

CLIENT NAME

Address, City, State ♦ 122-452-5555 ♦ clientname@yahoo.com

QUALITY ASSURANCE DIRECTOR

Analytical, highly adaptable, Change Agent with extensive experience enhancing IT operations across global enterprise. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Track record of success developing, deploying and evaluating systems aimed at improving quality and efficiency. Proven experience in developing and executing technology and operations strategy. Experience developing test harness and test automation frameworks using Java, Selenium, and Cucumber (BDD-Behavioral Driven Design-Test Driven Development). A Collaborative Communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations. Continually research technologies and methods to deliver a heightened customer experience. Some major successes include:

- **Process Improvement:** Implemented processes that helped to measure and improve quality at every phase of QA SDLC to minimize overall software waste
- **Technology and Test Automation:** Strategically automated the Post Trade Technology applications-Home grown tools using Java, Selenium, and Cucumber (BDD-Behavioral Driven Design/Test Driven Development)-component level automation and e2e automation - Cucumber, Selenium and Java
- **Global Organizational Development and Management:** Managed, directed and oversaw teams at various global locations in Chicago, New York, Belfast, London, and Bangalore

AREAS OF EXPERTISE

Diagnostic & Troubleshooting • Process Improvement • Quality Assurance
Testing Methodologies • Cross-Team Collaboration • Project Management • Testing & Integration • Data Analysis • Leadership
& Training • Technical Strategy • Continuous Integration • Increased Productivity • Competitive Analysis
Software Application Security • Manual Testing • Test Plan & Strategy • Global Team Management • Budget & Finance

PROFESSIONAL EXPERIENCE

CHICAGO MERCANTILE EXCHANGE (CME) GROUP, Chicago, IL

2006-Present

Director, Quality Assurance-Post Trade Technology, 2012-Present

Personnel Management

- Direct and manage a team of 55 individuals that includes Quality Assurance Engineers and Software Engineers in Post Trade Technology (PTT) department
- Supervise manual testing, integration testing, automation development, IT Application security (Static scans - Fortify, dynamic scans - NTO and WIE), and production support for 12 PTT applications
- Direct and Implement the entire life cycle of QA SDLC; this includes test planning, execution, and reporting
- Troubleshoot various applications problems (solid technical expertise in using SQL, application server logs (splunk), MQ Series); test for critical production bug fixes
- Oversee and manage yearly PTT Quality Assurance budget
- Facilitate and manage offshore engagement with Vendor companies in India

Process Improvement

- Implemented 'HP Quality Center' (QC) in PTT Quality Assurance team in 2012
- Developed team to support Agile (Kanban) implementation
- Developed various performance/productivity and trend metrics such as: escaped defect trends, rework trends, velocity trends, and QA gates
- Instituted quantitative software readiness document that focuses test coverage, test execution status, and outstanding risks for the project implementation
- Validated Quality Assurance processes for internal and external regulatory audits readiness and continuously enhance processes without compromising product quality
- Established a successful working relationship with business partners through series of collaborative efforts during test planning and customer certification

Technology and Test Automation

- Manage and direct **continuous integration** (automation creation and execution) build deployment process
- Supervised a team which has developed various tools for reports and Database validations using Java and shell scripts
- Designed and developed a test harness automation (using Java) for testing client level methods for infrastructure applications
- Manage and direct Automation test team (Unit tests, AAT's, regression automation - BDD and QTP)

Strategic Leadership

- Developed team with strong business and professional ethics, value driven operations, and strong partnership among each other

- Successfully created continuous learning environment within PTT Quality Assurance (QA) team – positive enquiry
- Work closely with external business stakeholders (back office Clearing firms) to better understand issues in products/applications and provide support in certifying products/applications
- Key member of senior leadership team within PTT department that focuses on Technology Strategy including ‘Buy Vs Build’ decisions for new programs and re-engineering efforts
- Integral part of the Quality Assurance center of excellence leadership team across CME Group that works on new Quality Assurance best practices and processes and its implementation across CME Group (within Quality Assurance team and outside of Quality Assurance team)
- Vital contributor to the Information Terminology strategy team who planned and executed IT offshore contracting

Tools/Technologies/Environment - Linux, Java, Oracle, WebLogic, MQ Series, JMS, UC4, Bladelogic, Jira, QC, Cucumber, Selenium-IDE

Manager, Quality Assurance-Clearing Information Technology, 2008-2012

Personnel Management

- Directed, managed and supervised a team of 25 Quality Assurance Analysts that were supporting 4 clearing applications; Also managed offshore vendor QA team
- Worked directly with clients on defining requirements and developing test plans during CME-NYMEX integration
- Managed QA efforts for clearing systems migration from Mainframe to Distributed systems

Process Improvement

- Created templates for test execution status reports and product readiness document
- Developed effective lesson learned activities after every major production deployment
- Established feature impact assessment template for e2e integration touch-points

Strategic Leadership

- Mentored team on application/business knowledge and Quality Assurance processes
- Establish a continuous learning environment by creating cohesive themes where employees did not hesitate to take calculated risk through innovative ideas and efficient test management approaches

Tools/Technologies/Environment - Linux, Java, Oracle, WebLogic, MQ Series, JMS, C sharp, SQL Server, UC4, BladeLogic, Selenium, CQTM, QC, Jira, and Cucumber

Lead Quality Assurance analyst-Clearing Information Technology, 2006-2008

- Developed test plans, test strategies, test scenarios, and test cases
- Executed tests in Functional, systems, integration, and Regression
- Conducted detailed troubleshooting for every failure at various layers of architecture
- Monitored and tracked the defect life cycle closely in CQ and Jira
- Tested DB and Datamart extensively using SQL

Tools/Technologies/Environment - Linux, Java, Oracle, WebLogic, MQ Series, JMS, Mainframe, DB2, UC4, Bladelogic

EARLIER WORK HISTORY

Computer Horizon Corp , Northbrook, IL (2004-2006) Client - Allstate Insurance Lead QA analyst	Hygia Health Services (Feb 2002 – Dec 2002) R&D Engineer
Data Group Inc (2003-2004) Client - KPMG Sr. QA Analyst	Genesis Information Systems, India (2000-2001) QA Tester Client - Union Bank of India
University Of Alabama at Birmingham ,(Jan. 2003-Aug 2003) Teaching Assistant	

EDUCATION

- **Master of Business Administration, Finance and Strategy**, Booth School of Business, University of Chicago, 2013
- **Master of Science in Electrical Engineering**, University of Alabama at Birmingham, 2005
- **Bachelor of Science in Electrical Engineering**, Shivaji University, India, 2000