

[REDACTED]
Ph: [REDACTED], E-mail: [REDACTED]@[REDACTED]

Professional Summary

- Masters in Computer Science with over 14 years of experience in the IT/Computer industry with diversified exposure ranging from Software Process engineering, System Analysis, Program Development to Quality Assurance and Team Management.
- Strong Organization skills, Strategic planning experience, Mentoring and training abilities, encouraging participation and ownership.
- Proficient in preparing dashboards highlighting Resource distribution, Project Schedule and Budget, Development / Testing metrics, and Key Milestones.
- Ability to effectively communicate across the broad spectrum of stakeholders. Team player with sound understanding for testing and development processes.
- Experienced in Risk Identification, Risk Monitoring and developing Risk Mitigation plans.
- Adept at developing and maintaining detailed processes that reduce redundancy, improve accuracy and efficiency, to achieve organizational objectives.
- Overseen multiple projects over various platforms from inception to implementation leading to a complete understanding of the Software Development Life Cycle.
- Worked extensively on the “Requirement Based Testing” approach to QA’ing applications, by building logical models of expected system behavior, after analyzing business requirements & specifications.
- Result-oriented and decisive leader, with good interpersonal, communication, presentation, self-organizing, learning skills and a tendency to thrive in dynamic and fluid environments.
- Demonstrated success in planning, coordinating, and executing complex technical projects and software development releases, with track record of 100% on-time, high-quality product releases.
- Extensive product management, development and strategy experience with a focus on usability/user-experience.
- Strong communication and leadership skills with the ability to connect to diverse audiences and cross-functional teams, manage key client/stakeholder relationships, and drive complex development work to completion.
- Proven success in project planning, estimating, execution, implementation and on-going support.
- Demonstrated ability to interact with clients and stakeholders; assess their needs; build mutually beneficial relationships; and manage their expectations through effective communication.

Technical Skills

Management Tools:	Microsoft Project, PlanView, Power Point, Microsoft Visual Source Safe, Microsoft Office, Microsoft Visio, Excel, Wiki, SharePoint, Clarity
Programming Languages:	C, C++, Java, J2EE, TSL, XML, XSLT and Schema development.
Testing Tools:	ALM, Quality Center, Direct-To-Test, WinRunner, Quick Test Pro, ClearQuest, Bugster
Databases:	Oracle, DB2, MS Access, SQL
Operating Systems:	Windows XP/2000, Windows NT Server, UNIX.
Methodologies:	Rational Unified Process (RUP), Unified Modeling Language (UML), Software Development Life Cycle (SDLC).

Professional Experience

February 2015 to Present

Oracle Corporation

Redwood Shores, CA

Software Development Quality Manager

The Oracle Configurator application integrates with Oracle CRM and Supply Chain Management so a sales person can offer guided selling to customers. Configuration Engineering (CE) was responsible for the creation and maintenance of the configuration tools that allow customers and partners to select servers, storage, software, and services (and their options) and have these validated as a working system prior to quoting or ordering.

Responsibilities as a QA Manager (Feb 2015 – Present):

- Managed two functional/automation test teams with 18 resources (including onshore, offshore resources) on multiple projects across various platforms and applications.
- Acted as a focal point and leader to all quality related programs by directing QA activities to ensure maximum quality and effectiveness. Responsible for implementing, developing and maintaining quality system policies.
- Chair scrum/defect review meetings with project team stakeholders to discuss issue found during testing and their current statuses.
- Define QA processes, guide team towards detailed test plans and clear executions with emphasis on working closely with development teams, requirements team and UI teams for agile software models, addressing areas including database impacts, software scenarios, regression testing, negative testing, error/bug retests and usability.
- A major contributor on many projects covering dashboard reporting, change management, data gathering and analysis efforts that have improved organizational efficiency at many levels.
- Worked with the various lines of business and technical teams to review and formulate viable roadmaps.
- Directed employees to ensure highest standard of quality so that the organization meets both internal and external requirements.
- Conducted performance evaluations and mentored team members through formal channels to execute professional development plans.
- Accountable for the quality of test services during all stages of SDLC.
- Responsible for budget planning and tracking.
- Developed and provided data and quality review to senior management team.
- Conducted various training programs for team members on new projects.
- Responsible for resource and capacity planning including working with HR for staffing of team members, both onshore and offshore.
- Provided valuable support during Mobile UI implementation of Oracle's GSI Configurator.
- Provided valuable support during EBS to Cloud Migration.
- Chaired multiple career fairs and seminars at various universities within the bay area.

June 2012 to January 2015

Oracle Corporation

Redwood Shores, CA

Product Manager

The Oracle Configurator application integrates with Oracle CRM and Supply Chain Management so a sales person can offer guided selling to customers. Configuration Engineering (CE) was responsible for the creation and maintenance of the configuration tools that allow customers and partners to select servers, storage, software, and services (and their options) and have these validated as a working system prior to quoting or ordering. These product orders represent hundreds of millions in annual revenue.

Responsibilities:

- Responsible for implementing the tape storage devices in Oracle's configurator enterprise software application.

- Responsible for performing product research, gathering requirements from marketing, supply chain, and engineering teams while influencing product configuration direction, leading multiple cross functional teams of modelers, developers, user experience analysts, and quality analysts to introduce and maintain products in the tool, solving sales and partner use issues by turning feedback into creative messaging and functionality, building XML instructions for factory use, updating data properties and attributes, and structuring bill of materials (BOMs).
- Provided front-end support to Configurator users.
- Achieved 100% on-time delivery of all critical product content and functionality updates.
- Consistently achieved and surpassed stringent product model quality goals.
- Determine appropriate product design, define rules, build UI, review development design and QA test plans in the product configuration system of Oracle ebusiness suite.
- Providing front-end support to sales team to resolve any issues with processing of configurations and subsequent orders.
- Utilized specs to build configuration software models using Oracle Configurator Developer software.
- Expert developer on the "Oracle Configurator" (part of OM within the Oracle Applications suite) to create various models, use CDL for rule writing.

Mar 2003 to May 2012

Sun Microsystems/Oracle Corporation

Redwood Shores, CA

The Oracle Configurator application integrates with Oracle CRM and Supply Chain Management so a sales person can offer guided selling to customers. Configuration Engineering (CE) was responsible for the creation and maintenance of the configuration tools that allow customers and partners to select servers, storage, software, and services (and their options) and have these validated as a working system prior to quoting or ordering.

Responsibilities as a QA Manager (Feb 2006 – May 2012):

- Handled a team of fourteen employees (onsite and offsite) in QA department and supervised their work. This includes both automation and manual teams.
- Owned team plans and documentation that communicates the standards and procedures of QA team.
- Chair scrum/defect review meetings with project team stakeholders to discuss issue found during testing and their current statuses.
- Implement, gather, and report team and project metrics which demonstrate business value and showing continuous improvement in an Agile environment.
- Accountable for the quality of test services during all stages of SDLC.
- Handled the tasks of implementing, developing and maintaining quality system policies.
- Resource planning, budget planning, tracking and adhere to it on approval.
- Acting as a liaison between Sun/Oracle and Critical Logic. I was responsible for opening the purchase order and maintaining the resources per the purchase order.
- Define QA processes, guide team towards detailed test plans and clear executions with emphasis on working closely with development teams, requirements team and UI teams for agile software models, addressing areas including database impacts, software scenarios, regression testing, negative testing, error/bug retests and usability.
- Successfully handled multiple projects/products at one time.
- Developed and provided data and quality review to senior management team.
- Conducted various training programs for team members on new projects.
- Mentored new hires locally and in offshore teams.
- Managed testing tasks concurrently on multiple projects.
- Conducted interviews and hired multiple QA analysts on the project.
- Responsible for generating new strategies and plans for improving quality of the product.

- A major contributor on many projects covering dashboard reporting, change management, data gathering and analysis efforts that have improved organizational efficiency at many levels.
- Provided valuable support during the migration of Sun's W5C to Oracle's GSI Configurator.

Responsibilities as a QA Lead/Consultant (Mar 2003 – Feb 2006)

- Managing Requirements, reviewing them and analyzing them.
- Creating a logical model of the expected project system behavior to be used as the source for generating functional test cases. This model was developed using Critical Logic's proprietary tool called DTT.
- Manual execution of test cases.
- Automated execution of test cases.
- Reporting defects and tracking them till they are resolved.
- Training/Mentoring the new QA Analysts in both the QA methodologies/tools and on the business side.
- Worked on multiple Configurators(Trilogy,W5C and now GSI Configurator)

Aug 2002 to Mar 2003

Amica Insurance

Providence, RI

QA Consultant

Amica Insurance is one among the oldest mutual insurers in the United States. They provide Auto, Home and Life Insurance that insures Individuals, small-to-medium business and large commercial clients. Amica is among the country's largest providers of insurance for homeowners and drivers. Amica's Web Portal incorporates a wide range of features for Policyholders and new customers. Worked as QA Consultant taking care of online account services which included Bill paying, Checking the bill history, Changing customer profile, Ordering auto insurance ID cards and Modifying the load provider details.

Responsibilities:

- Formulated Detailed Test Plans in TestDirector that defined Test Details and Test steps
- Created Test Sets in TestDirector to manage the Test Run Process.
- Performed manual testing for the Functional, Navigational, & Transaction testing
- Wrote UNIX Shell Scripts to manage migration of data to check on Database Integrity.
- Wrote SQL & PLSQL Procedures to perform operations on database as a part of Transaction Testing.
- Conducted cross-browser GUI functionality testing for IE 5.0 and NN 4.7 on multiple platforms
- Automated Test Cases using TSL in WinRunner for Functional & Regression Testing
- Wrote Reusable Compile Modules in TSL.
- Created Data Driven tests using WinRunner to analyze the results of various iterations
- Inserted Synchronization points in the Script to take care of the Synchronization problem.
- Conducted Performance Tests using LoadRunner & Analyzed the Performance Reports
- Defined Transactions within Virtual User Script to measure performance of server.
- Inserted Rendezvous Points within the Virtual User Script to emulate heavy user load on the server.
- Configured TestDirector as Defect Tracking System while executing tests from WinRunner
- Created customized Documentation templates in MSWord, MExcel for use by the entire Testing team.

Apr 2000 to Aug 2001

Wipro Infotech, Bangalore, India

Web Based Customer Service Cell

Programmer Intern

Wipro Technologies is the global leader in the field of Business Intelligence, Data Warehousing, and Enterprise Resource Planning. The application was developed for the hardware support engineers of the company which allowed the valid /Engineers of the company to submit the problems faced and get the needed solutions online or in the form a mail. The project was carried out in a group of three persons.

Responsibilities:

- Designed and developed a Servlet, which presents the end user with form to submit the details of the problem, makes a JDBC-ODBC connection to the database and inserts the details into to the database.
- Designed and developed a Servlet, which presents the engineer a form to submit solution to particular problem.
- Designed and developed a Servlet, which Opens a ClientSocket to the SMTP mail server on port 25, generates and sends mails to respective engineers and managers retrieved from the database.
- Designed and developed a Servlet, which allows the end user to query on the problem, makes a JDBC-ODBC connection to the database and retrieve the details regarding the call number and also the current status of the submitted problem.

Education**M.S in Computer Science (GPA: 3.6)**

Farleigh Dickinson University, Teaneck, NJ

Aug-2001 to Aug-2003

Bachelor of Technology, Computer Science (GPA: 3.8)

Jawaharlal Nehru Technological University, India.

Aug-1997 to Aug-2001