



## Product Management | IT Consulting | Product Delivery Management | QA Management

### EXECUTIVE SUMMARY

- ❑ A professional possessing over 10+ years of experience in product management, design, test, support and implementation and managing teams in Bangalore, Noida and UK.
- ❑ A Brain Bench certified Project Management Professional (PMP) and Masters in Computer Application, presently associated with start-ups as Consultant.
- ❑ Exposure in working, with stakeholders and teams at client site/onshore in an offshore/onshore development model mainly in the regions such as ANZ, UK, USA, and Canada.
- ❑ Adept in planning the releases by reviewing product roadmaps and interacting with globally distributed teams.
- ❑ Practicing Agile & Kanban Process methodology.

### COMPETENCIES

Project Management	People Management	Stakeholder Management
Team Building	Test Management	Communication & Interpersonal Skills
Analytical & Problem Solving	Execution Excellence	Set-up & Process Improvement
Best Practice Implementation	Training & Knowledge Management	Presentation Skills

### TECHNICAL SKILLS

<b>Operating Systems</b>	Windows, Mac & Linux
<b>Languages</b>	JavaScript , VB Script, C++, C# & SQL
<b>Technologies</b>	LAMP & Web Services(SOA)
<b>PM Tools</b>	Project Management, Security, Testing Tools(Selenium, QTP & Badboy)
<b>Testing Methodologies</b>	Agile Testing, RST & Exploratory (Functional & Non-functional)
<b>CM tools</b>	Visual Source Safe, Doors & RedMine
<b>RDBMS</b>	Oracle, MS-SQL 2008

- Brain Bench Certified Business Analyst & Project Management Professional. [Brainbench](https://brainbench.com) 5643163

### KEY PERFORMANCE AREAS

#### **Project & Product Management**

- ❑ Performing project management activities while translating organisational objectives.
- ❑ Managing day-to-day aspects of the project such as delivering documentation proposals, presentations, schedule timelines and milestones, identify risks, and contingency/mitigation plans.
- ❑ Contributing to brain-storming sessions on new strategies.
- ❑ Analyze competitive products drawback & define strategies to add as a feature within time & cost.
- ❑ Supervising execution of projects and maintaining plans including measurable stages and exceptions.
- ❑ Reviewing tasks and project status to ensure accurate, timely and cost effective completion.

#### **Operations & Process Management**

- ❑ Working across the team to share lessons learned and best possible practices.
- ❑ Leading an effort to improve the quality for various projects using tools and methodologies.
- ❑ Facilitating meetings with different leads on a periodic basis to exchange status reports and documentation strategies that are implemented within the team.

#### **Stakeholder Management**

- ❑ Delivering progress reports to various stakeholders such as program managers and directors informing them about the project status, deliverables and milestones.

#### **People Management & Training**

- ❑ Managing multiple projects with the team of 35 scattered in multiple locations.
- ❑ Recruiting, guiding new-hires/peers on process/tools & taking part in organizational initiatives in team skills enhancement activities.
- ❑ Planning, selecting and training of team members for excellence in performance.
- ❑ Providing need based training for developing multi skilled work force for cross utilization within sub processes for optimum efficiency.

#### **Performance Management**

- ❑ Monitoring the activities of the team members and reporting/feedback regularly on team performance.
- ❑ Overseeing and reporting on performance statistics.
- ❑ Guiding & advising team on performance, ensuring team members are adequately skilled to meet objectives.

## **Professional Experience:**

### **As a Founder & Principal Consultant @ TiFit(Formerly Test IT Fit) from May 2013 to April 2020**

Title: Lakme (Mobile Survey Apps) | Technology: Mobile/Tablet using Native. | Description: Mobile/Tablet optimized with touch features for in-class usage viz. Sales details, Survey taking and monitoring, notes/product details push, marketing turnout, performance tracking, groom up ratings etc | Contribution: Pre-sales & Product Management.

Title: mBrochure | Technology: .Net, Web Services & SQL Server 2008. | Description: Using IWontMiss app, customers can see your product/service catalogues, offers, product galleries, latest collections, market introductions etc. They also can place enquiry, mark likes, recommend and express interest on any service/product they like to try/buy next visit.

Contribution: Team Management, Data Migration Validation & Customer Relationship

### **As a Technical Test Lead at Infosys from Oct 2012 to May 2013**

Title: BrandEdge | Client: GSK-Infosys | Technology: .Net, SharePoint & SQL Server 2008

Description: Infosys BrandEdge is the first comprehensive Cloud-based platform that simplifies digital marketing. The BLUE framework of this digital marketing platform enables marketers to efficiently build digital assets, effectively Listen to and Understand target segments, and easily Engage consumers across a wide array of digital channels.

BrandEdge – digital marketing platform – is the first-of-its-kind marketing initiative that covers both the consumer side as well as the enterprise side of marketing, using comprehensive dashboards, tools, wizards, easy-to-understand analytics reports, and a host of digital marketing services Contribution: Requirement Management, Client Co-ordination.

### **As a Module Lead at MPhasis-HP from Jan 2010 to June 2012**

Title: E-CIS+ | Client: Vertex, U.S.A | Production Support | Technology: JAVA, AS/400 & ORACLE. |

Description: The E-CIS+ application have been designed to assist CSRs in dealing with day to day customer inquiries. Some of the E-CIS+ Application modules are following: Service Order, Meter Reading, Billing, Collections, General Inquires, Complaints, Reconnect and Disconnect, Contact Management, Work Requests and Contact Follow-Up | Contribution: Support QA & Issue closure after review.

Title: CBRE-MIX 360Migrations | Client: CBRE, U.S.A | Data Migration | Technology: MS-CRM & ORACLE |

Description: The MIX Property system needs to be integrated with the CBRE 360 system. The MIX Property system needs to have its Property data migrated to CBRE 360 to keep it updated with the most recent Property data within it. The Integration will occur for the following entities – Properties; Transactions; Spaces. | Contribution: Data base migration testing.

Title: FINRA-Corporate Support (CCCS, CIMS & PPD) | Client: FINRA, U.S.A | Description: The CCCS is a web-based application operated on the FINRA Intranet to support all functions necessary to operate and administer the Code of Conduct program for the FINRA Office of the General Counsel. This application consisting three main functionalities of Employee Stock Activity Reporting, Business Courtesy (BC) Logging and Code of Conduct Certification Automation. | Contribution: UAT & Automation using QTP.

### **As a Independent Consultant BA from May 2010 to Dec 2010**

### **As a Senior QA at Lister Tech from June 2007 to April 2009**

Title: AWF- T&E Migration | Client: Acxiom Digital, U.S.A | Technology: Talend, PL/SQL,PERL & Unix shell scripting

Description: Ensure the data migration from current AWFs into Impact Time & Event (T&E) campaigns GREYBOX testing using PL/SQL & UNIX | Contribution: ETL Testing & QA Team management.

Title: Supernova Banking System | Client: Neptune Plc (3rd Party Testing) Production Support | J2EE & ORACLE.

Description: banking services which include current, savings, loans, mortgages, treasury, trade finance, clearing, budgeting, document management, customer relationship management and electronic banking. |

Contribution: Production support & Functional testing

Title: Microsites | Technology: JAVA, ASP & ORACLE. | Description: Campaign emails.

Contribution: Creation, update and execution of QTP scripts & API Testing

Title: Salesforce.com | Production Support | Description: Salesforce is a Cloud (SaaS) applications for customer

relationship management (CRM) ranging from sales force automation to partner relationship management, marketing, and customer service | Contribution: UAT Support & Automation using QTP.

Title: Caratlane.com | Product | Description: Carat lane is an osCommerce web app.

Contribution: UAT, Security Testing, Automation using selenium & Performance Testing (Bad boy).

Title: LisHRM | Client: Acxiom Digital & Lister | Technology: PHP & MySQL. | Description: Manage day to day HR activities.

An open source HRM application implemented recommended & after customization used throughout Lister Technologies (P) Ltd. | Contribution: UAT Support.

### **As a Quality Engineer at iSOFT(CSC) from Oct 2005 to May 2007**

Title: Lorenzo-Clinical Solutions | Client: NHS, UK | Duration: June 06 to May 07 | Technology: C# & SQL Server (SOA)

Description: Automates the clinical management of Sing health hospital | Contribution: Alpha testing, system integration testing; test report & issue report generation; Framework Design for QTP & Feasibility study of VSTS.

Title: Lorenzo-Product | Client: NHS, UK | Duration: Oct 05 to May 06 | Technology: C# & SQL Server (SOA) |

Description: Client Server architecture, which focuses, in primary health care product and it is largely used for NHS, UK under NpflIT (National program for IT). | Contribution: Functional testing; Test Designing & execution; RTM preparation; Issue Tracking.

### **As a Test Engineer at HPS (SIT) from Feb 2005 to Oct 2005**

Title: Total Administrator | Client: North Central Illinois Laborers Fund, US | Duration: Mar - Oct 05 | Technology: ASP.Net,

C # & Oracle | Description: Web Based ERP of Employer Unions in the Unites States | Contribution: Test Scenario, Test Data preparation & review; RTM preparation.

Title: SET Payment Solutions | Product: <http://www.secureelectronic.com> | Duration: Feb - Mar 05 | Technology: VB.Net

& Oracle | Description: Payment Solutions provides a one-stop-shop for all types of credit card processing. |

Contribution: Test case Designing & Execution; QA support & Test Closure.

### **As a Systems Engineer at UPS from Dec 2002 to Dec 2004**

Title: T-Plan | Technology: ASP & SQL Server | Description: Consolidated task base, Knowledge database and report

management module | Contribution: Involved in Requirement capturing from business users, system Analysis, Design & Development, Testing activities performed

Title: S - Logger | Technology: VB & Access | Description: Automates the Sales & Service of organization activities  
Contribution: Involved in Requirement capturing from business users, system Analysis, Design & Development, Testing activities performed.

### Specializations

- Domains: Digital Marketing ,CRM, Healthcare, Utility Services, Banking & Capital Markets (BFSI)
- As a QA Consultant (TEST IT FIT) played a pivotal role in Resource & Client Management, Project Planning, Quality Planning, Change Request management, Impact Analysis, Estimation, Scheduling and tracking(WBS)
- As a Lead Testing (Mphasis) played a pivotal role in Testing & support client, in Offshore- BA role as well as attended "Aarambh" (Transition to Sr.BA role) Training in Mphasis.
- Analyze, implemented & Trained Open Source Test management (Test Link) & Defect Tracking tool (Mantis). Another HRM application implemented & used throughout Lister Technologies (P) Ltd.
- As a iBLC(iSOFT) member of Process Maintenance Group(QA\_PMG) involved in Metrics Preparation & active members of SQA activities for various process implementation & VSTS feasibility study

### EDUCATION

2003	MCA, Gandhigram Rural University – 70% <i>Inter University Tech-Quiz Champion (SOUTH ZONAL LEVEL)</i>
2000	B Sc – Physics, Madurai Kamaraj University – 65%
1997	HSC, M.A.V.M.M Higher Secondary School, State Board – 74%
1995	SSLC, St. Mary's Higher Secondary School, State Board – 74%

### PERSONAL DETAILS

- ☐ Date of Birth: 24<sup>th</sup> May 1980.
- ☐ Passport : Valid Passport Available till 2023
- ☐ Languages known: English & Tamil.
- ☐ Hobbies: Travel & Reading
- ☐ References: Available on request.