# Professional Summary

* 20 years of IT experience which includes
	+ 16 years plus into software testing – Test Analyst, Test Lead, Test Manager & Transition Manager
	+ 04 years plus into software analysis, designing and development – Analyst, Designer & Developer
* Possess strong domain knowledge in airline & travel industry, credit card services, banking, telecom, airline cargo systems and retail
* Strong experience with Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC) and Agile
* Day-to-day activities discharged include
	+ test planning, managing test teams and test deliverables – schedules, allocations & work load balancing , monitoring test activities – test preparation and executions, reporting, recruiting, mentoring teams
	+ working closely with Portfolio and Programme Managers, Business owners, Business users, development teams, application owners, third party vendors and other stake holders
	+ creating test artefacts like test strategy, test plans, test scenarios, test reports, sign-offs and etc.
* Managed testing and delivery of programmes involved in
	+ migration to cloud, new developments
	+ application enhancements
	+ infrastructure migration and upgrades
	+ developed in Waterfall and Agile methodologies
	+ support and maintenance (BAU)
* Expertise in managing QA projects adapting Waterfall and Agile software engineering methodologies
* Acted as a liaison between the Test Teams, Technical and Business Analyst teams
* Overseeing the implementation of automation tools and frameworks to enhance the efficiency of testing processes
* Chairing meetings/workshops for test teams with Business Analysts and development teams
* Managed multiple projects simultaneously and worked in Business as Usual **(**BAU**)** environment
* Coordinated with cross functional teams, OAT and Implementation and Release Management teams Participated in User, Business and System requirements analysis and reviews
* Translate high-level business needs into detailed user stories that capture functional and non-functional requirements
* Traceability matrix to ensure total coverage of requirements
* Managed teams to size of 40+ on onshore - offshore model including hybrid testing teams
* Managed diverse teams located in multiple geographic locations like, UK, India, USA, CANADA, Singapore, Australia and Caribbean, fostering collaboration, and enhancing performance through effective mentorship and support
* Managed various testing stages like Functional testing (Smoke, Integration, System, End-to-End and Regression, User Acceptance testing (UAT), exploratory testing, mobile testing, continuous integrations, pre-live and post live testing, Risk Based testing, UI testing, web-based testing, data migration testing, Cloud Migration testing, cross device and cross browser testing) and Non-Functional testing
* Coordinated with OAT teams for their OAT activities like environment readiness, backup, recovery etc.
* Managed bi-lateral and tri-lateral testing
* Managed Testing Services, test environments and multiple functional streams
* Managed transition of managed testing services from predecessor team
* RAID evaluation risk profiling
* Managed test delivery of Regulatory programs
* Managed Software defect life cycle including
	+ defining workflow behind defect life cycle
	+ chairing defect triage meetings with all required stakeholders and root cause analysis
	+ tracking status in defect tracking tools like Prism, Test Track pro, Quality Centre, ALM, Jira & TFS
	+ creating defect reports
* Acted as single point of contact (SPOC) for test and defect management
* Contributed to Go/No-Go meetings and organise/support post-live testing
* Test Governance, generated and published Daily and Weekly testing status and defect reports to programme team
* Led the post implementation reviews and documentation of testing process, lessons learned after major releases and creating Test Reports

# Technical Skills Summary

**Domains :** Airline, car rental, credit cards, healthcare, banking, telecom,cargo systems (WMS), retail

**OS :** Windows

**Test Management :** ALM, Jira, TFS, Prism, MSP, Test Director, Test Track Pro

**Database :** DB2, Oracle

**Languages :** PLISQL**,** Python (knowledge)

**Config Tools :** Git, Share point (knowledge)

**Script Editors :** Intellij, Eclipse (knowledge)

**DevOps :** Jenkins, GitHub; Maven (knowledge)

**Cloud technology :** AWS, Microsoft Azure (knowledge)

**Applications :** Desktop, Web, Oracle and SQL tools, Tableau, BI reports, Snowflake (knowledge)

**API :** SOAPUI, Postman, RabbitMQ (knowledge)

# Employment Summary

As Programme Test Manager for the listed programmes, below listed (not limiting to) were the responsibilities discharged

* Test planning, Test effort estimation and successful test delivery
* Managed test schedules, test planning, consolidated resource profiling, work balancing and allocation within test teams
* SPOC for all testing activities relevant to the programme
* Created and circulated of test artefacts – test strategy, test plans, test matrix, SoW, reports etc.
* Worked closely with programme stakeholders and 3rd party vendors
* Coordinated with multi-stream, cross functional teams from multiple vendors
* POC from testing team front to all the associated stake holders and cross functional teams
* Analysed the architecture landscape in a bigger picture
* Analysed program requirements and carried out impact analysis
* Managed test teams of 40+ based at onshore & offshore & hybrid models located at different geographical locations – India, UK, USA, Singapore, Australia, Canada and Caribbean
* Managed work allocation within test teams and monitored test activities progress
* Organised walk-through sessions of test scenarios and test cases with Business Analysts before their sign-off
* Managed functional and non-functional testing delivered in waterfall model and Agile sprints including smoke, system, E2E, regression, risk based, UAT post live etc.
* Coordinated Business Acceptance testing, Operational Acceptance testing, security and Usability testing
* Managed defect life cycle and generate defect reports
* Coordinated with Release and Environment teams
* Organised test training to business users participating in UAT
* Test governance, creating and sharing of reports on daily and weekly basis and organising meeting
* Created test completion reports and facilitate their sign-offs
* Post implementation reviews and reported the outcomes
* Participated and shared inputs to/in programme management meetings, CAB, release meeting etc
* Created and successfully implemented transition plan for Deutsche Bank and Avis Budget
* Organised business and functional training to test teams as applicable
* Organised workshops with stakeholders

# Programme Test Manager ABB Data Integration Dec’2023 – Dec’2024

ABB acquired Allergan pharma and as part of acquisition, this programme involved with migration and integration of Allergan systems onto ABB environment.

# Programme Test Manager Selfridges Lumen Migration Jun’2023 – Oct’2023

Selfridges is one of the leading premium retailers operating at 5 locations within the UK and has world-wide presence through their eComm portals. This programme involved in lift & shift of infrastructure from existing data centres to new data centres to align with its Integration strategy goals and decommission of MQ messaging service

# Programme Test Manager Specsavers Socrates Cloud Evolution Dec’2022 – Jun’2023

Specsavers is one of the leading retailers in health care arena providing eye and ear care support along with selling of associated accessories. To be a successful player in the business it uses a range of on premise legacy applications. It has realised that to be a winner, it has to match its systems on par with technological advancements, bank on the technology and reap the benefits by adapting to new and cost effective measures. It had stared re-platforming its applications and transitioning to cloud culture.

Socrates is one of the key on premise applications on which the business is widely used. This application is integration a range of upstream and downstream applications. This programmes was mainly aimed at transitioning this application to cloud.

# Programme Test Manager Specsavers Product Inventory Management Nov’2022 - Dec’2022

Product Inventory Management programme involved with receiving, transforming and injecting product data information for contact lenses, glasses and frames into its core product system, STIBO, automating manual translation and allocation of SKU and other inventory details to the products.

# Programme Test Manager Specsavers Digital Re-platforming Jun’2022 - Nov’2022

Digital Re-platforming CAECOMM programme involved with transition of on premise managed eComm platform (web portal) to AWS cloud for Canada territory. This platform facilitates Specsavers customers to become its loyalty members by registering on its website, manage user profile, search and purchase contact lenses, both prescription and non-prescription lenses. On successful implementation then the scope of the programme to extend to other products and services like hearing aids

# Programme UAT Manager IAG Cargo OPTIMA Migration & Upgrade Sept’2019–Mar’2020

International Airline Group (IAG) is the parent company of British Airways, Iberia Airlines, Aer Lingus, Vueling and Level. IAG Cargo manages the cargo business of all the above brands within its business profile. OPTIMA is one of the core legacy applications widely used within the company responsible for managing cargo bookings

Phase 1 involved in migration (lift and shift) of OPTIMA from on-prem data centres to AWS Cloud (supplied and maintained by a 3rd party product owner)

Phase 2 with functional up-gradation of the application

# Programme UAT Manager IAG Cargo CRA Transformation Apr’2019 – Aug’2019

This was a transformation program involved in collaborating Cargo Revenue Accounting Systems (CRA) of British Airways cargo and Iberia cargo into a single platform, migrating them from in-house data centres to cloud environment

* Managed the following

 °UAT deliverable activities like test preparation and test execution

° Defect Management using HP ALM to log, track and report defects

° Daily catch-up calls

° Test Teams on onshore and offshore model

* Coordinated business users, third party vendor, who was responsible for product development, implementation and then operational support and other stake holders

# Programme Transition Manager Deutsche Bank LPT Transition Nov’2017 – Feb’2018

This program involved in transition of Load Performance testing services from existing service provider to the bank’s newly created in-house team.

Performance testing of all the programs was the responsibility of the Service provide but going forward the newly formed team will be owning this activity.

# Test Manager Resilient Smartnumbers Oct’2016 – Apr’2017

In this account, there are many in-house products developed which needed a thorough testing before the products were delivered to its business clients. The core business of the account is to develop telecom related products and sell the same to their business clients and to take care of annual maintenances

Smartnumbers is its core product upon which many ancillary features were developed and implemented. • Involved mostly with the testing of the products both in development and UAT environments

# Programme Test Manager Bank of Ireland Automating Payment Requests Jul’2015 – Nov’2015

This programme involved in automating manual process of sending payment requests from one system to another system and processing them. Testing the integration of the changes made to the applications in accordance to the business requirement

# Programme Test Manager Visa Europe Cross Boarder Charges Aug’2014 – Feb’2015

This was a regulatory programme which involved with cross boarder charges and hence code changes to 4 main applications which are dependent on data flow within these applications

# Programme Test Manager Avis Budget Europe Managed Testing Services Nov’2012 – Jul’2014

Managed Testing Services was a dedicated engagement with Avis Budget Europe to render functional, regression, automation and performance testing for all new developments and migrations (database and Unix servers) made either in-house or supplied by 3rd party vendors. Created and implemented successful transition plan of managed testing services from predecessor to new service provider

Transition included 39 legacy applications with limited undocumented knowledge bank

# Programme Test Manager British Airways 1GA Staff Travel Mar’2012 – Oct’2012

The programme involved with automating BA staff duty booking and ticketing on BA and other carriers, where earlier most of the activities were paper bound and tedious process involved and also provide requirement information to other carrier staff to book their staff duty tickets on BA. Web-services had a significant role in this programme. The aim of this programme was to replace paper bound activities into automated process

# Programme Test Manager British Airways D3T Ascentis Upgrade IT Nov’2011- Feb’2012

This was a BA World Cargo IT Infrastructure migration programme at its Cargo Ascentis building

Software and hardware systems within this building collectively control and manage storing and distributing baggage/ cargo booked to/from London Heathrow for British Airways by agents round the world and the Cargo centre

Cargo on arriving this building will be stocked and stored in containers and will be dispatched to the right flights at London Heathrow

# Programme Test Manager British Airways BA IT 2020 Jul’2011 – Nov’2011

The program focuses on testing and implementation of a complex program establishing trilateral relationship between British Airways, The Mileage Company and Iberia Airlines. This program provides single currency, Avios to loyalty members of the 3 loyalty programs and also facilitates them to transfer their Avios from one program to the other. Besides these, the program also enhanced the pricing engine to give better fare structure

# Programme Test Manager Visa Europe Jacuzzi Jan’2011 – Jun’2011

The project focuses on testing and implementation of a complex application, JACUZZI. This product is designed to provide high level of security in On-line card payments space like PayPal

# Programme Test Manager British Airways Non-Air Partner Implementation Jun’2008 – Dec’2010

The programme focuses on testing and implementation of projects of new non-air partners like financial organisations, hotels, car rentals and etc. within BA network. This involved in assessing systems and applications of the partners and getting them aligned with BA specification for easy and secured implementation without impaction British airways business model

# Programme Test Manager British Airways FMD May’2006 – Jun’2008

The project Fares Management and Distribution (FMD was developed by SITA, a Canada based company. There are n-number of front-end Java panels used by the users to retrieve, create, modify and delete fares and rules governing airfares of British Airways. Oracle database is used to store all the data. The project is developed and tested at client site, Vancouver and before the code is deployed into BA’s network, it is thoroughly system tested and regression tested

# Test Lead British Airways New and Small Developments Jul’2005 – May’2006

New And Small developments (NASD) aimed at plugging gaps in the portfolio for NASD projects in OceanWave Customer Database (OCD) that are either mandatory or operationally essential or would bring significant revenue enhancement

* Involved in collecting business requirements for test scripting
* Feasibility study of business requirements
* Creation of Test plan and test strategy portraying the understanding of the requirements

# Test Lead British Airways End-2-End Testing Mar’2004 – Jun’2005

All pieces of code that’s been developed or modified for British Airways had to undergo a set of predefined testing phases. After a code has been developed and unit tested successfully in development environment, then it was promoted to the next environment called as SYS environment and then to UAT before promoting to LIVE.

* Analysis of the functionality to be tested as documented in design specs
* Data cleansing
* Managed team on onsite and offshore model

# Analyst Designer British Airways CDMS Decommissioning Jun’2003 – Feb’2004

CDMS was one of the main loyalty applications developed by BA to manage its loyalty members’ data. This was a migration project, migrating CDMS from VM O/S to UNIX environment along

* Mapped and analysed business requirements and design software solutions
* Prepared Low level design documents and knowledge transfer to developers
* Review code, unit test cases and test data prepared by developers and prepare User Manuals
* Data cleansing and migration

# Analyst Designer/Developer ACRO Computing Health Highway Apr’2001 – Oct’2002

HealthHighway.com, Inc., a Silicon Valley, California Corp. facilitates e-Business via exchanges on the Internet for the Health Care Providers

* Understanding and analysing business requirements
* Preparation of requirements mapping and design documents Code development and review
* Preparation and review of Unit Test Conditions and test cases

# Analyst Developer British Airways Ocean Wave Apr’1999 – Apr’2001

This was a migration project of CDMS where few of the functionality were migrated from VM/CMS (legacy platform) to

UNIX whereby REXX and PL1 driven application were replaced by C, Pro\*C and PLSQL. Oracle database upgraded from v7.1 to v7.3 Oracle forms were replaced by Java based KRAKATOA

* Analysed business requirements as documented in specification requirement documents
* Prepared requirements mapping and provided possible solutions to meet the requirements
* Preparation/review of High-Level and Low-Level Design documents along with test pack and test data
* Data cleansing and migration and fixed bugs raised during testing

# Developer British Airways Customer Database Marketing System Feb’1998 – Mar’2000

CDMS was a mainframe (VM/CMS) based Oracle legacy application owned and used by British Airways for managing its executive club members and various frequent flier schemes (loyalty programme)

* Analysed Problem Reports (PR) and Change Requests (CR)
* Identify and analysed the code to be fixed or modified and provide possible solutions
* Reviewed code and made necessary code changes
* Back sweep and data cleansing of bad data, as applicable