**NITIN JAIN – Project Manager / Certified PMP/Scrum Master **

**Mobile: +91-9810638354 / E-mail: nitin\_mca77@yahoo.com**

*Senior Technology Savvy-Software Testing Professional with* ***13.5 years of experience in Software/Web/API Testing, QA, also taking initiatives for business excellence through Agile & Waterfall Development Models; targeting senior-level / managerial assignments in Project Management, Client Relationship Management & Business Excellence***

*Industry Preference: IT / Location Preference: Bengaluru / Mumbai / Pune / Delhi & NCR*

# Profile in Brief

* **Comprehensive experience in all stages of Software Development Life Cycle (SDLC) & Software Testing Life Cycle (STLC)** including requirements gathering, business analysis, consulting, design, development, testing, implementation, support and services (Waterfall, Iterative, Agile Methodology) in Banking, Power, Retail and ERP solution domain
* Client-centric, multi-functional expert: **capable of managing / a large number of number of key clientele (domestic & international)**; successfully developed & delivered customizations to support complex business requirements
* Extensive experience in **project initiation, conceptual design, requirements definition, database design / modelling, system / programming specifications and documentation, quality assurance / system testing and implementation**
* Expertise in:
* Facilitating **Pre-Sales activities** entailing estimating new work, providing solution designs, cost/effort analysis, and so on
* Ensuring timely SOW submission highlighting the assumptions, dependencies, risks and mitigation plan
* **Creating new project in RMS,** Resource Planning, GM Tool, Pricing Tool and Resource Time Sheet
* Acting as a **Scrum Master** for setting up the meeting with client for **PI Planning, Story Grooming, Sprint Planning, Daily Status Call and Sprint Demo, Retro Meeting**
* **Successfully implemented several project plans, set-up budgets and deadlines; performed on‐site and offsite tasks** including the design, specification & integration of software products
* Skilled at monitoring **delivery of high-quality customer experience**, elevating customer satisfaction, while adhering to the SLAs and work processes, with effective resolution of escalations within turnaround time
* Strong problem solving & technical skills coupled with decision making for enabling effective solutions leading to high customer satisfaction & low operational costs

# Technical Skills at a Glance

* **Requirement Mgmt. Tools:** Agile Craft, Jira, Confluence
* **Operating Systems:** Windows 2012R2, Linux
* **Languages:** C, VB6, HTML, Basic Java
* **RDBMS:**  SQL Server 2012,2014 & 2016,Oracle11g, 12c & 19c
* **Development Methodology:** Agile Methodologies, V-Model, Waterfall Model, SDLC
* **Functional Testing Tool:** QTP 10, Selenium, Serenity-JBehave(BDD)
* **Performance Testing Tool:** JMeter
* **Test Management/Quality Tool:** Quality Center, SONAR, Crucible
* **Configuration Tool:** Tortoise SVN 1.8.1, VSS, Jenkins, Nexuspro 2.12
* **Defect Management Tool:** Bugzilla 3.6.2, JIRA 6.4.12.

# Managerial Skills at a Glance

* Pre-sales Activities
* Revenue Generation & Management
* Gross Margin Augmentation
* Project Management
* Project Feasibility Study
* Project Planning & Control
* Costing & Budgeting
* Resource Management
* Strategic Initiatives
* Client Relationship Management
* Team Management & Leadership

# Functional Skills at a Glance

* System Architecture & Design
* Requirement Gathering & Analysis
* Business & Technical Analysis
* Agile / Scrum Methodologies
* Sprint Planning
* Software / Application Testing
* QA Plan and Strategy
* Defect / Disaster Recovery Mgmt.
* Risk Management
* Product Deployment & Support

# Education

* M.C.A. from MSRIT, Bangalore affiliated to VTU University, Belguam (Karnataka) in 2002 with 62.5%
* M.Sc. from Agra University, Agra in 1998 with 72.1%
* B.Sc. from Agra University, Agra in 1995 with 76.3%

# Work Experience

**Since Oct’13: Infogain India (P) Ltd., Noida**

**Growth Path:**

Oct’13 – Mar’19: Sr. Team Lead

Since Apr’19: Project Manager

**Key Role:**

* **Directing 3 Scrum Teams** to manage entire facets of activities of **Project Management Lifecycle** of prestigious projects for reputed domestic & international clients involving system analysis, requirement gathering, design, development, functional testing, delivery and post implementation support
* Managing:
* SCER projects starting from SOW submission to the release and signoff of the SCER
* Customer communication and escalations effectively
* Participating in:
* Sprint ceremonies for grooming, look ahead, planning, common analysis, demo, retrospective & root cause analysis
* Discussions with Product, Business and Engineering Teams to come up with possible solutions for identified business problems
* Administering **end-to-end project management** including project feasibility study, pre-sales, project set-up & scoping, effort & cost estimates, resource management, risk management, sprint planning, monitoring, tracking, client’s communications & reporting
* Planning **project activities such as scoping, estimation, tracking, change management, delivery management** and implementing project plans within preset budgets and deadlines
* **Conducting gap analysis** and documenting the gap of the requirements and identifying how it impacts the product
* Delivering technical leadership while estimating & evaluating the effort/ schedules
* Identifying a product requirement that includes **business, user specific, security & performance requirements**
* Working on **Agile Framework & Waterfall Processes**; managing managed project backlog grooming, sprint planning, daily scrums, sprint demos, retrospective and **sprint/project closure meetings**
* Spearheading **QA efforts** involving Test Automation, Test Planning, Test Designing during testing functionalities on each iteration and on every release
* Identifying & designing TestNG framework which help testers to add test cases & execute
* Executing test strategy, test plan, test matrix & test exit report for end-to-end testing phase
* Planning test activities like test objective, test documentation, tracking / monitoring test progress, change management, test delivery management & post implementation support on analyzing post implementation defects
* Preparing functional specifications and all required attributes for smooth delivery and tracking status of the deliverables
* Delivering **product demos** for demonstrating new/customer specific changes to clients and stakeholders
* Meeting quality standards, ensuring **high-quality customer experience** while adhering to the SLAs and work processes
* Building & maintaining healthy business relations with clients/customers and ensuring high customer satisfaction matrices by achieving delivery & service quality norms
* **Guiding the team for programming, designing, testing and deployment of the requirements**, also proposing various solutions/use cases to the client for the overall system
* Managing risks and planning for contingencies to ensure minimal effect on deliverables

# Previous Experience

**Nov’12 – Sep’13: Infomatrix Software Solutions (P) Ltd., Noida as Sr. Team Lead (QA)**

**Mar’07 – Oct’12: KLG Systel Ltd., Gurgaon as Sr. Team Lead (QA)**

**Dec’05 – Mar’07: GLS Film Industries Pvt. Ltd., Gurgaon as Sr. S/W Testing Engineer**

**Sep’04 – Nov’05: Hero Motors Ltd., Ghaziabad as S/W Testing Engineer**

**Few Key Projects**

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| **Project**: System Management SCER  **Client**: NCR  **Period**: Since Jan’15  **Role**: Technical Lead / Project Manager  **Technologies:** Java, Hibernate, Spring MVC, Spring boot, Maven, Angular JS, Oracle/SQL Server | **Description:** System Management SCERs is the Pre-Sales work that the team does for the NCR client. We work on the desired customer features, propose solution, prepare estimation and deliver. This is one-point team to the NCR client for any new feature development. Developed multiple SCERs for multiple NCR Clients, i.e. BMO (Vision Remedy Integration), ABSA (Site Management) AK Bank (Weighted Hours) Santander-MX (Cash Management), Evertec (Performance Report), Vocalink (Hooper Mode), CACP (Managed Client Delete from DIU), BMO (Power Campaign), Banamex 5 Scer, NCG, Windows Authentication for CEB, Data Purging for CACP, Bankia SCER, RBS SCER, ETC SCER, SNMP SCER, Vantiv,Al-Rajhi, NCG. |
| **Project**: Aptra Vision Hermes & Vision Vantage  **Client**: NCR  **Period**: Oct’13 – Jan’15  **Role**: Sr. Team Lead  **Technologies:** Java, Hibernate, Spring MVC, Maven, Flex UI, Oracle/SQL Server  Environment: Spring Integration, AMQP, WAS, Active MQ, Jdk1.7, Hibernate, JPA, JMS, Concurrency.  Maven, Jenkins/Hudson, Sonar, IBMMQ Series, Junit, Mockito, Concordion, Agile Methodology and Serenity for Testing | **Description**: Vision Hermes is an automated service-level management system. It identifies problems that occur in a managed network of self-service devices, such as ATMs. Hermes tracks the problems, dispatches service teams if necessary, and solves the problems without relying on Help Desk operators. |
| **Project**: Synergy Store Front  **Client**: Universal Business Systems (US)  **Period**: Nov’12 – Sep’13  **Role**: Sr. Team Lead (QA)  **Technologies:** ASP.Net 4.0, C#, SQL Server 2008R2, WCF, Linq, Jscript & jQuery | **Description**: The complete CMS solution for B2B and B2C e-commerce sites. Much, much than just an On-Line order entry system, SYNERGY.NET separates you from the competition by giving you, your employees and your contractors a complete tool to manage the On-Line ordering process. This system Supports the Multiple themes. Support for medium to large stores with multiple categories and thousands of products, Multiple product options, Integration into current backend order processing systems, Customized branding and design, Affiliate marketing support Gift Certificates and coupons, Self-administration and Sales and user reporting. |

# Personal Details

**Date of Birth:** 18th June 1977

**Languages Known:** English and Hindi

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