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| Mahendra KambleB3-201 Lunkad Queens Land,Viman Nagar, Pune-411014E-mail:kamblemahendra77@gmail.comPhone: +912040039217MOBILE: +919960295908 |  | http://t1.gstatic.com/images?q=tbn:ANd9GcRpu7Y6E1E9xbxmQrvILBtuU5X_zQAhdPKXU53Bi2j-yb57iw0http://www.pmi.org/communitypost/_images/PMP-logo-post.gifhttp://t2.gstatic.com/images?q=tbn:ANd9GcQRf-YY88ytrnqifpk2H0I7L41Hpq3od36tGVaZTzWzjWVaFh1e**http://www.effectivepresence.co.uk/images/smallJavaCrtfd_Prg.gifhttp://www.vietnamesetestingboard.org/zbxe/files/attach/images/9221/941/481/CTFL.jpghttp://t3.gstatic.com/images?q=tbn:ANd9GcSJA0ClBco8OuymE2E2HJA2hEJsqK1acVSYUg29w1V0Aa3SRjHiIA**http://t2.gstatic.com/images?q=tbn:ANd9GcQRf-YY88ytrnqifpk2H0I7L41Hpq3od36tGVaZTzWzjWVaFh1ehttp://t1.gstatic.com/images?q=tbn:ANd9GcRpu7Y6E1E9xbxmQrvILBtuU5X_zQAhdPKXU53Bi2j-yb57iw0[PRINCE2 Logo.jpg](http://www.google.co.in/imgres?imgurl=http://www.jbpprojects.co.uk/Home_files/PRINCE2%2520Logo.jpg&imgrefurl=http://www.jbpprojects.co.uk/&usg=__HaiFWqjhwrTUUkf8JscY5h6AvB0=&h=122&w=195&sz=11&hl=en&start=9&zoom=1&tbnid=2Q1drEL2v0F4FM:&tbnh=65&tbnw=104&ei=JMWJTYymHM2mrAfXtqGmDg&prev=/images%3Fq%3Dprince2%2Blogo%26um%3D1%26hl%3Den%26biw%3D1345%26bih%3D562%26tbs%3Disch:1&um=1&itbs=1)195 × 122 - PRINCE2jbpprojects.co.uk ‑  ‑  |

**~ Senior Testing Professional ~**

*Impressive, fast track management career driven by challenges and a desire to be successful in all endeavors*

*Possess 14+ years of rich experience in:*

|  |  |  |
| --- | --- | --- |
| * Full Software Development Lifecycle Experience
* **Software Test Life Cycle Experience**
* **PMI standards and PRINCE2 based Project Management**
* ITIL based Service Management
* **Risk Assessment, Impact Analysis and Risk Mitigation**
* **Handling large IT Projects - Testing**
* Negotiation and Communication with Clients and Executives
* **Managed Testing Services**
* **Test Planning and Execution**
* **SIT**
* **UAT**
* **TCOE Setup & Implementation**
* **P&L Management**
* **Process Improvement**
* Operations & Administration
* **Lean Transformation**
* **RFP/Proposal Writing**
* **Task Estimation/Effort Estimation**
* Onsite-Offshore Project Engagements Staffing & Talent management and Retention
 | * Training & Skill upgrade programs
* **Change Management**
* **Defect Management**
* **Testing Services Rollout**
* **Automation Projects**
* **Performance Test**
* **Quality Management**
* **Data Migration Test - ETL**
* **Test Optimizations & Automation**
* Client Needs Assessment
* Business Excellence
* SLA Management
* Trend Analysis
* Customer Expectation
* Escalation Management

 **Project Environment*** Product Development
* Professional Services Organization
* Staff Augmentation Model
* **Fixed Price Project**
* **Managed Services**
* System Integrator
 | **Domain Expertise*** **Banking**
* Retail Banking Solution
* Corporate/Commercial Banking Solution
* Teller Banking
* E-Banking/Online Banking
* Mobile-Banking
* Multi-Channel Solution
* **Hosting**
* **CRM**
* Banking CRM
* Sales Force/SFDC

**Project Methodologies*** **Agile**
* **Iterative (RUP)**
* **SCRUM**
* KANBAN

**Quality Assurance*** CMMI Process Compliance
* SSAE (SAS 70) Compliance
* Agile Process Implementation
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~ Professional Summary ~

* PMP-/ Prince2-/ ITIL-certified with 14+ years as an IT professional with experience in Testing Project Delivery, Project, Process and Quality Management.
* **Managed complex Testing Project for** online banking, Retail Banking, Corporate Banking, Teller Banking and CRM implementation.
* **Managed Testing Projects for** Product and Project Based organization in **Fixed Price, Staff Augmentation and Managed Services Model**
* Expertise in concepts of end-to-end **Test planning and implementation** from **scope management**, to activity sequencing, risk analysis, quality management in adherence to quality guidelines and norms.
* In-depth understanding of **TCOE Setup and implementations, testing services rollout, automation projects; worked in different capacities like Test Engineer, Test Lead & Manager, Project and Program Manger**. Delivery experience in **USA, APAC, EMEA** and **India Region**.
* Deftness in managing complete project ,testing services ensuring timely deliveries as per defined timelines and quality standards; strong abilities in testing including creation of test scripts / cases, execution of **Functional Testing, Integration Testing, SIT, UAT, UAT Support, Automation and Performance Testing, Tools Support**; **Defect Management** using various tools.
* Proficiency in carrying out **Software Quality Assurance (SQA)** process including preparation of audit plans and conducting audits, assessments
* Global Exposure and experience in executing projects in countries - **USA, Ireland, Jordan, Thailand, Singapore, China, South Africa and India**
* Handled **Team size ranging from 8 to 120** members located at distributed geographical locations.
* Experience in Working on **Finacle, MISYS, Temenos T24 and S1, ACI Worldwide products similar to Fiserv, FIS, Avaloq** and more in this category
* Handled major clients like
* **Development Bank of Singapore, Singapore**
* **Investec Bank, South Africa**
* **Kasikorn Bank, Thailand**
* **Indusind Bank, India**
* **Arab Bank, Jordan**
* **Zions Bank, USA**
* **Moody’s Investment Services, USA**

Professional Certifications

### PMI certified Project Management Professional (PMP)

### PRINCE2 Practitioner

### ITIL V3

### ISTQB Certified Tester

### Sun Certified Java Programmer (SCJP)

### Certified Six Sigma Green Belt (CSSGB)

Education

##### Bachelor’s in Computer Engineering, MIT Pune (B.E.) - University of Pune

Organizational Scan

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation/Role** | **Duration**  |
| Cigniti Technologies Ltd. Hyderabad | Sr. Process Consultant/ Sr. Manager Testing | From June 2014 to June 2015 |
| Synechron Technologies Pvt Ltd. Pune | Manager - Quality Control | From March 2013 to Dec 2013 |
| Zensar Technologies Ltd. Pune | Test Manager | From June 2012 to Feb 2013  |
| Syntel Ltd. Pune | Project Manager – Testing | From Jan 2011 to June 2012 |
| S1 Services India Pvt Ltd, Pune – ACI Worldwide Company | Performed Various Roles – Test Lead/Test Manager/Testing Work Stream Manager/Testing Program Manager/System Integration Manager | March 2003 to Jan 2011 |
| Ensim India Pvt Ltd, Pune, | SQA Engineer | May 2001 to March 2003 |
| IBN Infosys Pvt Ltd., Pune | Test Engineer | June 2000 to May 2001 |

Core COMPETENCIES

**Testing Management & Control**: **End to End management** of testing work stream for **large and complex multi-vendor integration program**. Define overall **Test strategy and Master test plan**, focused on end-to-end testing. Review **end-to-end testing processes (**including **defect management, test environment preparation, test data preparation, test environment control** etc.) and make necessary changes required to ensure successful delivery. Possess in-depth knowledge of best-practice testing methodologies, with a track record of innovation and driving significant improvements to testing processes. Have experience of building and leading testing initiatives from IT, Business and Operations perspective. Have strong background in implementing a structured testing methodology and a deep understanding of testing concepts and process. Have strong communication skills – ability to effectively and persuasively communicate with client and vendor senior executives. Accountable for **test life cycle processes** like **Functional Testing, SIT, UAT, Non-Functional Testing, Automation and Testing Tools Support;** automating the testing process. Tracking progress against the schedule, and realign tasks to adapt to external schedule variances i.e., **Defect & Issue Management. People management, Performance reviews/feedback, and Daily task monitoring, Communication with onsite leads/managers on the issues requirements, Monthly metrics reviews and maintaining quality processes.**

**Software Quality Assurance**: Carrying out evaluation of process quality and adherence to software product standards, processes & procedures assuring that standards are established and followed in software development life cycle. Ensure compliance with quality standards by process monitoring and audits. The standards include - Documentation Standards, Design Standards and Code Standards. Coordinating internal/external audits (SQA, CM & Release audits) and creating audit program, set the audit scope, plan for audit and communicating to all auditees/auditors; conducting weekly & monthly metrics meetings. Accountable for conducting reviews of testing artifacts and SQA audits for projects. Have a strong background to execute projects compliance with CMMI, SAS 70(SSAE) and Lean Transformation.

**Pre-sales**: Preparation of RFP/RFI, Client presentation and understanding of client requirements. Architecting of testing solutions based on client requirements. Planning and arrangement of Pre-Sales meetings and presentations. Understanding and coordinating client’s needs / enhancements, customization of product accordingly and consulting with technical team to provide solutions as per the delivery schedules. Developing effective relations with clients to ensure repeat / referral services.

**Domain Expertise**: Private & Core Banking, Corporate Cash Management, Retail Banking, Wholesale Banking, Payments and Transfer, Teller Banking, Mobile Banking Solution, Banking Call Center, Banking Sales and Services Platform, Banking Marketing Channel, Hosting Automation Solution, Infrastructure and Software as Service on Cloud

**Packaged Applications**: Finacle (e-Banking & m-Banking), RADAR CRM, TEMENOS CORE Banking, T24, MISYSY Core Banking (EQUATION), S1 Online Banking, S1 Corporate Banking, S1 Teller, S1 Sales and Service Platform, S1 Personal and Business Banking. Finacle CRM, S1 Call Center

**Tools**: Quality Centre 10.0, QTP 11.0, Load Runner, Neoload, Jmeter,Microsoft Project Plan, PeopleSoft, Green Hopper, Whizible, Jira, GNATS, Sofront, Clear Quest, SeeTest, Selenium, SOAPUI

Significant highlights

**At Cigniti Technologies Ltd. – Hyderabad**

Role: Test and Project Management Consultant – Synovus Bank, TMW Systems, LG&E and KU Energy

* Understand the short-term and long-term business objectives and quality goals
* Review test organization processes, functional testing and test process documents
* Understand the existing development lifecycle and the integration of test lifecycle with SDLC
* Assess the testing processes in a sample project
* Identify gaps in the testing processes
* Analysis and consolidation of interview responses
* Metrics collection and data analysis
* Publish Assessment report with recommendations and Roadmap for implementation
* Implementation of recommended roadmap/ TCoE Implementation
* Coaching Teams on Testing Principles
* Training Resources on implemented Testing Practices
* Implement Metrics Management, Risk Management, Test Management and Project Management Practices

**At Synechron Technologies Pvt. Ltd. – Pune**

Role: Test and Project Management Consultant – CRM/Sales Force/Force.com Platform Projects

* Consultant to build & implemented master test plan for all testing projects under SQA Umbrella.
* Consultant for **Performance Testing and Test Automation**
* Consultant **to Planning, Tracking, and managing the test environment activities**.
* Conducting **MTP (Master Test Planning)** workshop.
* Consultant to teams to setup **defect management** process throughout the project life cycle.
* Identify, Initiate and Institutionalize **Process Improvement**
* Setup process for Knowledge Repository Building
* Setup **Estimation Process**
* Defining and Managing Road Map for Lean Transformation
* Define and Implement Lean Approach
* Coaching Teams on Lean Principles
* Training Resources on Testing Practices
* Implement Metrics Management

**At Zensar Technologies Ltd. – Pune**

**Role: Test Program Manager – Manage SIT and UAT (Support)**

* Efficiently managed delivery of **testing solution** worth **2 million USD (Fixed Price)** for Finacle – Online Banking Solution.
* Build and Executed Test Strategy for eBanking and mBanking solution for Investec Bank, South Africa consist on following test streams :
	+ **Manual Functional Testing**
	+ **Mobile Application Testing**
	+ **Non Functional Testing (Performance)**
	+ **Data Migration Testing (ETL)**
	+ **Automation Testing (Web on Desktop/Mobile)**
	+ **Web Services Testing**
* Deftly carried out evaluation of testing tools, selection & implementation.
* Executed strategic Go Green initiative, to build customer confidence in testing vendor
* Facilitated as Single point of Contact for Customer and Organization Management with Delivery responsibility.
* Consulting various clients on Test process maturity assessment, TCoE Setup, Test Infrastructure setup
* Test program management, Test planning & strategizing, Risk management
* Conducting gap analysis of processes & Implementation of improvement initiatives.
* Presentation of roadmap for improvement
* Defining an objective based measurement program
* Integration of processes, tools and techniques in different work streams
* Ideation of accelerators, differentiators for adding value to the customer deliveries
* Manage the program delivery throughout the project lifecycle including planning, analysis, design, development, execution, deployment and closure.
* Plan, Design, Execute Test program schedules to be performed.
* End to End status reporting of program for quantitative decision making
* Identification of gaps in processes and defining continuous improvement plans

**At Syntel Limited (India) – Pune**

**Role: Test Delivery Manager – System Testing, SIT, UAT**

* Manage and Direct Testing Services for Seven LOB’s of the Moody’s Investment Services worth **7 million USD per year(Managed Testing Services)**
* Transform the project from T&M model to Managed Services and build TCOE
* **Manual Functional Testing, Automation and Performance Testing**
* Manage SLA and OLA agreed with the stakeholders.
* Resource Management, Process Management, Billing and Managing Business continuity.
* Yearly budgeting and resource appraisal
* Process Implementation and improvement, **Manage PQI, InfoSec, SAS 70 audits**
* Ensure protection of customer's data and IP (Insfosec Compliance)
* Define and Develop processes, guidelines for the entire delivery life cycle and support functions
* Work closely with customer to improve the business relationship and identify more business opportunities
* Responsible for driving customer satisfaction through quality management to ensure attainment of metrics and goals
* Monitoring multiple projects from conceptualization and visualization to process mapping and final execution; holding review meetings to monitor progress of the project as per schedule / budgets.
* Accountable for the execution of the overall program, including processes, guidelines, templates and compliance
* Handling resource allocations and setting up communication channels across the various horizons of the organization structure.
* Collaborate and cooperate with various internal teams to establish excellence in project delivery
* Identification of gaps in processes and defining continuous improvement plans
* Integration of people, processes, tools and techniques in different work streams
* Plan, define and own Technical Training programs for Project Team
* Updating the Quality related training programs
* Define defect prevention activities in projects
* Pro- actively support Pre- sell activities
* Proposals development ( Response to RFP) with Technical team and Marketing force
* Account farming support to onsite engagement team

**At S1 Services (India) Pvt. Ltd – ACI Worldwide Company**

**Key Projects**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer | Products | Period | Role |
| Development Bank of Singapore | S1 Retail Banking and Infosys- Finacle  | Feb 2010 to Jan 2011 | **System Integration Manager** |
| Arab Bank – Jordan – Middle East | S1 Corporate Banking and MISYS EQUATION | March 2009 to Feb 2010 | **QA Manager** |
| KASIKORN Bank – Thailand | S1 Teller Banking, Sales Platform, Call Center, eBanking and TEMENOS – TCB | May 2007 to March 2009 | **Test Program Manager** |
| IndusInd Bank – India | S1 Teller Banking, Sales Platform and MISYS EQUATION | May 2006 to April 2007 | **Test Manager** |

* **Manage Testing Projects for SIT and UAT phases in a multi-vendor environment for Banks in APAC, EMEA and India**
* Responsible to bring together systems developed all vendors into a whole and ensuring that those systems function together as per business requirements
* Be the primary point of contact for Quality Assurance and Testing. Member of Program Management Office.
* Fully understand all QA requirements, specifications, and standards associated with a contract.
* Plan Test Strategy and Approach for all the Releases and Channels under the Program Umbrella. Ensure QA requirements are factored into the planning and development of each individual release.
* Arrange and coordinate meetings with Development, Testing and PMO Team to drive QA and Testing Activities.
* Interface with critical key stakeholders who are involved with the Release schedule to influence and optimize the deployment in a way that favors S1
* To analyze current project standards, to research methods and combine them with the experience of QA standards to further the PMO role as guardian of customers interests.
* Act as a communicator between the business needs and the technical implementers, providing both with a framework to enable success of the Project.
* Responsible for Quality Assurance to ensure the technical solutions exactly match the standards.
* Plan strategy and maintain the Test management and Defect Management tool for project.
* To Monitor and Control the Testing and QA activities. Manage the Testing and QA deliverable for all S1 vendors.
* To work as a team with the Project Managers, Tech Manager, SCM Manager and Program Director’s to assess risks and impacts in the project deliverables
* Responsibilities include the management of interviewing, hiring, and training Test/QA Team; estimating, planning, assigning, and directing work and test environment; appraising performance; rewarding and disciplining employees; Customer front ending for solution based discussions, resolving delivery issues and bottlenecks;

Previous Assignments

Performed as Test Engineer, Test Lead from March 2003 to February 2006, S1 Services India Pvt. Ltd

QA Engineer, 31st May 2001 to 21st March 2003, Ensim India Pvt. Ltd., Pune

Test Engineer, 15th June 2000 – 29th May 2001, IBN Infosys Pvt. Ltd

Personal Details

* Date of birth: 2nd of Oct., 1976
* Marital status: Married
* Passport No. : J 2787485 (Expires on 17th of October, 2020)

 US B1/B2 Visa (Expires on 8th August, 2016)

 UK Business Visa (Expires on October, 2016)