**Swapna Ray**

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**PERSONALSUMMARY**  
  
A competent and experienced **Project Lead**, with around 14 years’ experience in managing multi-disciplinary teams of varying sizes and complex programs of work. Also, extensive experience of developing and supporting projects and across the industry verticals including Banking, Finance, Automobile, HealthCare, and building strong relationships with all stakeholders and to turn proposals into reality. Worked as a **Scrum Master** in the multiple Domain.

**Professional Snapshot**

* Meticulous and highly accomplished professional around 14 **years** playing multiple roles in different CMMI organizations. In also couple of years, also experienced as Project **Lead,** specializing in **Automation** and Project **management**.
* Played distinct roles as Product Lead to automate Testing using tools like (Selenium, QTP), **Bug** Tracking tools (TFS, ALM**) and** Open-Source tools (**Eclipse**, **Jenkins**, **Git**, **node JS**, Vs Code, VS Studio), Functional Testing, Web-Service Testing, Data Migration Testing, Mobile Testing, **Database** Testing and Performance Testing. Instrumental to provide **ROI** driven **automation strategy** for different project across the organization.
* Having strong exposure on **Banking, Payment System and Health Care** Domain**.**
* Proficient in designing Automation framework using Selenium, Protractor, Cypress, Cucumber, Jasmine framework.
* Expertise in Project management including opportunity, planning, effort estimation, work allocation, issue resolve, project tracking and over all delivery.
* Proficient in Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC), including analysis of user requirements, designing of **Project Plan**, Test **Plans**, **Traceability Matrix**, **Testing Strategy**, **Test estimation**, **Bug Life Cycle** & its distinct phases.
* Worked in a true **Agile/ Scrum** environment.
* **Scrum Master** & Project Test Manager for customer as well own company product. Met goals for quality, schedule & release management.
* Expertise in **Agile** with Behavioural Driven Development (BDD) and Test-Driven Development (TDD)
* Possesses excellent Mentoring skills with ability to learn and react quickly. An excellent team player.
* Good communicator with strong leadership, coordination, relationship management, analytical and team management skills. Comfort in interacting with people across hierarchical levels for ensuring smooth project execution as per client specifications.
* Tendency to thrive in dynamic and fluid environments while remaining pragmatic and focused.
* Adept at working in high pressure environments with strict deadlines and multiple deliverables.
* LinkedIn Profile: https://www.linkedin.com/in/swapna-ray-csm-a6233028/

**Professional Qualifications& Certifications**

* **MCA** from Banasthali Vidyapeeth with First Class -74.00% (2006)
* **BSc. (H)** in Computer Applicationfrom Ranchi College (Ranchi University) with First Class with Distinction – 82.25 %(2002)
* **Certified Scrum Master (CSM)** by Scrum Alliance
* **Sun Certified Java Programmer (SCJP)** by Sun Microsystems
* **Sun Certified Web Component Developer (SCWCD)** by Sun Microsystems

**Organizational Details**

* 2020 – till now (**Synechron**, Pune)
* 2018 – 2019 (**Tech Mahindra**, Pune)
* 2015 – 2018 (**Netwoven** Kolkata)
* 2010 – 2015 (**TCS** Kolkata)
* 2006 – 2010(**Dell** International Services), Noida

**Achievements**

* Got Pat on the back Award for Implementing Protractor **Automation Framework** and excellent delivery for UPS in Tech Mahindra in 2019.
* Won 2nd prize in project Olympics **(Customer case study)** & annual sports in **Dell** International Services 2009.
* Won 1st prize in project Olympics **(Technical Component)** in **Dell** International Services 2008.
* Got Promoted from IT Analyst to Associate Consultant in TCS in 2013.
* Received many **appreciation mails from Client** and developers which include appreciation.
* 2nd Topper of college & 3rd Rank of Uni. in Comp App (H).

**Areas of Expertise**

* Test Automation Tool: Selenium WebDrive**r** 3.0, UFT, QTP10.0
* Scripting Language: **Java**, **Java Script**, **C#** (4.0 onwards), Visual Basic 6.0, Vb Script
* Release Management: **Jenkin**, VSTS
* Defect Tracking Tool: ALM, **TFS**, Freedcamp, StarTeam
* Testing Framework: Jasmine, Protractor**,** Cypress, TestNg
* Automation Framework: **Data Driven**, **Hybrid**, **Keyword**
* Web-services Testing: Rest Assured, Postman
* Database Testing: Microsoft SQL Server Management Studio, Toad
* Databases: SQL Server 2000/ 2005/2008, My-SQL, Oracle 10g
* Operating Systems: Microsoft Windows, UNIX.
* Architecture: MVC, **POM**, Cloud
* Programming Tools: **Eclipse**, Visual Studio, VS Code, **Sublime** Text, **Node** **JS**
* Other Tools: Maven, **Git Hub,** SharePoint, HTML, XML

**PROJECT PREVIEW**

Title : **GAM Institutional**

Clients : RBC(Royal Bank of Canada)

Duration : Jan’20 to till now

Technology : Jira, Java, Jenkins, SharePoint, ,STS ,Selenium, Cypress

Team Size : 16

RBC Global Asset Management Inc. (“RBC GAM Inc.”) launched Global Portfolios, an efficient and cost-effective way for investors to diversify beyond their Canadian holdings in a single portfolio that is aligned to their risk and return profile.

RBC Global Portfolios build on RBC GAM’s extensive experience in managing portfolio solutions. Using a robust suite of funds that are managed by local teams in global markets, they offer investors a simple solution for their global investing needs.

Role : Scrum Master, Team size:16 (14 offshore, 1 onsite)

* Coordinate all Scrum Ceremonies including Sprint Planning, Daily Stand-ups, Sprint retrospectives, Sprint Demos, Story Grooming, and Release Planning
* Scheduling and allocating work, providing advice and guidance, and resolving problems to meet technical performance and financial objectives.
* Liaising between developers and project stakeholders; fostering quality communication between engineering disciplines
* Assist in defining and deploying new product development processes and in facilitating the continuous improvement of existing processest

Title : **Network Planning Tool** **(Product)**

Clients : UPS(United Parcel Service)

Duration : Jun’18 to till now

Technology : TFS, ALM ,Protractor ,Java Script ,Jenkins, SharePoint, Couchbase ,VS Code, Node js

Team Size : 15

UPS is looking for a new generation of planning tools which will enable UPS to perform a variety of what-if analysis and identify opportunities to optimize the network for all modes and all products. UPS wants to bring all transportation planning and execution into one solution allowing UPS to plan loads, schedules, equipment and drivers concurrently. UPS wants this tool to help optimize the entire network for any time period from today to many years into the future.

This tool will enable UPS to access the plan simultaneously to see each other’s changes and impacts and allow integrated modelling across all products.

The architecture should support a multi-day transportation network that will allow for the ability to plan, validate, publish dates into the future, and execute.

A key component of the system is optimization and decision support.

This functionality will guide UPS on what is best for the network.

It will effectively and efficiently move all of its products through the network and achieve the promised service.

Role : Project Lead, Team size:15 (10 offshore, 5 onsite)

* Works with Product Owner to define project scope and objectives.
* Analysed and evaluate business user story requirements and planned each release.
* Creates and manages project/program resource loading and budget; reconciles budget monthly and communicates risks to Leadership.
* Works effectively with others to remove delivery team roadblocks

Developed Automation Regression Test Suite for this Product Release process using Hybrid framework

Title : **O365 Governess (Product)**

Clients : Keysight

Duration : Nov’16 to April 18

Technology : TFS, Selenium with .Net (C#), O365, SharePoint, VSTS, Protractor

Team Size : 5

Office 365 is wonderful tool that is positively transforming the way organizations and people work together. It has a variety of tools that enable us as information workers to be more productive. However, with the many different tools available in O365 and the many different initiative that we all work on these days, the environment can get cluttered and become cumbersome to work with. Netwoven O365 Governance Application is used to support a frictionless user experience while at the same time maintain control over the provisioning process.

Role : Product Release Manager, Team size:5 (4 offshore, 1 onsite)

* Created the Release Notes, Test Strategy & Test Plan document for the Product.
* Analysed and evaluate business user story requirements and planned each release.
* Played the role of Scrum Master within the product team.
* Gathering and updating project materials, completing budgeting, forecasting, project documentation, business flows, and lessons learned document Used TFS 2010(Team Foundation Server) for bug tracking, Work Item Tracking and published test results in TFS to share with the team members.

Title : **Juniper Documentum Migration**

Clients : Juniper

Duration : Aug’15 to Oct’16

Technology : TFS, Selenium, SharePoint,Java,TestNG

Team Size : 8

The project goal was to migrate the data from office 365. Juniper Networks has made a significant investment in the Microsoft Office 365 Cloud Offering to support their business productivity and collaboration needs. Office 365 provides a solid and cost-effective foundation for team, project and social collaboration, Document Management, Records Management, Workflow, Business Intelligence and more.

Netwoven will assist Juniper in designing and developing a solution that will replace the current document management solution on the Documentum and migrate the content from Documentum to Office 365.

Role : Test Manager, Team size:8 (6 offshore, 2 onsite)

* Created the RTM, Test Strategy & Test Plan document for client
* Analyze and evaluate business user story requirements.
* Developed Automated Test suite with Data driven framework.
* Developed Automation Test Suite for this migration process

Title : **Copy and Print**

Clients : Staples

Duration : Jul’14to Feb’15

Technology : AS400, DB2, StarTeam, Selenium,Java

Team Size : 30

Staples, Inc. is a large [office supply](http://en.wikipedia.org/wiki/Office_supply) [chain store](http://en.wikipedia.org/wiki/Chain_store), with over 2,000 stores worldwide in 26 countries.

It has three main Modules:

EasyTech

Vista Print

SB & EFI

EasyTech is mainly intra Portal program that check by the admin to track the status of various order.

Vista Print is User website used for placing different kinds of online as well as in store orders to staples.

Role : Test Manager, Team size:30 (26 offshore, 4 onsite)

* Complete ownership of deliverables from offshore.
* Regular project delivery monitoring & controlling, client interaction, strategic planning for maximize automation leverage (reusability) across multiple country and multiple LOB, preparing roadmap for automation throughout the year.
* Technical support to teams with Flexible Automation Framework on Selenium
* Resource planning, quarterly & annually ROI projection, monthly and quarterly billing projection, identifying new area of engagement
* Suggesting new tool sets to client to achieve client’s business and technical requirements
* Documented & proposed automation best practices and established process to diligently follow up the best practices.
* Selection of team member based on the expertise required.
* Prepared framework for backend data validation (DB2 database) with Java scripting.
* Review all the issues before it goes to the Issue tracker (Basically resolve Maximum issues before it goes to Onsite team).
* Responsible for preparing test plan, test strategy, Estimations and Process.
* Guide team for Max test coverage, understand complex mappings, write queries and executions.

Title : **The Body Shop**

Client : TBS, UK

Duration : Apr’11 to Mar’13

Technology : SAP GUI (WM), QTP, QC

The Body Shop (TBS) is a global manufacturer and retailer of naturally inspired, ethically produced beauty and cosmetics products. Founded in the UK in 1976, TBS now have over 2,690 stores in 64 countries. TBS is now a wholly owned subsidiary of L’Oreal A.S.

TBS already have a definition for a batch code and this is recorded on retail sales units, unit packs and cartons In order to ensure product traceability, the regulations state that responsible persons shall identify the distributors to whom they supply the cosmetic product for a period of three years following the date on which the batch of the cosmetic product was made available to the distributor.

SAP has batch management capability and this project will implement batch management for the appropriate TBS articles, enabling TBS to be able to hold and release via SAP at a batch rather than a handling unit level.

Role : Test Lead, Team size: 14

* As a Test Lead, Co-ordinate planning meeting, Daily Stand up, Demo, Retrospective.
* Tracking Sprint burn down history, Task creation, assignment and progress using Rally.
* Follow up Issue /Risk and prompt resolution
* Created the RTM, Test Strategy & Test Plan document for client
* Analyze and evaluate business user story requirements.
* Developed Automated Test suite with QTP 10.0 Keyword driven framework.
* Developed Automation Test Suite for SAP GUI (WM module)
* Developed unit test cases for web-services with Soap UI and Visual Studio
* Involved in Performance Testing with LoadRunner
* Managing the test beds and Environment for Functional, Automation and Performance needs.
* Mentoring junior staff and sharing feedback with Manager on their performance.
* Ensuring Production issues are analysed and track to closure to meet the ETA.

Title : **Veritas , Scholastic**

Clients : Walgreens, Scholastic

Duration : Mar’13 to Jun’14

Technology : UFT, ALM, Java, J2EE, XML, Oracle11i, Selenium, Oracle Apps

The Walgreen company (Walgreens) is the largest drug retailing chain in the United States. Walgreens currently uses multiple applications within the finance and accounting processes. Today there are a myriad of interfaces to and from Lawson GL and FI from legacy source systems to support the business. In the future state Oracle General Ledger will replace Lawson GL and FI to become the single source of truth.

VERITAS is a large-scale Finance Transformation initiative with following key drivers –

Integrated solution to provide Single Source of Truth.

Flexible and scalable solutions to support changing business model(s).

Seamless data integration by aligning with enterprise architecture strategy

Improve productivity within the applications environment through the use of standard development and maintenance methodologies.

Role : Automation Test Lead

* Tracking the Integration, System & Regression Testing.
* Developing and executing the Automation scripts for Web Based Servicing Applications using Selenium for Proof of Concept activity.
* Developing and Implementing the Automation Framework for oracle apps & Web Based Servicing Applications using UFT
* Involvement in feasibility study and implementation of TCS E-Swift framework on Oracle Apps GM module.
* Successfully developed and Executed QTP script.
* Participated in Manual test execution.
* Defect Tracking with Quality Centre. Making proper analysis of the defect by discussing with Dev team & Client. Have to attend Defect Call meetings on regular basis.
* Coordinate for regular internal meetings regarding test execution status and report the progress to Project manager and Onsite Test manager.

Title : **Citi REL Application**

Client : Citigroup, USA

Duration : Sep’10- Mar ‘11

Technology : QTP 10.0, HP QC, Delphi, Mainframe

Citigroup Real Estate Servicing and Technology (provide technical solutions to s securities and Citigroup’s organizations such as CitiMortgage, Citi Home Equity, etc. It has multiple software vendors to support their operations. As part of vendor consolidation exercise, they decided to engage TCSL to provide software consultancy support – replacing other vendors. TCSL will provide the support using onsite-offshore methodology with offshore setup at Kolkata, Chennai, Mumbai and Delhi and onsite setups in USA. “Real Estate Lending” (hereafter referred as Citi REL) business will be supported from Kolkata.

Citi Consumer Lending Mortgage system is called as REL system, which serves: -

Citi Mortgage (CMI)

Citigroup Trust Bank (CTB)

Citi Financial Mortgage (CFMC)

Role : Automation Module Lead

* Automating Web Based Applications for Real Estate Lending Loan Servicing LOB of Citi Group.
* Automating the Delphi based Laser Pro Mortgage application, used for origination of loans.
* Developing and executing the Automation scripts for Mainframe Based Servicing Applications using QTP 9.5
* Developing the Automation scripts using Keyword Driven Framework.
* Prepare Reusable functions/ keywords for Keyword Driven Framework, which improve the robustness, re-usability, and maintainability of their test scripts.

Title : **Web Portal**

Client : CHW (Catholic HealthCare West)

Duration : Jun’06- Aug ‘10

Technology : Java, Maven, Eclipse, SQL

The requirements of this application are,

Web Portal: This is a web-based project whose objective is to provide with functionality of maintaining large projects, induction, training, and user profiles, Task order for the migration process successfully

Role : Software Engineer

* Requirement analysis.
* Enhancement of the application.
* Performed System test life cycle (Test Strategy & Plan, Test-case writing, Test execution, Defect tracking & retest) with test management tool Mercury Quality Centre
* Generated & Executed Automation test script with Borland Silk test 2008 and QTP 9.0.
* Defect tracking is performed with QC.
* Maintenance of the product in the form of resolving issues as and when required during enhancement.
* Creating Jakarta Ant Build scripts for generating build output.
* Involved in System Testing, Regression Testing.
* Enhancement of the healthcare website.
* Bug fixing
* Maintenance of the product in the form of resolving issues as and when required during enhancement.
* Creating Ant Build scripts for generating build output.