Nagaveena Chakrasali

Email: csveena255@gmail.com   **Mobile**: 650-704-3419

SUMMARY:

Information Technology professional with over 15 years of experience, with high energy and result driven project manager/senior scrum master managed multiple portfolios of projects using agile, waterfall and iterative methodologies.

Involved in coordination of translating business strategy into work programs and processes. Multiple management teams to ensure appropriate integration of functions to meet goals as well as identify necessary system enhancements to deploy new products and process improvements.

Anticipate client needs and formulate solutions to client issues. Serve as coach to team members. Provide in-depth analysis and interpretive thinking to define issues and develop innovate solutions.

Self-starter and someone who encourages learning and sharing of ideas and is always open to new ways of working.

PROFESSIONAL STRENGTHS:

- Worked as Scrum master/Project manager/Test manager and QA managing multiple IT teams delivering projects using Agile methodologies and conventional project management in Retail Baking, Investment Banking and Financial institutions.
- Scrum Master certified worked with product owner to ensure on time and prompt delivery of assigned user stories, removed project impediments, leveraging multiple retrospective techniques, to main team engagement promoting creativity and innovation
- Experienced in developing and supporting consistent project management practices, designing, and delivering tactical solutions, analyzing business requirements, working closely with development and business teams to communicate problem impacts.
- Well demonstrated ability to develop and implement phenomenally successful short- and long-term strategic plans, routinely completing projects on time & within the budget.
- Managed project teams of various sizes and have ability to independently manage multiple activities at different locations
- Coaching team members on best practices on agile development project management. Exposure in collaborating, facilitating, and leading scrum teams
- Experience in project estimation, billing, financial and status reporting
- Strong exposure to SDLC monitoring and improving project process and ensuring agreed upon standards and procedures are adhered.
- Experienced in creating project plan, managing day to day activities, project budgeting, identifying & mitigating project risks.
- Implement activities to monitor processes and continuous improvement initiatives
- Good record of building, managing, training, and mentoring high performing quality control teams

KEY ACHIEVEMENTS:
- Managed large projects with multiple executions simultaneously and synthesize results
- Reduced customer reported product complaints by 40%

- Leading the implementation of Test management tool HPALM
- Designed, implemented, and managed the quality assurance program
- Increased the number of issues resolved by 20%
- Saved cost by effectively using talents of in-house teams

AREAS OF EXPERTISE:

*Project Planning and estimation	*Software Quality Management	*Scheduling
*Technical Coordination	*Resource Management	*Development/Testing
*Team Leadership	*Process Improvement	*Resource Planning

TECHNICAL SKILLS:

Languages:
C, C++, Java, COBOL, Perl Scripting
Shell Script, SQL, XML, VB, VB Script
Java Script, Selenium

Project Tools:
Microsoft Project Plan, Microsoft Visio,
PowerPoint, Excel, Word, JIRA, Confluence,
HP QC/ALM, Rally, Bugzilla

Database
Sybase, Oracle, Microsoft SQL Server, DB2

Tools/Utilities
Oracle JDE 9.1, SOAP UI, REST Client,
I Series (AS/400) Mainframe testing

Mobile Testing Tools:
Device anywhere, I-phone, I-Pad and Android, IVR Testing

EDUCATION/CERTIFICATION/AWARDS:

- Master's in Computer Science
- Bachelors in Electronics

* SAFE Scrum Master certified
* ISACA's COBIT 5 Certified
* Award for Salesforce Service Cloud project

LinkedIn Profile

PROFESSIONAL EXPERIENCE

Organization: MUFG Union Bank   **June 2014 – till date**
Role: Project Test Manager/Senior Scrum master

Key Project Success:

- Managed different portfolio projects successfully with effort totaling amount of $4 M
  - Migrated current single sign on authentication solution to Ping identity platform for customer facing applications enabling the users on mobile and web client authentication system.
  - Implementing the Salesforce Service cloud platform integrating with in-house banking applications.
- Optimized resource efforts by running common modules and running in parallel testing
- Reduced test execution efforts by introducing automation of 15000+ test cases eliminating manual efforts
- Implemented strong Quality Processes to ensure quality delivery reducing the release related production issues

Job Responsibilities:

- Manage and lead 30+ member team to achieve project objectives in SDLC best practices/continuous integration to provide optimized high-quality software for applications confirming to testing standards, guidelines, and requirements in financial domain in both waterfall, Agile Scrum, and iterative based methodologies.
- Sprint planning, conducting daily scrums, retrospectives, creating Kanban board as Scrum Master
- Ensure integrity and delivery of multiple projects with respect to time, budget, scope, risk, and resources
- Managing resources from multiple vendors. Coaching and guiding the team in scrum principles
- Work closely with Product Management, Development, Support, Sales and Services teams to prioritize assignments and manage risks/issues to ensure successful delivery with high quality
- Work with engineering team to develop structured roll-out strategies
- Collaborate closely with development teams to deliver software releases with an ever-increasing level of quality.
- To ensure that product teams are informed in all phases of product development, with the perspective of the customer while partnering with product development leadership to drive the process & tooling
- Coach the team technically to ensure over all technical expertise of team enhances. Responsible for the growth and execution management of a team
- Manage the attainment of key milestones by proactively tracking metrics and project outputs.
- Mitigate risk by identifying, escalating, and resolving issues across multiple delivery teams and projects
- Conduct planning and operational readiness assessments to provide an effective transition into production.
- Organizing, coordinating, and participating in meetings between business teams, development and testing teams.
- Coordinating the estimation efforts among the teams
- Status reporting to all stakeholders
- Providing guidance on process improvements and optimization to the team members.
- Providing strategic and tactical direction to team

Ventura Foods (Brea, CA)   Jan 2013 – May 2014
QE Manager –

Job Responsibilities: Managing the Cognizant QA team at onsite and offshore in migration of legacy application to Oracle JDE COTS software and implementing the product across diversified plants.

- Managing testing personnel, Quality metrics, employee training.
- Work with project team and key stake holders to devise best practices and continuous improvement of project delivery across the enterprise
- Building vendor strategy to motivate and guide QA resources to meet QA deliverables, monitoring resource performance and career growth plans to move to next level.
- Meeting with stakeholders both internally and externally and managed all activities with the project management of QA programs.

- Coordinated and managed with development and testing teams for the infrastructure changes (virtual machine allocations, access among team members, environment availability and setup) during the spin-off project.
- Establishing execution metrics to track progress of testing at sprint level for regular reporting to the backlog team that resulted into improved quality, adhering to process as well as feedback loop that resulted in improving the established processes.
- Defining metrics to determine improvement areas and strategies in overall product development life cycle and maintaining string relationship with the client with full accountability and integrity.
- Coordinating the requirement gathering, high level analysis required for estimation.
- Supporting the team for any high priority production issues
- Preparing the status reporting and communicating to all stakeholders
- estimation and forecasting based on project requirements
- Coordination amongst different internal and external vendors

SUCCESS & ACHIEVEMENTS –
- Credited with setting up the process, implement Test management tool Quality Center and training the users
- Identified the need, proposed, and introduced QTP automation
- Act as liaison between client management team and the Cognizant management team
- Documenting business proposals and defining SOW

Sephora (San Francisco, CA)   **Jun 2002 – Oct 2012**
QE Manager

Overall QA planning, reporting and drive the Business UAT for the launch of an e-commerce application by working with diversified teams for internal business units and roll out of ADP HRIS website to stores in incremental fashion and vendor management.

E*TRADE Financial (Menlo Park, CA)
QA Lead/Manager   **Mar 2007 – May 2012**

The projects are comprehensive investing tool for self-directed users and those seeking investment advices on Fixed income (Mutual funds/Bonds) in wealth management domain.

Led key wealth management projects coordinating and communicating with globally diversified teams. Worked on Mutual funds, money market funds, fixed income & blocked trading, managed investment portfolios, promotions and cash rewards.
- Led the efforts in the delivery of cost basis projects in a blended onsite/offshore model with multiple vendors
- Responsible for development and execution of automated test scripts for existing applications within the production environment, minimizing production issues
- Spearheaded all testing efforts to automate the creation of test data, utilizing Selenium and Ruby scripts, increasing test coverage while reducing errors.

ADP - Web Vehicle 2.0

QE Lead   **Dec 2005 –Feb2007**

Vehicle system is core to the DMS and houses functionality to manage Vehicle Inventory, support Sales and setup and manage vehicle attributes. Vehicle DNA project is tasked with delivering a multi-enterprise system that will run as a thin client using an ASP model utilizing the already existing Right Relationship 360 (RR360) framework. System must provide a means by which to manage the vehicle inventory, provide advanced vehicle inquiry capabilities to the Sales side of the dealership, communicate with the supported manufacturers for ordering information, and report on the inventory through different views of the inventory data.
My responsibilities include:

- Lead the team of 10 members, Planning and scheduling QA activities, Resource Management and Task Allocation, Performance and training, project effort Estimation, defect management, Mentoring and appraising QA team

Siemens
Associate Consultant   **Mar 2005 –Nov 2005**

Record Linkage provides automated intelligence that improves an institution's ability to keep the demographic data clean and free of duplicate records. One focus of Record Linkage is enabling registration personnel to reliably identify a person's record currently in the EMPI or (reliably) determine that the person is not currently in the EMPI (and a new record is needed). The second focus is enabling people to detect multiple demographic records for the same person either within a single EMPI or across multiple databases with demographic information.

Roles and Responsibilities include requirements gathering, creating Test Plan and test Cases, creating traceability and testing.
Tools Used: Clear Case (Rational Tool), Clear Quest, SQL Server, Java Script and J-unit Classes

Misys International Financial Systems
Senior Software Engineer   **Sep 2000 – Mar 2005**

Misys creates comprehensive, integrated solutions for financial institutions across the globe. Bankmaster and Branchpower provide a full range of retail, corporate and trade banking services. Was involved in development and testing and Support of Retail Banking projects on Money laundering and ATM Debit cards.

Roles and Responsibilities was fixing support issues, creating test rigs, creating and running batch jobs, creating shell scripts to run test cases, client interaction and issue resolution, Bug fixes, creating project Metrics and participate in Audits, Analysis Customer support issues and providing resolution, Release Meetings and Post Implementation Reviews.

Tools Used: UNIX flavors (HP-UX/NCR/AIX), Pervasive DB, Lotus Notes was used for Defect Management.
      PVCS / VSS for Configuration Management, QMS, Internal Tools TPS feeder, ATM simulator,
      Automation Tool Vermont, Pervasive DB