* **SDLC/STLC methodologies:** Agile, Waterfall, SCRUM
* **Test management tools:** Azure DevOps (ADO), JIRA, HP Quality Center (QC)
* **Business Intelligence / Data Analytics tools:** Power BI, Tableau, and Business Objects (BO) Universe
* **CRM:** MS Dynamics 365
* **Databases:** MS SQL Server
* Published a CTL - “ACO Models: Maturity and Analysis” on CitiusTech website, Year 2018.
* Published a CTL - “Effective Population Health Management Means Being Able to Predict the Future” on CitiusTech website, Year 2018.
* Awarded ‘Top QA’ for March 2016 for delivering a high-quality product in CitiusTech.

AWARDS AND RECOGINITIONS

EDUCATION

B. Tech in Electronics & Instrumentation – U.P Technical University– 2001 – 2005

PMP – Project Management Professional, Year 2021

CSM – Certified Scrum Master, Year 2019

ISTQB – Foundation level Testing certification, Year 2011

**PMP®, CSM® & ISTQB®**

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Andheri (E), Mumbai, 400072

## CAREER SUMMARY

* Over **13 years of experience** in software industry with expertise as a **Scrum master, managing end to end projects and managing end to end QA testing**
* Experience in Functional, Database, Black box, Regression, User Interface (UI) & User Acceptance (UAT) testing.
* **On-site experience** in US & UK.
* Managed teams of **15-20 members**.
* Strong experience working in **onsite-offshore model** and managing communication and work between both teams.
* Strong experience in release planning, capacity planning, evaluating and highlighting risks/issues to meet timelines, coordination with team to meet sprint goal, leading defect triage meeting and issue resolution.
* Strong experience with the clients for requirements gathering, conflict resolution and UAT sign-off.
* Proficient in project and test management tools– **Azure DevOPs, JIRA and Quality Center (QC).**
* Experience in **Agile (SCRUM) & Waterfall** developments methodologies.
* Expertise in all SCRUM ceremonies like sprint **grooming, planning, daily scrum, sprint end demo & retrospective.**
* Experience in Business Intelligence (BI) tools – **Power BI, Tableau reporting and BO Universe.**
* Worked in various industries like, insurance, healthcare IT and automotive IT– resulting in a very **quick learner** with **vast knowledge across varied product development**.
* Strong analytical and interpersonal skills.
* Strong team management skills.
* Excellent written and verbal communication.

PROFESSIONAL EXPERIENCE

**Adrosonic IT Consultancy Services Pvt Ltd., Mumbai | Sep 2019 – Till Date**

**Role: Scrum Master and Test Lead**

Adrosonic is a fast-growing IT consultancy firm with offices in India and UK having an expertise in Digital Assurance Services (Providing full spectrum of Quality Assurance & Automation), CRM, Data Analytics and Digital Consulting for SMEs.

**Project – Digitalization for Ship Insurance Company**

**Technologies – Talend, MS CRM & Power BI**

**Project Description –** It is a digital strategy which will provide the required infrastructure to improve/build relationships with the top brokers, key members and cold prospects etc. There are various levels of association for Brokers account that CRM supports.

**Responsibilities as Scrum Master:**

* **Facilitate all scrum events**, Sprint grooming, sprint planning, daily scrum, retrospective & sprint end demo.
* **Coordinate with senior stakeholders** to finalize the sprint goals and publishing the same in Azure DevOps (ADO).
* **Coach the team** to achieve the sprint goals by removing impediments and resolving conflicts.
* **Perform the sprint capacity planning** and in case of any concerns like- over/under utilization raise a risk to project manager.
* Ensure **Definition of Ready (DoR) and Definition of Done (DoD)** is met for each story in the sprint.
* Ensure team logs effort in daily basis in ADO in the sprint and optimize the **burn-down**.
* Ensure Sprint backlog reflects the actual status on daily basis in the sprint.

TECHNICAL SKILLS

CERTIFICATIONS

SONAL GOVIL

* Highlight all **potential issues and risks** in meeting sprint goal to project manager.
* Ensure all **regulations** are met like, no user story is closed with open defects or open tasks, only closed user stories are demonstrated during sprint end, no change in sprint goal is introduced in middle of sprint unless it’s critical and approved by product owner.
* Worked with **onsite project manager** to get the priority of user stories set by BAs for development, QA testing and automation for the release.
* **Defect tracking** for a release to determine the impact on release timelines.
* Preparing the **release plan** including all milestones like, start/end date of dev, start/end date of functional testing, start/end date of automation, start/end date of regression, start/end date of UAT etc.
* Estimating deviation from release plan based upon- blockers, ad-hoc requests, change in requirements, new requirements, unplanned leaves etc. Accordingly providing new estimates.

**Responsibilities as Test Lead:**

* **Managed end to end QA testing** for the project.
* Drive daily **defect triage call** with BAs and project manager.
* Creating **test plan** for a release.
* Creating and getting approval of **UAT test scenarios** from stakeholders.
* Creating and executing **Regression** **test plan**.
* Coordinating with team for **bug fixes and bug verification**.
* Conducting **Root Cause Analysis** of bugs and sharing it with the team and stakeholders.
* Facilitating **test script review** with the team.
* Coordinating with **QA test team for automation and manual testing**.
* Manage **issues and risks** related to high number of open bugs, environmental issues, and process violation with the project manager.
* Ensuring **high quality release is done within defined timelines**.
* Planning for ad-hoc testing like- in some other environment, CRM waves etc.

**CitiusTech Healthcare Technology Pvt Ltd., Mumbai and USA | Oct’2014 – April’2019**

**Role: Business Analyst and Test Lead**

CitiusTech is a specialized provider of healthcare technology and business process services to healthcare technology companies, healthcare providers, managed care organizations, health plans, and disease management companies.

**Project 1 – BI-Clinical CMS-HCC risk scoring Technologies – SQL, Tableau**

**Project Description** – BI-Clinical is a product developed by CitiusTech. It is a clinical measures rule processing engine that enables the providers to submit their clinical data to US federal government (i.e., CMS) for various regulatory programs like- MIPS, HEDIS.

**Responsibilities**:

* Played the role of QA lead and BA.
* **Gathered and analyzed** the regulatory requirements of CMS HCC risk score model.
* Created **flow diagrams**, identified list of input parameters, identified the metadata required for implementation.
* Created **sample dashboards** and reports for analytical purposes of client on calculated Risk Adjustment Factor (RAF).
* Defined the **scope of testing and prepared the test plan**.
* Reviewed the **test scenarios** and following up with team members for raised bugs & meeting deadlines.
* Validated **Tableau dashboards** and drill downs as per requirement.
* Performed **Functional, Database, Regression and User Interface (UI) testing**.
* Adhered to QMS processes- **QA sign off document & release notes, conducting RCA and facing audits**.

**Project 2 – Universe Reporting for cloud hosted learning management system (L1-B visa Onsite – Minnesota, USA)**

**Technologies – Business Object (BO) Universe, Visio, SQL, IBM DB2**

**Project Description** - Provide analytics/reporting capability to client for its cloud hosted learning management system. These reports helped client to enhance their business by understanding the demand of various courses that were being offered, gathered learner’s demographic information, calculated course and faculty ratings and calculated financials.

**Responsibilities**:

* Played the role of BA and QA.
* Conducted **thorough analysis of client requirements** for all desired reports.
* **Performed data profiling** of entities and attributes used in reports before actual development.
* Created **data mapping between frontend application and the data warehouse** since data dictionary was not available.
* Identified **data gaps in reporting** like- information related to refunds, cancellations, no-shows were stored as free text in data warehouse, date-time fields were stored in Unix time format fields etc.
* **Coordinated with client** for issue discussion, sign-off on requirements, show and tell and UAT sign-off
* Created **detailed test plan and test cases** for complete coverage of client requirements.
* Conducted **thorough database testing** of the developed solution within defined timelines.

**Project 3 – CQ-IQ Analytics Web Services Technologies – SQL, .NET, Java**

**Project Description** - CQ-IQ is a SAAS-based platform to provide comprehensive analytics offering that leverages the power of BI-Clinical Rules Engine) in a cloud environment. CQ-IQ consisted of more than 250 pre-built Clinical Quality Measures/ KPIs across various care settings such as physician practices, hospitals, ACOs and health plans.

**Responsibilities:**

* **Managed a team of 12 QA engineers**.
* Performed **ETL testing** using SQL queries for various EP, EH and ACO measures like - data loading into staging table, reconciliation, data loading into DataMart, clinical measure processing, generation of output files etc.
* **Coordinated with developers and client for issue discussion**, bug tracking & closure, performing UATs & final acceptance of Universe & crystal reports.
* Adhered to QMS processes like creating test plan, QA sign off document & release notes, conducting RCA and facing audits.
* Responsible for **defect management and reporting**.
* Performed Regression, Functional, Database and User Interface testing.

**Lear Automotive India Pvt Ltd., Mumbai | Sep’2010 – Feb’2013**

**Role: Quality Assurance Engineer**

**Project – Validation of Comfort Access and Exterior & Interior Mirror (EXMI & ISP) functionalities**

**Technologies – CANoe, EDIABAS**

**Project Description** - Comfort Access was the keyless access to a vehicle.

**Responsibilities:**

* Managed full Comfort Access validation cycle within allotted time and with full accuracy.
* Coordinated a team of 3-5 members.
* Prepared test plan and test cases.
* Performed reviews of designed test cases for fellow colleagues.
* Performed validation testing based on test plan using CANoe tool.
* Captured CAN trace/log for issue analysis and diagnostic jobs and DTCs using EDIABAS
* Used Quality Centre (QC) tool for defect reporting, logging and verification.
* Held discussion with clients for rejected issues and unclear requirements.

**Visteon deputed by Vista Info systems, Chennai | June’2009 – August’2010**

**Role: Quality Assurance Engineer**

**Project – Validation of Car Radio functionality Technologies – CANoe, EDIABAS**

**Responsibilities**:

* Performed validation testing of various features of car radio like- Seek Up/Down, Scan, Shuffle, repeat in various Audio Sources- AM/FM Tuner, CD, USB, IPOD including Bluetooth devices.
* Developed test scripts using Validate tool from Accutest.

**Robert BOSCH Engineering & Business Soln. Ltd., Bangalore | Dec’2006 – Dec’2008**

**Role: Embedded C Developer**

**Project – Firmware Development for Gasoline Engine Management System Technologies – Embedded C**

**Responsibilities**:

* Firmware coding in C using Borland Code wright. Firmware coding included, implementing of complex mathematical expressions in code for e.g., relationship between the torque demand and angle of the throttle valve opening, Quantization match between real world variable and soft variables, Implementation of analog and digital gates.
* Adhered strictly to MISRA and Bosch coding standards.
* Mentored joiners to take up their role while deputed to Bosch@ Coimbatore for a fortnight.
* Prepared a rigorous test plan based on the model for the desired functionality considering all boundary and proximity conditions and performed unit testing using debugger.

**Shyam Telecom Limited, Gurgaon | Sep’2005 – Nov’2006**

**Role: Embedded C Developer**

**Project Name – BTSLink Technologies – Embedded C**

**Project Description** - Indoor optical repeater to enhance the mobile signals

**Responsibilities**: -

* Involved in firmware coding and unit testing of (PIC18F8621 microcontroller) for: -
* Configuring and monitoring of the repeater by serial interface RS232.
* Enabling the user to interact with the hardware by GUI thorough its protocol.
* Measuring of Power, RSL of RF signal in ADC and displaying in appropriate unit in CMC.
* Inserting or releasing of attenuation in LNA whenever desired.