Delsy Samuel Vibeena

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Quality Assurance Manager| Project Manager| Program Manager

Exploring challenging senior managerial assignments with a reputed organization to leverage acquired skills in accomplishing organizational growth objectives

Quality Assurance ▸ Strategy Planning & Execution ▸ Risk & Change Management

Senior IT professional with over **10 years** of experience in Travel, Finance, and Retail domains in diverse roles across the organizational hierarchy with 9+ years with client American Express. Proficient in quality assurance process management, test case management, test case planning and analysis, test strategies, reporting, metrics management, and defect tracking and remediation in both Agile and Waterfall methodologies. Skilled in QA/Testing through all phases of the Software Development Life Cycle (scoping, design, usability test, functional test, integration test, system test, user acceptance, beta, pilot, and release)

Capable of fueling business strengths through key transformational initiatives and effectively execute impactful strategies. Sharpens decisions by working from the ground-up and turns untapped potential into lucrative results. High mentoring ability with excellent communication and team management skills

CORE COMPETENCIES

Strategic Planning	*Stakeholder Management*	*SLA Compliance*
Roadmap Planning	*IT Security Management*	*Client Interaction*
Program Governance	*Problem Resolution*	*Stakeholder Management*
Test Management	*Change Management*	*Budget & Cost Management*
Business & Process Transformation	*Resource Optimization*	*Offshore-Onshore Coordination*

WORK EXPERIENCE

TATA CONSULTANCY SERVICES LTD., India/USA (6 Years), Sep 2010 – Present

Growth Path:

Quality Assurance Manager, American Express (Global Services Group Technology), India/USA | May 2019 – Present
Quality Assurance Manager, American Express (Global Business Travel), USA | Jan 2017 – Apr 2019
Quality Assurance Manager, American Express (Global Corporate Payment Technologies), USA | Mar 2015 – Dec 2016
Quality Assurance Engineer, American Express (Global Business Travel), India/USA | Oct 2011 – Feb 2015
Assistant Systems Engineer, Toys R US, India | Dec 2010 – Sep 2011

➢ *Played a key role in training business associates/users on the system and collated system enhancement feedback*
➢ *Setup test environments for the application and the databases for the unit/integration/system testing teams to use for testing*
➢ *Used HP-Quality Centre/Rally/Jira for test suite maintenance, defect management, reporting, and performance measurement*
➢ *Acquired exposure to working on GDSs like Sabre, Apollo, and Galileo, and other Poing of Sale travel applications dealing with travel profiles for component testing*
➢ *Actively involved in planning, preparation, and execution of the overall integration test, system testing, and user acceptance test*
➢ *Successfully identified testable versus non-testable requirements and created, executed, and validated test conditions needed to test the requirements*
➢ *Independently managed the entire Quality Assurance / Testing phase of any project handed*
➢ *Managed all testing stages of multiple migration projects like the Telephony migration of contact center from Avaya solutions to Cisco solutions for American Express Global Business Travel and Cisco/Avaya solutions to Genesys On-Premise solution for American Express Global Services Group Technology*
➢ *Created automated scripts to test user interface using HP-QTP tool*

As Quality Assurance Manager, American Express (Global Services Group Technology) – Genesys Contact Center Software:
- Involved in end to end management of the quality aspects of the Darwin project (migration project of entire American Express servicing Voice Operations migrating from Cisco/ Avaya to Genesys Contact Center(On-Premise) solution)
- Developed a plan for conducting SIT and UAT based on the testable requirements from the documented scope. Conducted Load test using Cyara solutions
- Assessed automatable test conditions to use automation tools like HP QTP and HP Service Test to create scripts aimed at reducing manual effort in conducting tests

- Interacted with the geographically distributed teams based on project requirements aimed at seamless implementation of the assigned project phases
- Evaluated and documented test results, categorized defects, and fixed /assigned the defect respectively for the resolution to deliver error-free software
- Organized and participated in various knowledge sharing sessions on various processes, tools, and applications to maintain updated knowledge of the technological advancements in the areas of operation

As Quality Assurance Manager, American Express (Global Business Travel) – Cisco UCCE:
- Involved in end to end quality assurance management for a multi-million dollar migration project of entire voice operations migrating from Avaya to Cisco Unified Contact Center solution
- Assessed the testable scope from the documented point of departure to point of acceptance in the migration. Tested new component provided by Cisco with new features replacing the existing features
- Prepared geographical plans for seamless migration based on each country's regulations and risks. Drafted training documents for every role in differed areas of operations on using the new tools being introduced into the organization
- Managed the migration and deployment of the new solution providing live support to reduce or remove any roadblock from the said migration and decommissioning of the point of departure tools

As Quality Assurance Manager, American Express (Global Corporate Payment Technologies) – Corporate Card Lifecycle Applications:
- Utilized the requirement risk assessment with the project team based on collated and evaluated system requirements with the business partners
- Prepared and maintained updated documentation of the functional, operational, and technical scopes based on the project requirements
- Ensured effective dissemination of the plan for system integration and setup to the associated application teams. Developed test plans based on the testable requirements from the documented scope
- Focused on the automation of test conditions to use automation tools like HP QTP and HP Service Test to create scripts to minimize manual efforts
- Assessed and documented test results, categorized defects, and ensured effective resolution in coordination with various support teams

As Quality Assurance Engineer, American Express (Global Business Travel) – Travel Tools, GDS :
- Interacted with the clients for collating and evaluating requirements and developed plans with minimal qualitative impact on the existing processes
- Evaluated scope of improvement in the existing systems and recommended changes with potential impact on the quality of the systems
- Developed and rolled out applications/modules of web applications interfaced with different databases or back-end systems to facilitate information on the web pages
- Assessed cause and effects of incidents to render effective solutions. Followed up with the associated teams to evaluate the impact of the code on all the existing and integrated systems
- Involved in end to end management of the software development life cycle for the project based on project SLA and quality parameters
- Updated project progress to the clients and other stakeholders using detailed reports and dashboards to enable effective decision making

As Assistant Systems Engineer, Toys R Us – AS400, RPG/LE:
- Interacted with the clients for collating and evaluating requirements and prepared effective executable plans. Rolled out code changes based on changes in business requirements and initiated unit testing of the code changes
- Involved in developing new or improvising on the existing codes to enhance the quality of the finance management application
- Conducted risk-based assessments on business requirements using the globally accepted quality standards and ensured effective resolution of user-reported technical issues
- Developed project plans and ran SQL queries to analyze data. Assessed system for further improvements to provide better functionality

AWARDS & ACCOLADES

- TCS On The Spot Award, for the Outstanding support shown towards AMEX Stall preparation during the AMEX Client Visit, Oct 2012
- Best Team Award - QMS GTT has grown from a 20 member team in Mar 2013 to 85 members in July 2013 with revenue growth of over *400%* at $1.5 Million in revenues, Jul 2013
- TCS On The Spot Award
    - 25 Feb 2015 - For the excellent and dedicated support provided for the COP R3 project
    - 03 Aug 2015 – For making the Viper Program a huge success as a Workstream Test lead
    - 11 Apr 2016 - VIPER: BEST ASSURANCE PROJECT for Sangam (2015-16)
    - 05 Jun 2017 - Tremendous effort showed for the big push for completing the deliverable and for the support provided for Switzerland release

- o 11 Aug 2017 - Appreciated by the client for the way to find defects, her approach, and especially the outcome
- o 17 Nov 2017 - In appreciation of your efforts towards supporting complex new scenarios, last-minute change, and working during the weekend to support complex after hour routing which resulted in successful GBT Migration for France market
- o 30 Aug 2018 - GBT Telephony Testing Team completed testing for Telephony migration for 3 regions and 25 countries with high quality and within a limited timeline. Quality delivered by the testing team was appreciated by Client (Amex-GBT) and other Vendor (Cisco) on multiple locations over time spam of 2 years
- TCS Service Commitment Award - 26 Sep 2015 - Completion of 5 years with the Organization
- TCS Service Commitment Award - 27 Sep 2020 - Service and Commitment Award for being a loyal and committed employee of the Organization for 10 years

EDUCATION

B.E. (Computer Science), Karunya University, India   2010

TRAINING

- Fundamentals of Retail Domain
- Advanced knowledge of Travel Domain
- Advanced knowledge of Banking/Finance Domain
- SDLC – Agile Methodology
- GDS (Sabre, Apollo, and Galileo)

TECHNICAL SKILLS

- Special Software: GDS Sabre, Apollo, and Galileo, Online Travel Booking tools, Contact Center for Travel, Cisco Finesse, eGain, Genesys Contact Center Software, On-Premise solution from Genesys, HP Quality Center, Rally, JIRA, IBM iSeries emulator, Eclipse, SQL-DB2, SQL Server Management Studio Express, Informatica, HP Service Test, HP Quick Test Professional
- Microsoft Office Package: Project, Visio, Word, Excel, PowerPoint, and Access
- Languages: C, C++, C#, ASP.NET, Java, CSS, HTML, XML, PHP, COBOL, RPG/LE, PL\SQL