Tel # ███-███-████ Email: ████@████████

Summary:

Senior experienced leader with 16 years of software testing and development experience in testing and running mission-critical high volume environments along with 8 years of global team and project management experience

- Extensive experience in testing large Software as a Service (SaaS) environments, Enterprise Cloud Services and mission-critical banking and financial management systems
- Expertise in Manual/Automation and Performance test Solutions, Project Management, Technical Leadership, Team Management, Partner Management,
- Extensive experience in driving new initiatives like Code Coverage testing, Production exception log monitoring, Performance testing, Security testing and CMMI
- Breadth of experience working in high-tech startups (ReardenCommerce, CashEdge), global-presence internet companies (Google Inc.), large technology-focused banking organizations (Fiserv), and Security companies (McAfee Inc.)
- Certified Scrum Master (CSM) with experience in agile development methodologies and leading the teams through agile transformation

Work Experience:

CashEdge now part of Fiserv Inc., Sunnyvale, CA   **Dec 2012 - Current**
Sr. Software QA Manager for Fiserv's Account Aggregation/wealth management Services

Responsibilities:

Led successful on-time deployment of Fiserv's next generation financial reporting and management system with high quality
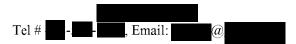
- Established and Managed day to day activities of 25+ high-performing QA team(On-Site and Off-Shore)
- Led the team to analyze and identify regression testing gaps and increased the test coverage from 80% to 99%
- Successfully led the transformation to DevOps and implementing CICD, thus enabling more agility.
- Introduced and implemented performance testing using JMeter which helped in evaluating if product met SLA criteria for every release for all wealth management services.
- Led the team to Increase the regression automation coverage from 5% to 80% thus reducing the manual regression time by a week
- Initiated and led the team to automate web services testing using JMeter which enhanced efficiency and overall product coverage
- Incorporated security testing as part of the QA testing cycle which helped in reducing the security vulnerabilities found by pen testing, Thus helped in getting a clean Pen Test report for all products much quicker
- Initiation QA environment/ production log exception monitoring process which reduced post production exception issues by 80%
- Initiated Test Case management tool Test Link which helped the team to better manage test cases and pull execution reports which increased the team efficiency by 20%
- Introduced daily smoke test automation process which helped quick validation of daily automated builds and reduced the post deployment validation by 3 hours
- Managed cross-functional teams to enable successful on-time project completion and deployments with high quality
- Investigated and incorporated various testing tools to improve test coverage, quality and efficiency.

McAfee Inc., Santa Clara, CA   **May 08 – Nov 12**
Software QA/Project Manager for McAfee's security cloud solutions

Responsibilities:

1

Tel # ██-██-███, Email: ████@█████

Led successful on-time deployment of McAfee's next generation SaaS security products and Mobile cloud solution with high quality

- Established a team of high-performance QA Engineers. Led/Managed day to day activities of the team (On-Site and Off-Shore) as part of Consumer / SaaS and Mobile BU.
- Initiated and implemented daily production log monitoring system using PERL and Shell script which helped in identifying issues and failure trends
- Initiated security scan process in QA environment as part of QA testing cycle which helped in identifying security issues early on in QA environment
- Initiated and led the team to implement regression automation coverage and within a year got the Automation percentage to 40%
- Initiated and implemented code coverage using EMMA which helped in analyzing manual and automation test coverage. Coverage metrics collected release over release helped in improving the line coverage to 60% in a year.
- Built the automation framework using Selenium along with TestNG, Jenkins, Maven, Selenium Grid and managed the overall automation plan for multiple projects.
- Incorporated and automated web services testing (SOAP, REST) and BI Reporting which enhanced overall product coverage.
- Developed standards for test plans development to provide traceability from marketing Requirements, engineering requirements, problem tickets and specifications.
- Project scoping and scheduling. Defined/Prioritized focus areas, areas of responsibility and accountability.
- Continuously evaluated the efficiency of testing procedures and recommended appropriate changes, which were instrumental in increasing productivity and ensuring better quality.
- Developed a Defect Escalation Process for critical issues which decreased the impact on project activities and schedule.

Rearden Commerce, Foster City, CA **Jun 07 - Apr 08**
Sr. QA Lead Engineer for ReardenCommerce's E-Commerce solutions

Responsibilities:
Led successful on-time deployment of ReardenCommerce's E-Commerce solutions and Travel management system with high quality

- Led the automation efforts of the team and also automated around 10% of regression test cases which reduced the manual time by 1 day
- Responsible for reporting module (ETL/Data warehouse Process) and Web Services testing and delivered the modules with high quality and no regression impact.
- Mentored team members on tool usage and test plans / test cases creation in HP Quality Center.
- Initiated and Implemented web services automation using SoapUI which reduced the testing time by 70%
- Mobile API testing on Blackberry Emulators.
- Used Intellicus 3.5 (Enterprise Reporting Tool) for Scheduling/Maintaining/Viewing Reports.
- Used Omniture (Web Analytics Tool) for Site Analysis testing (Web site metrics).
- Worked very closely with Project managers and Developers to come up with Requirements documentation for QA.
- Timely follow-up for resolution of bugs.
- Provided **Test Results** and **Bug Reports** to management team

Google, Mt. View **Jun 06 – Jun 07**
Software Engineer in Test - Lead

2

Responsibilities:
Led successful on-time deployment of Google Internet and GMobile solutions with high quality

- Led the testing efforts of the entire team (local and remote) for effective coverage, to meet the schedules for different projects.
- Played major role in testing the daily pushes on test servers by automating the smoke test which helped in quick validation of daily builds and reduced the verification by 2 hours
- Trained new team members in getting geared up with the projects.
- Domain, L10N and functional testing for all the major and transitional releases of the application.
- Performed System Testing, Integrated System Testing, End user testing, Adhoc Testing, and Flash Viewer Testing across different browsers and platforms.
- Wrote, maintained and updated Test Plan and Test Cases.
- Played major role in testing the launch of street view with high quality
- Tested GMobile services such as Gmail, Maps, News, Finance, Local Info, and Weather.
- Prepared weekly execution, defect report & submitted to the upper management.
- Customized automation scripts to validate functionality using smoke test for different scenarios

McAfee Inc., Sunnyvale   Nov 05 – Jun 06
Software QA Engineer for Total Protection for Small Business

Responsibilities:
- Tested client-server and web-based application for Security Modeling. Tested features including creating and modifying records, database searching and sorting, user privileges, data import/export, GUI, SQL coding.
- Created test plan and test cases for ecommerce applications and client/server applications of McAfee Total Protection for Small/Medium size business group.
- Performed SQL Debugging, Created and Executed SQL queries to perform backend testing, reviewed the code and reported to programmers.
- Tested all the major and transitional releases of the application including feature, integration, installation and Localization testing along with off-shore and on-site team coordination.

e4Xchange Inc., San Jose   Jun 00 – Oct 05
Software QA Engineer

Responsibilities:
- Design and creation of web pages for Sales Module, Database using SQL Server and Mobile Interactive Screens using WML
- Analyzed requirement specs and design specs, wrote test plans and test cases.
- Performed Functional, Regression Testing and Automation Testing.

Education:
Masters in Software Engineering, San Jose
Bachelor of Engineering, Osmania University, India

Awards:
- 6 Tester of the Month awards at Google Inc.
- Rock Start award at Rearden Commerce for Best Quality efforts
- Recognition award for Introducing production monitoring and code coverage tool at McAfee Inc.

Reference: Will be provided on Request

3