Jithesh K.C

Trivandrum, INDIA
Contact No: +91 9642008467
Email: jith_2050@yahoo.com

Project/Test Lead Profile

SKILL SUMMARY:

- **PMP® Certified, PRINCE2® Practitioner Certified, Certified Scrum Master® (CSM), ITIL V4 Foundation Certified and Scrum Professional** with **10+** years of versatile experience in IT & Quality Assurance.
- Well versed in Quality Assurance projects related to Custom Development, Maintenance, Conversion&Upgrades, and US **Healthcare &** Automotive Dealership Service, all phases of SDLC, STLC& Quality Processes, and Onsite-Offshore model.
- Highly organized with the ability to manage multiple projects and meet deadlines.
- Proven ability to work creatively and analytically in a problem-solving environment.
- Proven ability in optimizing resource utilization and management of day to day project activities in compliance to delivery schedules.
- Efficient Team Leader & Player, combining communication, interpersonal & problem solving skills with analytical, decision making and leadership capabilities to enhance organizational objectives.

Core Competencies:
- Project Management
- Cross Functional Team Coordination
- Quality Assurance &Management
- Business Analysis
- Client Relationship Management

PROFESSIONAL EXPERIENCE

- 10+ Years' experience in US Automotive Dealership Service & Health Care Clients – AutoPoint (Solera Holdings Inc.), Molina Medicaid Solutions & Affinity Health Plan.
- Interaction with Client and Senior Management, stake holders, business analysts and End Users. Identifying Project Risks, Tracking them to closure and planning of contingency & Mitigation plans. Continuous focus on Test Strategy, Impact analysis, Process improvements and Test optimization.
- US **Health care** domain experience includes **Claims Processing**, Member Enrollment, Provider Maintenance, Benefits and Pricing Management
- Extensive experience in Requirements gathering & Analysis, Test Strategy, Test Plan, Test design, Test Execution, Defect Management, Release Management, customizations and implementation of **US Healthcare Insurance &** Automotive Dealership Service solutions, Web based and Client-Server applications.
- Extensive hands on experience in Functional testing, Integration testing, System testing, Regression testing, User Acceptance testing and Smoke testing.
- Facilitates and coordinates all Test Automation project activities.
- Good Knowledge on **Agile Methodology and Scrum framework.**
- **Good knowledge on Data Base Testing.**
- **Knowledge on Automation Frameworks.**
- Extreme focus on the delivery within budget and timelines.
- **Involved in Timesheet consolidation, Resource Utilization Reports, Quarterly Cost projection activities, Invoicing, Forecasting and Billing, Estimation and Process related activities, Daily-Weekly-Monthly status reports**
- Currently working for Infosys as a Technical Test Lead.

ACADEMICS

- **M.B.A(Distance) in Systems Management,** Madras University 2014
- **B.Tech in E.C.E,** J.N.T.U 2010

TRAININGS/ CERTIFICATIONS

- **PMP®**
- **CertifiedScrumMaster® (CSM)** from Scrum Alliance.
- **PRINCE2® Practitioner certified.**
- **ITIL V4 Foundation Certified.**
- ISTQB-BCS Certified Tester Foundation Level

Awards

- Many Client Appreciation Awards

IT FORTE

- **Extensive work in Atlassian JIRA, Confluence, Quality Centre, ALM &Test Rail.**
- Experience on Trizetto HealthCare Administrative applications like Facets 4.81, Facets 5.01,QNXT 4.61,QNXT 4.81
- Strong knowledge in US Health Insurance domain, HIPAA and knowledge on EDI formats(X12 files)
- Strong knowledge in Medicaid Business area and MITA concepts
- RDBMS: **SQLServer2005/2008.**

CAREER SKETCH

<div align="center">

Infosys Technologies Limited
Technical Test Lead October 2015 to till date

</div>

1. PROJECT

Project: **Welcome Point Revival**
Client: **AutoPoint (Solera Holdings Inc.)**
Role: **Project Lead**

Roles and Responsibilities:

- **Managing** and **Leading** a team of 15 members.
- Certified Scrum Master Performing the role of Lead for projects and responsible for coaching, mentoring and hand holding project delivery teams during transition from traditional SDLC model to agile processes and helping transform into a high performing, productive unit using Scrum and Lean framework.
- Designing, developing and implementing processes for establishing the agile methodology at an enterprise/organization level.
- Facilitates and coordinates all Test Automation project activities from inception through completion of entire systems development lifecycle of multiple projects; including estimating, scheduling, status tracking, reporting, and issue and risk mitigating responsibilities.
- Maintaining Keyword Driven, Data Driven and Hybrid, Automation frameworks using QTP/UFT and ALM-QC tools.
- Participating in Requirements gathering sessions with business teams.
- Involved in Estimation, Requirement Analysis, Test data preparation and management, Test Execution and defect management activities, Traceability Matrix management.
- Reviewing test scripts to ensure testing efficiency and assisting programmers in resolution of any problems.
- Monitoring test planning and test execution, managing test reporting.
- Mentoring and providing guidance to the team as an SME and building a robust test suite for the projects.
- Issues/Risks identification and raising the alerts immediately to the senior management.
- Involved in Status Reporting - Account level, Billing, Process related activities and invoicing activities.
- Working on RFP's.

2. PROJECT

Project: **MMS Testing Services – SDC, Maine & Idaho**
Client: **Molina Medicaid Solutions – CA, USA**
Role: **Technical Test Lead**

Roles and Responsibilities:

- Leading a team of 15 members.
- Mentoring and providing guidance to the team as an SME and building a robust test suite for the projects.
- Participating in Requirements gathering sessions with business teams.
- Involved in Estimation, Requirement Analysis, Test data preparation and management, Test Execution and defect management activities, Traceability Matrix management.
- Issues/Risks identification and raising the alerts immediately to the senior management.
- Involved in Status Reporting - Account level, Billing, Process related activities and invoicing activities.
- Monitoring test planning and test execution, managing test reporting.

<p style="text-align: center;">**Cognizant Technology Solutions India Private Limited**</p>
<p style="text-align: center;">Test Analyst December 2010 to October 2015</p>

1. PROJECT

Project: Affinity Testing Services
Client: Affinity Health Plan, NY, USA
Role: Test Analyst

Roles and Responsibilities:

- Analysing and Understanding Requirements and Design documents, rise clarification and get the requirements clarified from Onsite counterparts.
- Understanding the business functionality of the application.
- Preparing the test conditions from the functional specifications and writing test cases.
- Preparing Test data, Test Scenarios.
- Coordinating issues, Test execution status and Defects to the onsite coordinator on daily basis.
- Involved in Facets 4.81 to 5.01 upgrade testing.
- Responsible for Metrics related to testing & sampling activities for IT review.
- Provides information which assist in quality improvements.
- Responsible for Defect logging/Tracking, Executing and Analysing the Test Case results.
- Perform various testing like Smoke Testing, Component Testing, System Integration testing on the various applications involved in the Project.
- Responsible for creating and submitting status reports to the management and client.
- Active participation in process related activities in this project.
- Handling and sharing the team responsibilities when in necessary.

2. PROJECT

Project: MMS Testing Services -Maine and Idaho
Client: Molina Medicaid Solutions– CA, USA
Role: Test Analyst

Roles and Responsibilities:

- Understanding the Requirements related to New Change Requests and related Documents.
- Validating the system against Test Cases and Preparation of Test Results.
- Actively participating the New Process change or Improvements within the Project.
- Participated in the Regression Testing of the entire system.
- Involved in **QNXT 4.8 Product upgrade testing.**
- End to End testing with includes entire system functionalities.
- Handling and sharing the team responsibilities when in necessary.
- Understanding the Medicaid requirements and the comparing the requirements with available DSDs.
- Discussed with onsite counter parts on the gaps between the Medicaid requirements and DSDs.
- Gained knowledge on Claims Logging in HPAS and contracts configurations.
- Gained knowledge on functionalities like Member Management and Operations Management business area.
- Preparation of test scenarios based on development system design specification provided by the client that is available at high level with little explanation to the system functions.
- Active participation in process related activities in this project.