ASHISH SRIVASTAVA
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PRINCE2 & CSM®/PSM I/SMPC® Certified, Innovative and solution focused IT professional, specializing in leading high-performance and multi-disciplinary teams from product development through successful products launch. **Total experience of 11+ years with 8+ years of Quality Assurance experience & 3+ year of Scrum Master experience**. More than **2.0 years Onsite** work experience with UK clients at on-site **London-United Kingdom**.

PROFESSIONAL EXPERIENCE:

- **Good Experience in Facilitate Scrum and Agile ceremonies such as: Sprint Planning, Daily Sprint, Sprint Reviews, Sprint Retrospectives.**
- Guiding and Coaching the scrum teams and organization on how to use Agile/Scrum practices and values to delight customers.
- Guiding and Coaching the Scrum teams on how to get the most out of self-organization.
- **Removing impediments or guiding the team** to remove impediments by finding the right personnel to remove the impediment.
- Facilitating getting the work done without coercion, assigning, or dictating the work.
- Facilitating discussion, decision making, and conflict resolution. Assisting with communication, improving transparency, and radiating information.
- Supporting the Product Owner, especially with respect to grooming and managing the product backlog.
- Building a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis of healing and problem solving.
- **Led a high-performing Software Testing Team** through all phases of application development.
- Strong Experience in **Test Deliverables** for assigned project/Monthly Release - **Manage and enforce Entry & Exit criteria.**
- Ensure the testing of each application or **project or release meets the strategic business requirements is completed on time and with a high degree of quality**
- Experience to **Drive communication between the testing, development, 3rd party's and product teams** to ensure each requirement has adequate test coverage.
- Manage project change with respect to testing in accordance with the change management plan to control scope, quality, schedule, and cost.
- Experience in designing and maintenance of **Test Plans, Test Scenarios, Test Scripts, Test Data, Test Labs and Test Sets** using various tools i.e. **Confluence, JIRA, HP ALM, Excel, Word** etc.
- Track record of successfully defining the scope of testing phases **(Smoke Testing, System Testing, Integration Testing, Regression Testing, Compatibility Testing & Adhoc Testing)** for all releases; estimated effort for each release and procured number of resources required
- Ensure the **coordination between different stakeholders**. Ensure all testing plans are shared and communicated so application testing between all is harmonious.
- Provides **status report information**, **escalates issues** and problems demanding management attention and resolution
- Have **3.0** years of strong experience in **Salesforce (CRM) application Testing.**
- Experience in **Sales Cloud & Service Cloud** Testing.
- Experience in –**Salesforce Customization – Creating and Maintaining Users, Profiles, Roles, Sharing Setting, Page Layouts, Creating Custom Object and Custom fields.**
- Have **2.0** years of experience in **Guidewire P&C Testing.** Experience in testing Guidewire Products- **Claim Center, Policy Center, Billing Center** (Configuration, Integration, Stabilization & Migration Testing).
- Experience in MicroStrategy web Application **Report Testing** (Dashboard Data Validation) using Complex **SQL Queries.**
- Evaluated and deployed the **Bug Tracking and Requirements Management System** using quality management process for testing projects which streamlined the processes.
- Experience in **HP Application Lifecycle Management (HP ALM), JIRA, SoapUI, POSTMAN, Sauce Lab, SQL**, **TOSCA** Automation.

SKILL SET/ TECHNICAL COMPETENCIES:

Domain Knowledge	Airline, Healthcare & Insurance, Retail, Consumer Goods, Information Media & Entertainment
Technology	Salesforce CRM -Sales & Service Cloud (*Salesforce Customization – Creating and Maintaining Users, Profiles, Roles, Sharing Setting, Page Layouts, Creating Custom Object and Custom fields*) Guidewire -Policy Center, Claim Center, Billing Center. (P&C Insurance)
Project Management	PRINCE2, Scrum Master (CSM®/PSM I/SMPC®), Resource Management, Project Planning
Testing/QA Skills	Test Management, Functional Testing, Test Planning, Test Estimation, Test Case Design, Test Execution, Defect Management, Test Environment & Data Setup, Test Metrics, Database Testing, ETL Testing, Configuration Testing, Integration Testing, API Testing, Mobile Application Testing
Automation Skills	Provar Automation, TOSCA Automation
Software Development Methodologies	Waterfall, Agile -Scrum, Story Grooming, Sprint Planning, Estimation-Planning Poker, Daily Standup, Sprint Demo, Sprint Retrospective, Burn Down Chart.
Tools	HP ALM, JIRA, Confluence, SoapUI, POSTMAN, Sauce Lab, Device Anywhere, TOSCA Automation, Provar Automation
RDBMS	SQL Server, MySQL

PROFESSIONAL EXPERIENCE:

Aug'19-Till Date with Carnation InfoTech(Cardinal Integrated Company) Bangalore/Lucknow as QA Manager

Jun'14-Aug'19 with Hexaware Technologies Ltd., Chennai/Pune as Technical Architect

Aug'13-May'14 with UST Global Inc., Chennai as Sr. Tester

Sep'12-Aug'13 with CSC India Pvt. Ltd., Chennai as Test Engineer

Aug'09-Aug'12 with Cognizant Technology Solutions India Pvt. Ltd., Chennai as Programmer Analyst

PROJECT EXPERIENCE:

Project-1	Wheels UP
Domain	Airline
Technology	**Salesforce -Sales & Service Cloud**
Role	**Scrum Master, QA Manager -Salesforce**
Duration	09/2019 -Till Now
Tools	JIRA, Confluence, POSTMAN, Sauce Lab, SQL Server, TOSCA Automation, Provar Automation
Responsibility	• Facilitate Daily scrum, Sprint Planning, Sprint Demo and Sprint retro meetings. • Coaching the team on Agile principles and processes. • Track and remove internal and external impediments for the scrum team. • Facilitate the Grooming sessions with product owner, to build product backlog & Facilitate and plan for Go-live activities. • Track and report Scrum team Velocity. • Handing & Monitoring the QA Team (Test Planning, Test Preparation, Test Execution, Test Reporting, Test Management, Resource Planning)

Project-2	Korn Ferry
Domain	HRIS
Technology	**Salesforce -Sales & Service Cloud, Product/Package Testing**
Role	**Technical Architect -Scrum Master/Technical Lead**
Duration	09/2018 -09/2019
Tools	JIRA, Confluence, SoapUI, POSTMAN, Sauce Lab, SQL Server, TOSCA Automation, Microsoft Excel, Microsoft Word, Microsoft Power Point, Provar Automation
Responsibility	- Facilitate Daily scrum, Sprint Planning, Sprint Demo and Sprint retro meetings. - Coaching the team on Agile principles and processes. - Track and remove internal and external impediments for the scrum team. - Facilitate the Grooming sessions with product owner, to build product backlog. - Facilitate and plan for Go-live activities. - Track and report Scrum team Velocity. - Handing & Monitoring the QA Team - Handing & Monitoring the QA Team (Test Planning, Test Preparation, Test Execution, Test Reporting, Test Management, Resource Planning)

Project-3	LV= (Liverpool Victoria)
Domain	Healthcare & Insurance
Technology	Guidewire
Role	**Scrum Master, Technical Architect - Onsite Coordinator**
Duration	04/2015 -09/2018
Tools	HP ALM, SoapUI, SQL Server, Microsoft Excel, Microsoft Word, Microsoft Power Point
Responsibility	- Involved in the requirement gathering, analysis and Design phase of the project. - Involved in FRS and SRS review. - Test Planning, Test Preparation, Test Estimation, Test Execution, Test Management, Test Reporting, Test Metrics. - Daily scrum, Sprint Planning, Sprint Demo and Sprint retro meetings. - Facilitate the Grooming sessions with product owner, to build product backlog. - Facilitate and plan for Go-live activities. - Track and report Scrum team Velocity. - Handing & Monitoring the QA Team

Project-4	IMS Health
Domain	Healthcare & Insurance
Technology	MicroStrategy
Role	**QA Lead**
Duration	08/2013 -0/2014
Tools	HP ALM, SoapUI, SQL Server
Responsibility	**QA,** Test Planning, Test Preparation, Test Estimation, Test Execution, Test Management, Test Reporting, Test Metrics - Database Testing, SQL, ETL Testing - Report Testing

Project-5	Ford -IT
Domain	M&L
Technology	**Salesforce -Sales & Service Cloud**
Role	**QA**
Duration	09/2012 -08/2013
Tools	HP ALM, SoapUI, SQL Server
Responsibility	• **QA,** Test Planning, Test Preparation, Test Estimation, Test Execution, Test Management, Test Reporting, Test Metrics, • **API Testing,** Database Testing, SQL

Project-6	Avon
Domain	Retail
Technology	Java
Role	QA
Duration	08/2009 -08/2012
Tools	HP ALM, SQL Server
Responsibility	• **QA,** Test Planning, Test Preparation, Test Estimation, Test Execution, Test Management, Test Reporting, Test Metrics, Database Testing, SQL

PROFESSIONAL CERTIFICATION:

- **Professional Scrum Master (PSM I)** from Scrum.org
- **Scrum Master Professional Certificate SMPC®** from CertProf
- **Certified Scrum Master** (**CSM**®) from GAQM
- **AGILE Scrum Foundation (ASF)** from EXIN
- **PRINCE2**® Foundation Certificate from AXELOS
- **Salesforce Administrator** -ADM-201.
- **Oracle SQL** Fundamental from Oracle
- HP Application Lifecycle Management from **HP**
- Certified Tester Foundation Level from **ISTQB**
- **TOSCA** Automation Specialist Level 1 & Level 2 Certified.

ACAMEDIC DETAILS:

- **Master of Technology** from SRM University in 2008 with **94%**
- **Bachelor of Technology** (Electronics & Communication) from IET MJP Rohilkhand University, Bareilly in 2006 with **82%**

ACHEIVEMENT:

- **Gold Medalist** in M.Tech.– VLSI Design (Year 2006-2008)
- Received Award in Cognizant Academy Empowerment Program in Dec'09
- Winner of the 'Ford -Global QCoP Quiz'12' in Nov'12
- Attained On –Spot Award – Best Team Performer in Hexaware Technologies
- Bagged Quarterly – ACE Award in Hexaware Technologies

PERSONAL DETAILS:

Date of Birth:	15th December 1983
Languages Known:	English and Hindi
Passport No.:	R8264025
Passport Expiry Date:	11/01/2028
Nationality:	Indian
Address:	S/o, Yugal Kishor Srivastava, 18-B, Vrindavan Nagar, Bahadurpur, Lucknow-226022

I hereby declare that all the facts and information stated above by me are true to the best of my knowledge.

Dated: 12/02/2020   **Ashish Srivastava**