

Contact

cassandradmello@gmail.com

www.linkedin.com/in/cassdm
(LinkedIn)

Top Skills

Written Communication

Troubleshooting

Escalations Management

Languages

English (Native or Bilingual)

Certifications

ISTQB

Scrum Master Certified (SMC)

Honors-Awards

You made a difference award

You made a difference award

You made a difference award”

Cassandra D'Mello

Technical Product Owner/QA Lead

United Arab Emirates

Summary

- Scrum Master certified with 11+ years experience in Software industry performing a hybrid QA Lead and Technical Product Owner role
- Experience in Project management and leading and mentoring a tech team
- Translate business requirements and customer pain points into technical requirements for the development team
- Manage and oversee product releases to completion
- Acting as point of contact with third party vendors for outsourced services
- Organize demos to train team of new product features
- Coordinating and Collaboration between Product Managers, Sales, Support, Tech and Design
- Meetings with Sales and Support to understand customer pain points and business needs
- Implementing Agile methodologies like Conduct scrum meetings, backlog refinement and Sprint Retrospection meetings

Scrum Master Certified

ISTQB Certified

Bachelor of Engineering (Information Technology)

Experience

Property Finder

8 years 11 months

Technical Product Owner/ QA Lead

April 2015 - Present (8 years 11 months)

Dubai, United Arab Emirates

- Collaborating between Sales, Support, Tech and design team to gather business needs, translate it into technical requirements and oversee the execution to completion
- Working closely with Customer Support to investigate customer escalations and issues
- Act as subject matter expert for Customers queries to help them leverage best use out of the system
- Prioritising customer issues and advocating for the customer with the tech teams.
- Keep Customer Sales, Support and other stakeholders updated on new product releases and features.
- Conducting daily scrums, Backlog grooming and refining and sprint retrospective meetings
- Mentoring and leading a team of software testers
- Work with tech teams to oversee features to completion
- Planning and supporting the Product manager for the smooth execution of releases
- Testing of new features
- Maintenance of Mobile automation test scripts using Appium
- Developed and maintaining an Automation framework using Selenium Webdriver with JAVA

Product Owner

January 2019 - June 2019 (6 months)

Dubai, United Arab Emirates

- Collaborating between Sales, Support, Tech and design team to gather business needs, translate it into technical requirements and design solutions
- Manage development and tech teams to oversee the execution to completion
- Manage stakeholder expectations and keep them updated on progress
- Demo and training of new features

Persistent Systems

5 years 10 months

Senior Software Engineer

April 2012 - May 2015 (3 years 2 months)

Software Engineer

August 2009 - April 2012 (2 years 9 months)

Education

Goa University

Bachelor of Engineering (B.E.), Information Technology · (2005 - 2009)