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| **QA Delivery Management | Quality Management | Program Management | Software Testing Lifecycle** **gokulakrisan@gmail.com, gokulakrisan@yahoo.co.in*** **+91-9884463924 - +1-479-270-2592**
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**GOKULA KRISHNAN ABIMANNAN** |
| **Profile Summary*** **QA Delivery manager** offering **14+ years** of experience with **10 years in USA** in Software including Development, Testing and Project management activities.
* Performed the role of an **QA** **Program Manager/ UAT Manager / Defect Analyst / Test Lead** for various large transformation projects Quality Assurance and Business & Systems Analysis for key clients across **Retail, Healthcare, Manufacturing Logistics industries & Banking domains**
* Proven capabilities in managing & lead large /complex programs /portfolios with global implementation and rapidly evolving requirements for key clients including **Walmart, Walgreens, Unified Western Grocers, Health Care Service Corporation Centrica** and **Discover** **Bank**
* **Specialties** includes Project Governance, Schedule, Quality of Deliverables, Resource management, Contractual commitments, Vendor management, Process standardization. Development/Customization of tools that save cost/effort/time to the customer
* **Experience** in Executive level dashboards, Metrics reporting, Go/No Go Decisions, Change request board, Business – IT stakeholder management, Operating Plan, Roadmap, Business Relationship Management , Waterfall and Agile, Solution Architecture, Performance Metrics, Process Excellence, KPI, Change Management and Quality Audits. Drive Capacity & Demand planning, Proposal/Project bid responses, Revenue management, Governance, Financial forecasting & Invoicing
* Expertise in using latest tools such as **Selenium, Postman, Soap UI, HP Quality Centre, JIRA, Microsoft Project Plan and Database SQL**
* Experienced in responding to **Proposals** (RFPs) and good knowledge of the activities carried out in the process like Estimation,Solutioning,Sizing and Pricing.
* Involved in identifying possible **Cost saving** initiatives & **drive Innovation** activities through automation , process improvement , tools development

**Core Competencies**

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| **Strategic Planning & Architecture**  | **Program Management** | **Testing/ QA Management** |
| **Revenue Forecasting & Tracking**  | **Service Delivery Management** | **Transition & Migration Mgmt.** |
| **Reporting & Documentation** | **Client & Stakeholder Management**  | **Team Building & Leadership** |

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|  **Soft Skills** |  **Education****B.E. (EEE)** from Tagore Engineering College – Chennai**2005****Certifications*** **ISTQB (International Software Testing Quality Board**) from ISEB
* **EXIN Agile Scrum Master**
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|  **Career Timeline****Techberg-HomeC:\Users\kamran.zaki\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\CA526731.tmp****C:\Users\kamran.zaki\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\8EB1A2EB.tmp**Test lead / Test ManagerSoftware Engineer**2008 - 2008**Defect Analyst**Since 2008****2006 - 2007** |
| **Work Experience**

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| **Since Dec’08 with Cognizant Technology Solutions Pvt. Ltd.,****Growth Path/Deputations:****Dec’08 – Jan’12 Test Lead - Bentonville, Chennai****Since Jan’12 Test Manager - Dallas, Pittsburgh, Chicago, Chennai****Key Result Areas:****Project Deliveries*** Administering requirements gathering, collation of project functional & technical requirements; followed up with clients throughout the project lifecycle to ensure full understanding of needs and concerns
* In depth knowledge of SDLC and Testing Life Cycle. Plan, organize and control all project test activities, functional, manual, automation and regression including monitoring of test progress and providing test reporting, defining and implementing program test strategy, defect management, test effort estimation, resource plans and test schedules
* Experienced in Test Management of automation projects involving Selenium using Java as Programming language and

BDD based Cucumber framework.executing projects in line with best practices methodology and managing operations governance, quality assurance & conflict resolution with focus on improving utilization margins* Monitoring the resources for ensuring timely project completion, quality standards through participating in the

software testing stages; leading the mentorship initiative for BU; developing & implementing framework across the organization* Driving the centralization of Quality Assurance (QA) Services, Tools and Infrastructure; established specialist practices

in testing by instituting standard frameworks in line with industry best practices**People Management*** Managed large Testing teams of size more than 35 members.
* Providing direction & motivation to the team members for ensuring optimum performance and implementation

of performance management system for all the team members; leading employee engagement initiatives to improve ESAT* Have always ensured that the team is occupied with most productive activities which helps them

and me to improve our talent and learning abilities.* Helped in identifying the best budding talent in the team by conducting interviews in Recruitment drives.
* Conducted Performance appraisals for the team and ensured each associate is rated fairly based on their performance.

**Contribution To Proposal*** Have worked on setting up the Managed Services SLA based model for accounts in multiple domain.
* Experienced in responding to proposals and good knowledge of the activities carried out in the

process like Estimation,Solutioning,Sizing and Pricing.* Worked on proposals for automating the regression suite to reduce manual efforts.
* Experienced in preparing SOW’s (Statement of Work) for the work agreement with the Customer.

**Highlights:*** Delivered excellence and got various awards and appreciation from higher management and clients, including:
* **Above and Beyond the Boundary Award**-2009 from Cognizant - Retail Practice (Offshore)
* **Rain Maker of the Year** - 2010 from Cognizant - Testing Services (Offshore)
* **Maestro Award for the Year-** 2011 from Cognizant - Retail Practice (Offshore)
* **Above and Beyond the Boundary Award** -2012 from Cognizant - Retail Practice (Onsite)
* **Walgreens Best Performer Award- 2013**  from Client Manager - (Onsite)
* **Recognize Your Peer - Nomination Award** from Walgreens QA Team-2014 (Onsite)
* **NA Quarterly Awards** - 2015 from Cognizant - QE&A (Onsite)

 **Technical Experience** |

* Retail Point of Sale, Retail Billing and Payment , Energy and Utility, Retail Yard management, Healthcare & Banking domains
* RESTful Web Service Testing using Postman, SOAP UI, Swagger
* Automation Tools like Selenium
* Mobile Point of sale IOS & Android
* Test Management Tools like QC, JIRA , QTest
* Writing SQL queries to perform database testing SQL

**Annexure: Projects**Cognizant TechnologyClient: Discover Financial Services, Chennai.Role: Test Manager (Since 07/20)**Key Result Areas:*** Develop Oracle revenue and Billing management case study from Healthcare service corporation which helped us in winning the project for Discover financial service
* Worked on estimates for all the requirements tagged under Payment service quality engineering & assurance UAT group
* Manage the deliveries of Payment service quality engineering & assurance UAT group. Business SME reviews – Joint daily review sessions with business to validate requirements/test scenarios helped uncover defects earlier
* One Team Approach - Detailed status reports and daily stand-up calls with all Stakeholders (Oracle, Implementation Partners, Customers, Business, Support teams and Cognizant)
* Business Process Readiness – Published weekly Business Process heat maps to the key stakeholders
* Strong delivery management and governance model tracking various metrics and reporting regularly to the customer, Reviews planned & Checklists/Best practices documented
* Process based test approach covering the test scenarios through tightly controlled run plan execution model
* Implement the Selenium testing process to ensure that all screen access is given to different users as per the requirement
* Oversee all activities which include design, develop, and execute test strategies/plans; perform impact and gap analysis; monitor and instruct test resources on proper procedures to ensure team compliance, status reporting to Leadership on development projects, coordinate issue resolution

Client: Health Care Service Corporation, Dallas, TXRole: Test Manager (10/19 to 06/20)**Key Result Areas:*** Worked as Conversion manager developing data migration test strategy for conversion of Master& Transactional data from legacy systems into future state Billing Oracle Revenue Management and Billing system ORMB
* Managing deliveries of Conversion Seed, Conversion Flex, Source extract &UI Validation & E2E team; successful administering 4 successful conversion cycle for 11/1, 1/1 , 3/1 , 5/1
* Defining and executing a vision and strategy for automated testing process for data extracted from source system using Java code for data extracts from multiple legacy systems
* Implementing Selenium Testing Process to ensure accurate loading & display of data extracted from source system
* Supervising test activities for sprint changes which include designing, developing, and executing test strategies/plans; performing impact and gap analysis; monitoring and instructing test resources on proper procedures to ensure team compliance, status reporting to leadership on development projects and coordinating issue resolution,
* Driving e2e testing across different source and consumer systems and providing test approach & status to Project/Program Manager, Development and Line of Business Partners throughout the project lifecycle
* Coordinating with Business Analysts, Developers and Technical Support to determine the best requirement specifications
* Organizing triage call, sharing defect reports to stakeholders and participating in major testing/project decisions within Systems Integration Testing (SIT) and UAT Phases
* Participating in Daily Scrum, Walkthrough, and Assessment Meetings with Business Analysts, Developers, DBA and others
* Preparing status reports and conducting management presentations and review meetings
* Ensuring all testing deliverables comply with company guidelines, standards and regulations

Client: Direct Energy, Pittsburgh, PARole: Test Manager (02/2016 to 09/2019)**Key Result Areas:*** Worked as QA Manager for multiple Amplify Releases lead Project Intake, Estimation, Demand Management and QA Release Management activities
* Spearheaded complete testing activities from project plan & test strategy creation, requirements & design analysis, test planning & execution, defect management, production setup & checkout, warranty support, test results documentation and knowledge transfer to support teams and business clients
* Prepared project plan, identified resource and tracked monthly billing for Iteration, System & System Integration testing
* Interacted closely with Subject Matter Experts and Business Analysts to recommend solutions for identified issues
* Tracked Requirement Analysis, Test design, Execution, Data and Environment
* Managed smooth knowledge transition between onsite and offshore as well from BA
* Spearheaded project introspection & RCA for defects leaked to UAT & production
* Implemented corrective/preventive actions for post deployment issues
* Developed User-Training Manuals for application self-study, Induction Training Program for new team members and documented processes, procedures & guidelines followed by the testing team
* Used Postman, Swagger for REST SERVICES testing performance testing to check the server's stability using JMETER; performed and validated Database Testing and Data Retrieval
* Managed User Acceptance Test phase, assisted business with the testing and ensures business sign offs
* Performed sprint planning, tasks assignment and reviews; documented, tracked and escalated issues as appropriate
* Supported production deployments, managed production validation and published status aiding in Go/No-Go decision

Other Projects:Client: Walgreens, Deerfield, ILRole: Test Manager (09/2012 to 01/2016)**Key Result Areas:*** Managing Retail QA teams – POS Functional & Automation, Payment Systems (Tandem), TDM and Infra Support
* Interaction with Customers and External team (Visa - Master - Discover Amex) - receiving program requirements , understand the testing scope, Test environment, Test data, Certification scope & schedule
* Driven large scale programs like Loyalty, EMV, Retail Financial Services (RFS),Digital Offers, Omni-Channel
* Instrumental in POS lab setup at offshore Worked on the Proposals and RFQ’s floated by the Client and helped in Estimation, Solutioning and Sizing.
* PMO activities – Resource management in Cognizant Project Management System (ESA), Financials and Invoicing, Time report management, Budget planning and reconciliation
* Day to Day work assignments to team members, problem solving and conflict resolutions. Risk Management, ROI calculation for Risk Mitigation and managing project plan using MPP.
* Helped the team to drive Innovation through Automation. Automated the repetitive tasks to save time and improve the quality.
* Prepare status reports and conduct management presentations and review meetings.
* Generate detailed metrics and publish reports to Senior Leadership. Adopt and contribute Best Practices and focus on adding value to customer.
* Create relevant project case studies for projects handled. Ensure all testing deliverables comply with company guidelines, standards and regulations.

Client: Walmart, Bentonville, ARRole: Test Lead (04/2011 to 08/2012)**Key Result Areas:*** Prepared the Test Plan, Test Strategy, Test Summary, Test Metrics and Status Reports.
* Business Travel to Walmart Warehouse (US) with client for system rollout, Perform hardware validation (Hand held, Touch screen)
* Analyzed defects, managed effective defect triage with development and business teams and ensure defects are resolved at the earliest.
* Assist the development team with enough evidence, and logs to reduce turnaround times.
* Developed SQL queries to validate databases and generate reports

Client: Walmart, ChennaiRole: Test Lead (05/2009 to 08/2012)**Key Result Areas:*** Test Planning, Test cycle estimation and Test strategy document creation and defining SQA processes whenever required.
* Preparing different test case documents like Unit / Integration / System test cases and test scenarios fulfilling the business requirement of the system.
* Defining the process for actual testing, defect reporting and bug fixing.
* Defect analysis: Identified and analyzed the root cause for the defects and taken corrective and preventive action to prevent future occurrence of the defects.

Client: Retail Unified Grocers, ChennaiRole: Test Lead (12/2008 to 04/2009)Emantras Interactive Technology SolutionsClient: SifyRole: Test Analyst (06/2008 to 12/2008)Client: Emantras Interactive Technology Solutions (In-house), ChennaiRole: Defect Analyst (01/2008 to 06/2008)**Shriram Value Services Pvt. Ltd.**Client: Shriram Value Services Pvt. Ltd. (In-house), ChennaiRole: QA Analyst (02/2006 – 12/2007)**Personal Details****Date of Birth:** 3rd Sep 1983 **| Languages:** English **| Address:** No 18, M.A Chidambaram Nagar , Ramapuram : CH 89**Personal Details of Birth:** 3rd Sep 1983 **| Languages:**  |

**ss:** No 18, M.A 89