Saikumar Palem

QA Lead/Test Manager

palem.saikumar29@gmail.com | +1 602-301-6598, Arizona, US | www.linkedin.com/in/saikumar-palem-9873ab165/

Professional Summary

Overall Experience   June 2008 - May2023

- Overall, I bring over 15 years of IT experience, including software Testing, Game testing, and Project management. I'm an effective communicator with strong analytical, planning, interpersonal, and leadership skills.
- Sound Knowledge of various Software Development Life Cycle models (SDLC), Software Test Life Cycle (STLC), and Defect Life Cycle.
- Domain experience in Gaming, e-commerce (B2C and B2B), Finance, CRM, and Human Resource (My Workflow, Payroll Portal, Workday) sectors.
- Extensive knowledge and experience of Selenium IDE, RC, Web driver, Grid using Java for developing automation scripts in Eclipse IDE.
- Implemented functional tests using TestNG (Test Driven Development).
- Keyword driven development automation testing using Robot Automation Framework.
- Experience with various types of testing like Functional testing (Unit, Integration, System, Acceptation) & Non-Functional testing (Compatibility, Usability, Accessibility).
- Experience in identifying web elements by using various Selenium locators (XPath, CSS, Id, Link Text, Tag Name).
- Having good experience in Virtual Agent (Chatbot) Testing developed by IBM Watson.
- Worked on Mobile manual testing for both Android and IOS devices.
- Proficient in Scrum framework principles with hands-on experience in leading Scrum teams and delivering successful projects using Agile methodologies.
- Proficient in creating business based functional Test plans, Test scenarios, Test cases, Test scripts, Test specifications, Test reports and Traceability Matrix.
- Experienced in working with different Management Tools (HP ALM, Jira, and Confluence) and CI CD process.
- Proficient in SQL to conduct Database testing.
- Expert in Bug Reporting & Tracking process using reporting tools like JIRA, DevTrack, DevTest, Remedy on Demand, and Issue Tracker.
- Consistently ensured on-time and accurate delivery of project milestones and critical documentation, including DSR (Daily Status Reports), WSR (Weekly Status Reports), comprehensive project issue tracking, and Postmortem reports
- Team Management - Test Effort estimation and task allocation for each test cycle and test metrics calculation.
- Working experience of onshore and offshore model and task allocation on daily basis to team members and generated test scenarios and test case.
- Handling Calls with Clients, Development Team & Onsite coordinators from various vendors across various applications.
- Defining Project tasks and objectives, allocating tasks to team members, creating Project schedules, Coordinating Team meetings, Leading and Facilitating conferences calls, participating in status report calls, managing defect tracking calls and organizing Knowledge sharing sessions.
- Ability to maintain good rapport with stakeholders at mid to senior management level.
- Effective verbal and written communication skills for clear and concise information exchange.
- Meticulous attention to detail to ensure accuracy and quality in work.
- Experience in mentoring and coaching team members for professional development and growth.
- Skilled in negotiation techniques and resolving conflicts diplomatically.
- Efficiently managing time and prioritizing tasks to meet deadlines and maximize productivity.
- Strong analytical abilities to evaluate complex situations, identify patterns, and make informed decisions.

TECHNICAL SKILLS

- Automation Testing:
  - Selenium RC, Web driver, Eclipse, TestNG
  - KDD using Robot Automation Framework
- Manual Testing:
  - Regression and Retesting, Accessibility Testing, Black Box Testing, Compliance Testing, Test Data Management, Exploratory, Smoke, Sanity, Ad-hoc, Usability and Compatibility Testing.
- Test data management: strong background in Test Data Management, ensuring the availability of accurate and secure test data for comprehensive software testing.
- Agile Methodologies – Waterfall, Scrum Framework
- SAP Testing
- Mobile Testing: Installation and Uninstallation Testing, Functionality Testing, UI Testing, Compatibility Testing, Network connectivity testing, Interoperability Testing and Interrupt testing.
- Version control: SVN
- Database: SQL
- Scripting: Java Script, C (Basic Knowledge)
- Defect Management Tools: HP ALM, JIRA, DevTrack, DevTest, Bugzilla, Remedy on Demand, SharePoint.
- Project Management Tools: Confluence and MS Project.
- Project Management:
  - Stakeholder Engagement, Team Management, Budgeting and Financial Management, Strategic Planning, Scope Management, Release Management, Conflict Resolution, Defect Management, Strategic Resource, Allocation, Change Management, Process Improvement,

WORK EXPERIENCE

Project Manager & Test Manager　　　　　　　　　　　　　　　　　　Mar 2019 - May 2023
Sony India Software Center Private Limited, Bangalore, India

- Successfully led cross-functional teams of up to 80 members, fostering collaboration, communication, and synergy to consistently deliver projects on time and within budget.
- Developed and executed project plans, consistently meeting and exceeding key project milestones and deadlines, resulting in 10% reduction in overall project timeline.
- Demonstrated exceptional financial acumen by effectively managing project budgets of up to 10 million USD, consistentlytracking expenses and optimizing resource allocation to deliver projects under budget.
- Maintained a consistent track record of exceeding client expectations through regular communication, prompt issue resolution,and adapting project plans to evolving client needs, resulting in Best CSAT Scores
- Instituted robust quality assurance processes, conducting thorough reviews and tests, resulting in improvement of deliverablequality and Zero major/critical issues post-launch.
- Effectively orchestrated User Acceptance Testing (UAT) collaboration with Business stakeholders, ensuring a seamless transitionto production.
- Implemented a streamlined change management process, resulting in a notable reduction in scope creep and enhanced project control.
- Optimized resource allocation by implementing resource forecasting techniques, resulting in 100% increase in resource utilization and elimination of project bottlenecks.
- Established and maintained SharePoint environments, ensuring efficient document management, seamless collaboration, and enhanced team productivity.
- Streamlined communication channels and processes, resulting in a significant reduction in redundant meetings and a noticeableincrease in team productivity.

QA Lead　　　　　　　　　　　　　　　　　　　　　　　　　　　　　Feb 2013 - Mar 2019
Sony India Software Center Private Limited, Bangalore, India

- Designed comprehensive test strategies and plans that guided testing efforts, resulting in improved test coverage and reduced post-release defects.
- Led and mentored a high-performing team of 10 testers, fostering a collaborative environment that achieved an increase in team productivity and exceeded project goals.
- Effectively oversaw defect triage and resolution, achieving a remarkable reduction in open defects, thereby elevating product stability and ensuring higher quality releases.
- Effectively communicated testing progress, results, and recommendations to clients and stakeholders, leading to improvedclient satisfaction scores and lasting partnerships
- Collaborated with development, product, and business teams to ensure clear understanding of requirements, leading to

decrease in requirement ambiguities and better testing outcomes.

- Organized training programs and skill enhancement initiatives for the testing team, resulting in improved technical proficiency and a noticeable increase in overall team competence.
- Actively participated in continuous improvement initiatives, driving the implementation of best practices that led to efficientgains in testing processes.
- Established comprehensive testing metrics and reporting, enabling data-driven decision-making and providing stakeholders withactionable insights.
- Represented Testing practice at Sony Interactive Entertainment Europe. Led a workshop to establish a robust delivery model between Sony India and Sony Liverpool, showcasing capabilities and fostering a successful cross-region collaboration. Resulted in multiple PlayStation testing projects for Sony India from SIEE Liverpool, highlighting my ability to bridge geographical and operational gaps for productive partnerships.
- Consistently conducted extensive testing of applications, consistently identifying and reporting a record number of defects

Senior QA Tester/Automation Lead

May 2011 – Aug 2012

Enterpi Solutions Private Limited, Hyderabad, India

- Developed comprehensive test strategies and plans that guided testing efforts, contributing to 100% test coverage and ensuring alignment with project objectives.
- Led and mentored a team of 5 QA testers, fostering a culture of continuous improvement and achieving noticeable improvementin team efficiency.
- Effectively implemented and oversaw Selenium automation frameworks, spearheading the development of comprehensiveautomation suites for all projects. Achieved a substantial reduction in manual testing efforts and a significant decrease inregression testing time.
- Simultaneously fulfilled the roles of Senior QA and Scrum Master, adeptly balancing quality assurance leadership with agileproject management to ensure seamless project execution and timely product delivery.
- Conducted comprehensive Agile and Scrum training sessions for the team, empowering members with a clear understanding ofagile principles and Scrum methodologies.
- Collaborated with development, product, and design teams to ensure comprehensive test coverage.

Senior Test Engineer

May 2008 - May 2011

Arctern Consulting Private Limited, Hyderabad, India

- Thoroughly execute test cases, scripts, and scenarios to identify software defects, ensuring the quality and functionality of thegame
- Identify, report, and document bugs, glitches, and issues in a clear and concise manner using bug tracking tools.
- Conduct regular regression testing to verify that defects have been resolved and that new changes do not adversely affectexisting features.
- Evaluated gameplay mechanics, controls, user interfaces, and overall game flow to ensure they align with design specifications.
- Verified in-game text, graphics, and content are accurate and culturally appropriate for different target markets.
- Assessing game performance, including load times, frame rates, and resource utilization, to identify optimization opportunities.
- Testing multiplayer functionality, identifying and reporting synchronization issues, network latency, and other related problems
- Ensured games are in compliance with industry standards, guidelines, and best practices for game testing and quality assurance.
- Achieved recognition as the inaugural team member to transition from a contract to a permanent role among a cohort of 90testers who joined concurrently.
- Consistently identified and reported the highest volume of defects across multiple projects, demonstrating a keen eye for detail and a commitment to ensuring product excellence

PROJECTS

Metro *SAP Treasury*
SAP Treasury Project - a centralized application designed to facilitate and streamline all financial transactions across Sony companies and their subsidiaries.

Sony SFDC *Salesforce*

Sony PlayStation Projects *PS4, PS3, PS Vita, Target Manager*
Horizon Zero Dawn, God of War, Uncharted 4, Detroit, Driveclub, Helldivers, Minecraft, Killzone Mercenary

Recon - Ivie & Associates *Selenium*
The main aim beyond developing "Recon" is to manage all the service operations carried out by Ivie. Ivie is a service provider companyit has more than 200 clients and 2000 vendors.

Beyond The Call (BTC) *Selenium*
BTC is a ticket tracking tool, where customers can resolve all their grievances which they have encountered while purchasing goods online or at any store, while using the goods, Queries related to the product etc., by raising ticket in BTC. Customer can raise aticket using Email, through chat or by calling up an agent. In this tool we can even keep track of closed and can reopen the closed tickets. We can even link an already existing ticket with the new ticket.

Electronics Art Projects *Gaming*   www.ea.com
Bulletstorm, Army of Two, Sims3, Godfather, NHL, NFL, NFS Nitro, Skate3

AWARDS AND RECOGNITION

Gold Certificate   VMC Game Labs
Recognized for posting the highest number of quality defects in my first project.

Manager Recognition Award   VMC Game Labs
Recognized for Consistently reporting quality defects and training Team on functional testing.

Annual Award and Quarterly Award   Sony India Software Center Private Limited
Received multiple annual and quarterly awards in recognition of exemplary leadership and successful management of the Metro Project

Spot Awards   Sony India Software Center Private Limited
Earned multiple spot awards in recognition of outstanding performance, highlighting my consistent commitment to excellence and impactful contributions.

EDUCATION

Bachelor of Technology, Electrical and Electronics Engineering   June 2003 - May2007

Jawaharlal Nehru Technological University, Hyderabad, Telangana, India