## Summary

* I possess more than 16 years of expertise in Software Engineering and Product Development, encompassing leadership and management roles within global teams responsible for QA, Program Management, and Release Engineering support.
* I possess deep expertise in Salesforce, complemented by strong Delivery and Release management skills. Proficient in agile practices, I excel in agile rituals, and my adeptness in handling complex cross-functional initiatives guarantees successful outcomes.
* I led the creation of QA and Release teams and helped them become flexible for different tasks. Using smart strategies and growth techniques, I developed strong teams that were good at QA and Release work. These teams excelled at handling multiple tasks in different areas.

## Domain and Technology Expertise

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| --- | --- |
| * CRM - CPQ
 | * SaaS Platforms
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| * Financial services and Technologies
 | * Salesforce Platform
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| * Internet and e-commerce
 | * DevOps – CI/CD, Automation
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| * Enterprise – Billing, Subscription
* Customer Engagement and Experience
 | * Release Engineering
* Agile Coach
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## Key Achievements

* Successful transition to Agile framework yielded remarkable progress at Zendesk. Few notable achievements:
* Decreased bug spillage and enhanced software quality.
* Accelerated, seamless releases.
* Strengthened end user trust with Increased confidence in software quality and demonstrated team commitment.
* Identified automation opportunities for cost savings:
	+ Achieved substantial reductions in capital expenditure (capex) and operational expenditure (op-ex) costs.
* Played a key role in standardization and efficiency:
	+ Established standardized practices and implemented best-in-class guidelines across the enterprise.
* Initiated automation initiatives from scratch:
	+ Conducted tool evaluation and selection and established a robust framework for automation.
	+ Hired skilled automation engineers and developed a strategic Agile roadmap.
* Achieved significant improvements in operational efficiency:
	+ Marked reductions in sprint velocities.
	+ Notable decreases in release cycles from 3 months to 2 weeks.

## Work experience

### Zendesk Inc: Senior Manager QA July 2021 – present

San Francisco Bay Area, CA

* Represented QA team in organization-wide efforts: vendor and tool selection, advocating QA best practices, and prototyping.
* Currently evaluating Test Case Management tools, implementing prototype automation with Provar and Selenium Webdriver.
* Introduced Agile processes, defined QA standards, guidelines, and cultivated CXS's QA culture.
* Defined Agile processes via JIRA workflows, coaching Agile team for optimized SDLC execution.
* Created QA templates for standardized processes, enhancing efficiency.
* Evaluated QA Test Case Management Tools, collaborating with Engineering for Zendesk standardization.
* Active QA lead role in sprint planning, execution, identifying dependencies.
* Collaborated on Deployment Org Strategy and Release timelines.
* Built 8-member team, fostering cross-project support.
* Led and built a diverse team for CXS projects, emphasizing cross-functional collaboration.
* Mentorship for consistent delivery and sustained motivation.

### Splunk Inc: QA Manager July ’18 – Sep ‘21

San Jose, CA

* My daily responsibilities encompass a range of tasks such as overseeing release management, coordinating delivery and execution, conducting code reviews, fulfilling the role of a scrum master, and serving as a QA anchor to effectively communicate requirements to the team.
* I serve as the representative of the QA team in organization-wide initiatives, including activities such as vendor and QA tool selection. Additionally, I promote QA best practices and contribute to the implementation of prototypes.
* Accomplished numerous objectives established by team management, including enhancing regression coverage, implementing in-sprint automation, facilitating the integration of cross-functional teams, and delivering essential metrics to leadership concerning value proposition and return on investment (ROI).
* Established a 10-member team for automation and manual testing from the ground up, providing comprehensive training and mentorship. This team is currently responsible for regression testing, in-sprint automation, and production support.
* Successfully completed full-scale Test Automation implementation for the Splunk CPQ solution on the Salesforce platform, accommodating numerous releases and parallel delivery teams. The comprehensive automation was achieved using Provar (a commercial Salesforce automation tool) and Selenium.
* Guided the team in constructing automated CI/CD pipelines to facilitate weekly releases within a dynamic agile setting, seamlessly integrating diverse enterprise systems. Our CI/CD infrastructure, constructed using Jenkins and AWS, adheres to industry-leading practices.
* Throughout my tenure at Splunk, I developed significant subject matter expertise in areas such as Salesforce administration, CPQ solutions, and the setup and configuration of AWS environments.

Tools and Technologies used:

*Salesforce CPQ, Provar and Selenium for Automation, Jenkins, Copado, GIT and AWS.*

### Easter Seals Bay area: Manager, QA Automation Oct ’17 – Jul ‘18

Dublin, CA

* Built a team of QA engineers to implement an end-to-end solution that covers Automation, integration with CI/CD, manual testing, and regression.
* Worked as a Release manager including Release planning, CI/CD maintenance, Cutoff activities along with driving QA teams for a successful delivery.
* Built a complete suite of load testing including load and stress profiles, benchmarking, reporting and metrics.
* Built Mobile automation of IOS Native App using XCode, Appium, ROBOT, Sauce labs and Selenium.

Tools and Technologies used:

* *ROBOT,* Circle CI, Team city, *XCode, Appium and Selenium for Automation, Jenkins, and GIT.*

### ShoreTel Inc, acquired by Mitel: Lead Automation Engineer Apr ’17 – Sep ‘17

Sunnyvale, CA

* Worked as a Lead Automation engineer and automated Mobile IOS native app in a quick time. I started identifying and prototyping several tools and frameworks and finally built the solution using XCUITest and Appium
* Developed API testing framework using Postman, Karate and integrated with build automation.
* Supported developers with ad hoc testing, regression, release activities and occasionally acted as a scrum master to drive sprint activities.

Tools and Technologies used:

* *ROBOT,* Circle CI, Team city, *XCode, Appium and Selenium for Automation, Jenkins, and GIT.*

### Vlocity Inc, acquired by Salesforce: SDET

* Implemented automation test cases using Selenium/Appium and supported several industry verticals right from requirements gathering to delivering an integrated automation test suite.
* Worked with SMEs from different areas and translated the requirements and then defined test objectives to offshore teams for a successful and high-quality deliverable.

### Survey Monkey: SDET

* At SurveyMonkey, engaged in diverse initiatives including monitoring, memory leak analysis, and crash analysis for mobile applications.
* Successfully developed test cases for various APIs, encompassing WSDL, REST, Java, and Python, with diverse data types and payloads such as XML, JSON, and POJOs.
* My routine tasks encompassed manual testing, production support, execution of regression tests, and contributing to multiple release processes.

### Work Status:

* US Citizen

### Education

* Bachelor’s degree in computer science engineering from Jawaharlal Nehru Tech University, India (2002)