing test cases in Quality Center for Positive and Negative scenario testing.
* Reviewing test cases and organizing test lab into cycles for test execution.
* Providing client support and technical issue resolution via E-Mail, phone and Conference meetings
* Performed troubleshooting and provide analysis using company’s software products.
* Performed **end-to-end testing** on the release version of the applications and detected GUI bugs.
* Automation of Regression Testing using **QTP**.
* Good Knowledge on **Shared/Local** Object Repository.
* Providing test automation consulting services, including functional scripting and testing to the project.
* Prepared test scripts using checkpoints in validating bitmaps, signatures, database etc.
* **Parameterized** the fixed values in **checkpoint** statements, created data tables for the **parameters** and wrote functions for the parameters to read new data from the table upon each iteration.
* Good Knowledge on handling unexpected events that interrupts scenarios and operations necessary to cover through **recovery scenario manager.**
* Prepared **descriptive** programming using object spy, functions and methods.
* Good Knowledge on**Actions**, Action Properties &**Data Driven testing**.
* Automated the installation of daily builds using **QTP** and implemented **regular expression** verification.
* Involved in creation of the architecture of automation framework for the modular approach undertaken for automation.

***Environment***

Quality Centre 9.2/10, QTP 9.2/10, VMWorkstation, Java, Oracle SQL Developer 1.5.5, SQL Server 2005/2008, Windows XP.

**Queensland Health, Queensland**

**Role : Principal Technology Officer**

**Project II: Automated Anesthetic Record Keeping Project (AARK)**

Worked as Senior Test Analyst in AARK project where I was handling Winchart Web Enterprise Portal (WEP) contains the Winchart Health Informatics web-based modules which provides the list of hospitals in the Enterprise Group and the applications assigned to each hospital. Enterprise refers to group of hospitals under Queensland Health.

**Responsibilities**

* Involved in **Functional,** Integration, Regression testing **and executed UAT** Test cases
* Arranging and Participating in Vendor Meetings and discussed on Bugs Resolution issues
* Liaising with BA’s to get the documentation for testing(like detailed design docs, requirements docs)
* Writing Test Summary reports for test cycles/releases.
* Experience in Risk and issue identification and escalating critical issues to management.
* Used **HL7 Standards** and have good exposure on standards and new messages
* Assisting the support manager in administrative tasks such as collecting the overall weekly status of user requests/production incidents and to collecting weekly metrics of the performance of the application like **Interop,** Timeline, CARM, and CONSOLE etc.
* Excellent Knowledge on **HL7 Standards & new Messages**.
* Developing test cases in Quality centre for Positive and Negative scenario testing
* Responsible for Test Execution using Quality Centre and reported updated to Test Manager
* Providing client support and technical issue resolution via E-Mail, phone and Conference meetings
* Configure software products to connect to application server.
* Providing training to clients in the use of system and application.
* Performed **end-to-end testing** on the release version of the applications and detected GUI bugs.
* Automation of Regression Testing using **QTP**.
* Good Knowledge on **Shared/Local** Object Repository
* Automated the installation of daily builds using **QTP** and implemented regular expression verification.
* Prepared **descriptive** programming using object spy, functions and methods
* Participated in all meetings planned for particular release and obtain necessary technical automation requirement.

***Environment***

Quality Centre 9.2/10, QTP 9.2,HL7v 2.x, VM Workstation, SQL server 2005/2008, Windows XP

**Queensland Health, Queensland**

**Role : Principal Technology Officer**

**Project III: Population Health Information and Clinical services solution (PHICSS)**

Worked as a Senior QA Analyst in PHICSS Project. Main purpose of the project was to integrate all twenty five modules (Client, Adverse Reaction, Care Plan, Administration, Contact training, Personal Details, Extra Details, Contact Details etc) and make to work together functionally.

**Responsibilities**

* Prepared Test Cases in Quality Centre for Negative and Positive scenario testing.
* Liaising with various stakeholders such as the business users, infrastructure support, respective production support teams of the upstream/downstream systems and our own development team.
* Identify the performance-critical scenarios. Identify the workload profile for distributing the entire load among the key scenarios
* Assisting the support manager in administrative tasks such as collecting the overall weekly status of user requests/production incidents and to collecting weekly metrics of the performance of the application.
* Experience in Installation testing. Tested the products integrity in a range of operating systems.
* Identify risks involved in Installation Testing and prioritize Test Scenarios – OS and SQL Server compatibility testing.
* Participated in Bug review meetings and discussed on Bug Resolution Issues.
* Automation of Regression Testing using Selenium
* Used different testing techniques such as **functionality, positive, negative, integration, user acceptance and installation testing**.
* Responsible for Test Execution using Quality Centre and reported updated to Test Lead.

***Environment***

QC 9.2, Selenium 1, Junit, VM Workstation, Delphi, SQL server 2005/2008, Oracle SQL Developer 1.5.5, Windows XP.

**Health Communication Network, Sydney**

**Duration : Jul’05 – Feb’08**

**Role : Senior QA Analyst**

HCN is the largest Health Solutions Company in Australia, providing clinical and Patient Management software for Australian GP’s. HCN focuses on improving patient outcomes by providing evidence based software tools to health care professionals at the point of care. HCN has a market share of 85 percent of computerized GP's.

**Project I: Blue Chip - Day Surgery**

Worked as a QA Analyst in Blue-Chip – Day Surgery project. Main purpose of the project was to integrate above two products and make them work together. Patient Clinical information is stored in Day Surgery and Blue Chip is triggered for billing purposes and to maintain the financial data of the Patient.

**Responsibilities**

* Prepared Test Cases in Quality Centre for Negative and Positive scenario testing.
* Identify the performance-critical scenarios. Identify the workload profile for distributing the entire load among the key scenarios.
* Participating in implementations by executing tasks assigned to the prod support team.
* Assisted Business users in signing off the Test Plans/Test Cases written for execution
* Prepare and review Regression Test Sets and plan UAT.
* Participated in Bug review meetings and discussed on Bug Resolution Issues.
* Involved in meetings with **Business Analyst.**

**Environment**

Quality Center 9.1, Context Maps, HL7v 2,VM WorkStation, Delphi, SQL Server 2000/2005, VSS, Windows 2000/03, XP, SBS 2003, Vista

**Project II**

**Unified Search Engine**

**Responsibilities**

* Analyzing Functional and System Requirements.
* Identify the metrics that you want to collect in order to verify them against your performance objectives.
* Design tests to simulate the load.
* Use tools to implement the load according to the designed tests, and capture the metrics.
* Good exposure on **HL7 Standards.**
* Analyze the metric data captured during the tests.
* Involved in writing and reviewing Test Cases and Test Scripts.
* Performed Functional, Regression testing using Manual Test Cases in Quality Center.
* Providing client support and technical issue resolution via E-Mail, phone and Conference meetings
* Configure software products to connect to application server.
* Performed troubleshooting and provide analysis using company’s software products.
* Providing training to clients in the use of system and application.
* Automation of Regression Testing using **QTP**.
* Involved in generating and executing Regression and UAT Test Cases. Involved in Browser Compatibility Testing..
* Worked with synchronization points, Broken links verifications in QTP.
* Bug Tracking and Reporting using Quality Center.

**Environment**

Quality Center 9.1, QTP 9.1, Apache Http Server,HL7v 2 Tomcat 5.0, CMS – Joomla, SQL Server 2005 , VMware workstation.

***References*:** Provided upon request.