Vanitha Mohanraj: Quality Assurance Manager

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EXECUTIVE SUMMARY

Over 13 years of experience in QA/Software Testing functions, acting as a key player leading the QA team in e-commerce & Fin-tech companies such as Amazon, Al Tayer, level shoes & Payfuture. Expertise in Full system development life cycle, including designing, developing & implementing test plans, test cases and test processes fueling swift corrective actions. Hands-on technology professional accustomed to working in complex, competitive and project-based environments. Skilled in analysis, decision-making, and leadership, with the ability to achieve goals effectively. Ability to interact easily with people of diverse backgrounds, cultures and professional levels.

CORE COMPETENCIES

Mobile/Web/Desktop app testing | Manual/Automation Testing | UAT | Team Management | Agile Development | Sprint & Scrum | Stakeholder Management | Process Improvement | Process Automation | Testrail | JIRA | Jenkins | Selenium Java | Cucumber | Postman | Load testing | Stress testing | SQL

CAREER HIGHLIGHTS

- I led a critical project called warehouse stock consolidation aimed at boosting sales on https://www.ounass.ae/. My test strategy thoroughly covered backend, frontend, and all workflow components including Magento, inventory management, retail management, warehouse management, and 3PL systems. I ensured seamless testing of both user and system workflows, ensuring this change doesn't break the flow of the other brands which share some of the common workflows.
- The automation roadmap aimed to automate all test cases using a UI tool initially but faced challenges such as extended test durations (2 hours for 30 tests) and maintainability issues with the code. I proposed shifting to API testing with Postman for 100% automation, with UI testing limited to basic user workflows. This approach was approved by the business and successfully improved test case coverage. This initiative marked my first step in streamlining QA activities at Al Tayer
- I introduced a proactive approach to enhance build quality within the team. Due to project deadlines and other factors, developers were unable to prioritize unit testing, making it challenging to maintain high-quality builds and reduce the build cycle. To address this issue, I incorporated QA priority test cases into the pipeline and configured Jenkins so that these tests would automatically run upon every merge to the master branch. This ensured that the success of each build was contingent upon passing these critical tests, significantly improving overall build quality and reliability.
- In a desktop application I worked on, supporting multiple platforms with various versions led to extensive manual testing for new features, resulting in prolonged testing timelines. To address this challenge, I implemented parallel/Staggered test case execution across multiple platforms simultaneously. This involved reading a test case once and executing it on at least two platforms concurrently. Infrastructure adjustments were also implemented to support and facilitate this streamlined testing approach. Also, created custom automation support to record and replay the user action on top of Desktop application which led to the Manual execution from 10 days to 2 days with the automation & eliminated the 4 manual resource
- Due to instability in the Level shoes production environment, infrastructure changes have become necessary. These changes significantly affected the entire system, with a primary focus on enhancing stability and durability. Demonstrating the effectiveness of the new infrastructure posed considerable challenges. To address this, I introduced a new load testing tool called "Loadster," which enabled us to measure and compare the performance and stability of both the new and existing infrastructures.

CAREER CHRONOLOGY & ACHIEVEMENTS

Senior QA Consultant
Freelance   March 2023– Present

Key deliverables:

▪ Provide strategic guidance, direction and consultancy on QA processes, methodologies, and best practices.
▪ Develop QA roadmaps aligned with business objectives and technological advancements.
▪ Lead initiatives to enhance QA processes, automation frameworks, and efficiency.
▪ Offer expertise in various testing domains such as functional, non-functional (performance, security), and automation testing.
▪ Evaluate testing tools, frameworks, and technologies; implement solutions that optimize testing efforts.
▪ Manage QA activities across multiple projects or programs, ensuring adherence to timelines, budgets, and quality standards
▪ Prepare and present QA reports, metrics, and analysis to stakeholders and senior management.
▪ Drive innovation in QA practices through the adoption of new tools, techniques, and methodologies.
▪ Build and maintain strong client relationships, acting as a trusted advisor on QA matters.
▪ Prepare QA documentation and processes for internal and external audits, addressing audit findings as necessary.

QA Manager - United Arab Emirates
Level Shoes (E-Commerce)   April 2023– March 2024

Key deliverables:

▪ Ensuring that the deployment of software into production is controlled, reliable, and meets quality standards, thereby minimizing risks and ensuring customer satisfaction.
▪ Quality Gatekeeping. Ensure that all necessary quality gates have been passed before deployment (e.g., testing completeness, code reviews, acceptance criteria).
▪ Team Leadership and Development. Define clear goals and objectives for the QA team aligned with overall project and organizational goals.
▪ Performance Management**.** Regularly evaluate team members' performance, provide feedback, and identify areas for improvement.
▪ Capacity Planning. Forecast and plan for team capacity based on project requirements and timelines.
▪ Creating a testing strategy & automation framework for non-functional tests like load and performance improved sales targets during the super sale period by addressing critical issues early on
▪ Risk Assessment. Identify potential risks associated with the deployment and work with teams to mitigate them.
▪ Change Management. Ensure proper change management procedures are followed, including communication plans and stakeholder notifications.
▪ Process Improvement. Identify areas for improvement based on lessons learned and feedback from deployments.
▪ Establishing an agile-based standard quality assurance approach
▪ Acting as a stakeholder in feature prioritization discussions during roadmap and sprint meetings.
▪ Define and track quality metrics to assess the effectiveness of testing efforts and product quality

QA Manager - United Arab Emirates
Create Group (UAE Culture & Tourism websites)   Jan 2022– April 2023

Key deliverables:

▪ Quality assurance across all digital projects, leading supplier teams through the quality assurance cycle from pitch to delivery
▪ Identifying journeys to be assessed in the software review process
▪ Building cross-department, client & supplier relationships
▪ Identifying and bringing on the best QA supplier to the team
▪ Defining the Manual & Automation testing strategy

- Managing the concurrent delivery of several projects
- Managing the test data by documenting the results of each test cycle to identify flaws
- Running diagnostic and system testing and presenting the information to the relevant stakeholders
- Enhancing understanding of business applications, user requirements, and expectations using frameworks like cucumber
- Support on digital RFP responses

QA Manager – United Arab Emirates
Payfuture (Fin-Tech)   July 2021– Jan 2022

Key deliverables:

- Responsible for creating test strategy and owing the QA deliverables
- Managing the remote QA engineers
- Creating End-End automation for the payment flow using selenium headless methodology to build efficient automation
- Implementing best practices in team by researching & bringing in tools like static code analyzer, OWASP, Swagger and few more
- As it is a start-up, I also own the hat of BA & Devops by writing Gherkin user story, initiating to set up the CI/CD pipeline and few more

QA Lead – United Arab Emirates
Al Tayer (E-Commerce)   Nov 2018 – July 2020

Key deliverables:

- Leading a remote team of 5 members engaged in end-to-end QA testing and product delivery for ounass.com (Website & Apps). I was brought on-board with the key mandate to streamline QA process and bring in best practices to uplift the product quality.
- Review product requirement and provides feedback
- Responsible for creating test plans and test strategy.
- Reviews and re-evaluates the test strategy to adjust for new information, changing risks, shifting priorities, and schedules.
- Oversees projects to make sure work is scheduled based on priorities, risks and team strengths and assignment of resources across projects.
- Assists in coaching junior QA, by helping them to make decisions, solve problems, manage meetings and set goals, provides feedback on testing-related tasks, delegates and assigns testing responsibilities.
- Works with business team in evaluating and implementing new technologies and offer strategies for new opportunities.
- Assists management in setting the direction for quality assurance within the organization.
- Publish results and receive appropriate signoff. Prepare detail status reports, and monitoring of all defects and issues.
- Implemented TDD in the team to efficiently utilize the agile methodology
- Brought in API testing in practice using Postman & JMeter
- Did a POC for BDD approach using Cucumber framework and later implemented it in practice

QA Lead – Chennai (India)
Amazon Development Center (E-Commerce & E-Learning)   Nov 2011 – Nov 2018

Key deliverables:
- Managed the business requirements by liaising with developers and product managers to swiftly resolve faults.
- Led Agile testing with a team of 8 QA and contributed as Scrum Master and Triage Owner.

- Performed UAT for the revamped desktop application by interacting with the customer In-house which helped to find CX issues before the product launch.
- Conducted weekly customer feedback evaluation meeting in the team by fetching feedbacks from social media after the product launch
- Extended the C++/QT Automation framework for desktop UI tool by adding the test cases which reduced the regression execution time from 5 days to 3 days.
- Led Black box testing, Incremental integration testing, Functional testing, End-to-end testing, Sanity testing, Regression testing, Acceptance testing, Performance testing, Usability testing, Security testing, MOCK testing, compatibility and Exploratory testing.
- Created test cases, Test Plan and Test-execution reports. Monitored and recorded results in test documentation.
- Set up continuous deployment & testing environment using Jenkins master slave configuration.
- Performed AHT Analysis which helped in monitoring the performance degradation for every regression cycle
- Conducted daily Bug Triage with developers to identify the must fix and defer issues for the next subsequent build
- Engaged in setting up Sprint Planning Meeting with developers which proved vital in understanding and preparation of upcoming feature requirements.
- Handled Cross browser testing with 100% test coverage, Performance Analysis, Logging bugs in Jira (Defect tracking portal).

PRIOR EMPLOYMENT

Senior QA Consultant– Global   Mar 2024 – Present

QA Manager– United Arab Emirates
Level Shoes   Apr 2023 – Mar 2024

QA Manager– United Arab Emirates
Create Group   Jan 2022 – April 2023

QA Manager – United Arab Emirates
Payfuture   Aug 2021 –Jan 2022

QA Lead – United Arab Emirates
Al Tayer   Nov 2018 – July 2020

QA Lead – Chennai (India)   Nov 2011 – Nov 2018
Amazon Development Center

Technical Content Developer – Chennai (India)   May 2011 – Nov 2011
Softlogic Systems

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Computer Technology (5 years Integrated Course) - 2011
St. Peter's Engineering College (Anna University), Chennai, India

CERTIFICATION

Microsoft Certification Course (DOT NET) Nungambakam - 2011

LANGUAGES

English | Tamil | Malayalam |