

## QA ENGINEERING MANAGER

### Professional Summary

Seasoned Engineering Manager with ability to build and motivate high-performing engineering team with over 14+ years of experience in cards and payments industry, committed to rapidly and efficiently completing projects by leveraging team-based frameworks to best leverage available engineering talent. Self-motivated, forward thinking mindset, solution-focused, clear communicator, decision maker and problem solver.

### Skills

- QA Engineering software expertise - Design, Estimate, Execute, Maintain and Document.
- Technical communication skills - Bug Triage, reporting, technical reviews, Root cause analysis
- Automation tools - Design and Implement
- Collaborating with stakeholders - Roadmap, Managing releases, Demos, Risk mitigation planning,
- Organization and Time management - resource planning
- Leadership - Strategic Planning, Team building, Conflict resolution, Training & Development, mentoring
- Behavioral skills - Forward-thinking mindset, Detail-oriented, Multitasking abilities, Flexible & Adaptable

### Work History

QA Engineering Manager , 01/2016 to Current

Company Name " City , State

- 20+ EMV certs in calendar year with team of 2+ cert Analysts.
- Managed fast paced project delivery from QA for time sensitive and key projects for company.
- Collis tool (BTT) automation using Python to reduce EMV test cases execution time to 1 week for all brands, thus completing any EMV certification within 3 months.
- Design test automation using Katalon to for improved regression test coverage and reduce time to complete release cycles to less than 1 week.
- Managed and Implemented spreadsheet based automation, that helped in improved test coverage and reduced production bug by 20% and rollbacks by 80%.
- Performed resource and project trade off analysis to meet roadmap schedule, product life-cycle (PLC)/Software Dev Life-cycle (SDLC) and QA requirements, resulting in development of best practice models.
- Reviewed project goals and objectives on monthly basis with project manager and design team.
- Used critical thinking to break down problems, evaluate solutions and make decisions.
- Managed team of 8 employees, overseeing hiring, training, and professional growth of employees.
- 4 promotions within team including 1 lead and 1 manager.

Software Certification Analyst , 04/2015 to 01/2016

Company Name " City , State

- Instrumental in procuring 1st EMV certification within 6 months of joining.
- Reduced overall EMV certification timeline from 1+ year to
- Automation of EMV Certification and Transaction link application using spreadsheet based input.
- Established myself as go to person for any QA issue within QA and Merchant Implementations team.
- Created common test/tool strategy to supplement automation for regression and functional testing; reduced time to market.
- Instrumental in doing POC on different test management tools (zypher, Jira, QA complete) to identify best suited for company needs(Jira).

Project Lead , 09/2005 to 04/2015

Company Name " City , State

- Received core value awards - "SYNERGY" in 2009 for team building and "SMART" in 2012 for Individual performances.
- Nominated for BRAVO award in First Data (2012 and 2014).
- Automation improvement using PERL scripting.
- Established involvement of frontend application into Change release management and helped to identify key issues during backend testing.
- 3 times achiever of "0" issues in support queue as offshore lead.
- Planned, executed and promoted total of 10+ releases in calendar year.
- Produced quality standards, checklists, report templates and processes for same.
- Developed and trained junior team members by leveraging industry experience to achieve optimal project strategy.

### Education

Master of Computer Applications (MCA) : Computer Applications, Software Engineering, Databases, Networking, and Operating Systems , 2005

Devi Ahilya University

Bachelors of Science : Electronics , 2002

Devi Ahilya University - City

Micro-processors, Databases, Networking, and Operating Systems

### Certifications

Certified Scrum Master (CSM) " Certificate code: 1221056, Expires May 2022 Certified Tester Foundation Level (CTFL) - Certificate code:

17-CTFL-02141-USA No Expiry Agile Scrum Foundation - Certificate code: 2146592, No Expiry Using Python for Automation “ LinkedIn, No Expiry Python: XML, JSON, and the Web “ LinkedIn, No Expiry SQL for Testers “ LinkedIn, No Expiry Technical Skills

Â **Test Methodologies:** Regression Testing, Black box testing, Sanity testing, boundary analysis, requirement analysis (Static testing), Performance Testing, system integration testing, functional testing, manual testing.

Â **Test Artifacts:** Test Estimation, Test plan, Test coverage, Traceability matrix, bug tracking, automation design, Test scenario engineering

Â **Programming Tools:** Python, Katalon studio, XLS data input, UNIX Shell/PERL scripting, Groovy, REST, JSON, XML, ISO 8583, EMV tags, TCP, HTTP, POSTMAN, curl-siege, Jmeter, COBOL, JCL, CICS, Postman,

Â **Operating Systems:** Unix-AIX, Unix-Solaris, Linux, Windows, IBM-AIX

Â **Virtual Systems:** VMWare, VSphere, Proxmox,

Â **Payment terminals:** VeriFone, Ingenico, Equinox, PAX and Innawi, Key Management, KPI, DUKPT, Key Injection, KEK

Â **Version Control Tools:** Git-bash, Git-stash, Git-lab, TorquiseSVN, SourceTree, VSS

Â **Database and Tools:** Oracle 11g, Oracle 12c, PostgreSQL, MongoDB, PGAdmin 4, SQL Developer, SQL management studio, Toad, DB2

Â **Project Management:** Confluence, Jira, Microsoft Office Suite, Bugzilla, redmine, HP Quality center

Â **Project Management Methodologies:** Agile, Scrum, Waterfall, Iterative,

Â **Talent Management tools:** HireRight, iCIMS

Â **POS Systems:** Micros, Restaurant Manager, Symphony, positouch, broadPOS

Â **EMV Systems :** BTT (UL), ICCVerify, VCMS, VTS, Astrex, Discover RCT, ATS, MAS, MDFS, ACI-Interchange, ACI-PRM, ACI-ADM, TSYS CertifyNow, FirstData CertPro and more.