**Professional Summary:**

An Agile and QAOps practitioner, driven by technology with 20 progressive years in Quality Assurance Engineering & Operations, SAFe, Agile SCRUM, CI/CD, QA Program Management, Test Project & Automaton Management, Software Testing, Coaching, Mentoring, Hiring, Resource Planning & Management, and General Administration. Successful in coaching and transforming teams to SAFe/SCRUM/DevOps, establishing QA departments/accounts & processes.

Proficient in streamlining the offshore operations, leading offshore teams, and coordinating with onsite teams. An expert in project monitoring & controlling, metrics collection, risk management, and configuration management. Excelled in analyzing the requirements and liaising with project stakeholders to discuss the requirements. Proven expertise in working on multiple projects simultaneously and implemented flexible solutions to accommodate frequent functionality changes across domains.

Proven expertise in Enterprise Testing, System Testing, Agile Testing, SaaS Testing, APIs Testing, Security Testing, Web App Testing, Mobile App Testing, Database Testing, and setting Mobile lab for testing the Mobile Apps.

**Professional Experience:**

* **QAcoach.online, Coach & Consultant,** Hyderabad **Aug’19 – Present**
* **Buildium, QA Manager,** Hyderabad **Oct’11 – Jul’19**
* **Cognizant,** **Senior Associate,** Hyderabad **Nov’05 – Oct’11**
* **Wipro,** **Senior Software Engineer,** Bangalore  **Dec’04 – Nov’05**
* **Timken, Program Member–IT ADS,** Bangalore **Nov’03 – Nov’04**
* **IMISoft, Software Engineer,** Hyderabad **Aug’00 – Aug’03**

**Key Result Areas across Designations:**

* Proven track record of setting up QAOps, QA department, Processes, Test Accounts setup.
* Project and Program Management for Products and Services in global matrix structure.
* Strong QA, Agile Testing and Scrum Background with expertise in creating and reviewing Test strategies, Test plans, Effort estimations and Resource planning.
* Effective presentations to Leadership Team and relevant stakeholders around strategy, goals, plans, and achievements on a regular basis.
* Collaborating with development, understand the technology stack and drive test efficiency by means of appropriate tools and processes.
* Strong people management skills and mastery in hiring, developing and retaining high performing teams.
* Strong communication skills and ability to engage and interface with stakeholders.
* Effectively engaging with stakeholders to set and drive quality goals.
* Expert in analyzing and generating QA metrics from Jira, VersionOne, Squish and other data sets and mapping them to goals.
* Strong QA Management includes implementing QA Metrics, Processes and Methodology that help measure Development / QA Rate of Improvement.
* Ensuring the implementation of processes and procedures to meet the company and department business/quality goals.
* Successfully managing and leading large QA and testing teams through appraisals, training programs align team goals with organizational vision.
* Hands-on Test Cases designing, reviewing & executing, Defect tracking and Evaluating the Test Results.
* Hands-on on automation frameworks designing and scripts execution.

**Achievements**:

* Automated the on-demand metrics dashboard using Jira resulted in saving days of manual effort in preparing metrics.
* Transformed traditional QA to Agile/SCRUM to DevOps teams.
* Streamlined the offshore operations.
* Drastically reduced critical defects in production with established process.
* Established the QA department and process from scratch to a well-oiled engine team and highly appreciated and the most respected team.
* Automated the data validation in excel using macros, resulted in time saving several hours of manual effort to 30 minutes.
* Setting up accounts for MetLife, Associated press and Lieberman Research.
* Completed testing project 1 month ahead of the schedule for Ameriprise.
* Developed an offline application for sales team in the field. The system could be later sync up with main system in Timken’s network.
* Fixed a long time (For months) development issue in a half day.
* Developed a tool to convert a client/server application to personal application.
* Developed excel/world reporting components extensively used in product resulted in saving money from investing in crystal reports.
* Played a crucial role in starting and setting up the QA team, products testing.

**Key domains and clientele:**

* **Property Management:** Buildium LLC
* **Market Research:** Lieberman Research Worldwide., USA
* **BFSI:** 
  + MetLife Insurance., USA
  + Ameriprise Financials., USA
* **Information:** Rodale diet
* **Media:** Associated Press., USA
* **Mobile:** Toshiba Corporation., Japan
* **Manufacturing:** The Timken Company., USA
* **Venture Capitalist:**
  + Strathdon Investments Limited., Winchester, Hampshire, United Kingdom.
  + New Media Spark., London, United Kingdom.
* **Utilities:**
  + National Advanced Systems Company Ltd., Riyadh, Saudi Arabia.
  + Kanal Comminications Ltd., Riyad, Saudi Arbia.
  + Transmission Technology Sdn Bhd., Selanghor,Darul Ehson, Malaysia
  + Tenaga Nasional Berhad., Kaula lumpur, Malaysia

**IT Skills:**

* Test Management : Jira-Xray, VersionOne, Squish, MS Test Manager 2010,

Quality Center 9.0, Test Director 8.2 and Lotus Web Test.

* Agile Management : Jira, Confluence, VersionOne and Trello.
* Languages/DBMS/RDBMS : VB6.6/MS-Access/MS Sql Server
* Communication Tools : Slack, Hip chat, Zoom, GoTo Meeting
* Testing Tools : Postman, Selenium, Katalon

**Personal Skills:**

* Good verbal and written communication skills.
* Motivated and always willing to learn new things.
* Proactive, strong-minded, quick thinker & assertive.
* Strong Analytical & Brainstorming Abilities.
* Flexible with the ability to work under pressure.
* Able to motivate a team, recognize good talent.
* Bring out the best out of an individual.

**Education:**

* **MCA** from Indira Gandhi National Open University: 2010
* **GNIIT** in Systems Management from NIIT Ltd: 2001
* **B.Sc.** in Computer Science from Osmania University: 1999

**Certifications**:

* **Workplace Communication** **Skills** from ERB: 2019
* The McGraw-Hill 36-Hour **Project Management** Course from McGraw-Hill: 2017