

NARENDRA R

INFORMATION TECHNOLOGY LEADER

On-Site IT Enterprise Test Management / Quality Assurance / Automation Implementation

Accomplished Quality Assurance leader with 20+ years of Information Technology experience; emphasis on quality assurance and IT enterprise test management. Successful record of mentoring, developing and directing high-performing technical teams, and collaborating with cross-functional groups to drive technology improvement goals. Astute analytical and technical competencies. Strong business communication, team building and leadership skills.

Hands-on, resourceful, collaborative and supportive leader able to direct large-scale technology projects, simplify and present complex/technical topics, quickly grasp new tools & technologies, and cultivate diverse relationships. Expert performance in developing and implementing robust testing strategies, creating detailed test plans/scripts, ensuring software quality and compliance, and streamlining testing processes. Extensive experience in Microsoft Azure Dev Ops. Working knowledge of Test Management principles, methodologies, and tools.

Core Competencies Include:

Information Technology | Quality Assurance | Change Management | Strategic Planning | Test Plans/Cases/Scripts
IT Enterprise Testing | Project Management | Team Leadership | Process Improvement | SDLC
Automated/Manual/Functional/Regression/System Application Testing

PROFESSIONAL EXPERIENCE

POINTCLICKCARE, Charlotte, NC & Toronto, Canada (Remote) 2007 to Present
PointClickCare is the leading cloud-based healthcare software provider for North America's long-term and post-acute care and senior care industries; company develops cloud-based healthcare software (2,000+ employees).

Quality Principal (2019-Present)

Hired by early/growth stage company in 2007 (~150 employees) and earned several promotions throughout highly successful tenure with the organization. **Managed teams of 12 to 18 QA Associates throughout entire career (fast-paced agile development environment).** Maintained many prior responsibilities while successfully handling progressively responsible ones.

- **Responsible for leading testing activities across multiple teams;** manage resource assignments and participate in POC/implementation of testing tools, technologies, and techniques:
 - Report to the Director of Engineering** (Financial Module).
 - Participate in pre-release production validations and patch releases.
 - Help remedy business/production issues, providing subject matter expertise to cross-functional professionals.
- Collaborate with QA Principal peers (clinical side) on resident admissions; provide financial expertise.
- Train and mentor new team members on applications and QA processes, and work with cross-functional teams (i.e., Customer Support, Development, etc.) to facilitate timely objectives.

Lead Engineer (2015-2019)

Senior Quality Test Engineer (2010-2015)

Intermediate Quality Test Engineer (2007-2010)

- Hands on experience with all phases of Software Development Life Cycle (SDLC) and Software Test Life Cycle (STLC) and exposure to Agile process and methodologies.
- Good experience in Functional testing, Integration testing, Regression testing, GUI testing, Back-end, Cross Browser testing, Ad-hoc testing, Blackbox testing, User Acceptance testing and System testing.
- Well versed in Health Care with HIPAA, HL7, EDI and x12 data formats.
- Experience in testing RESTful APIs using POSTMAN and Cypress.
- Created and executed JMeter scripts for performance testing of financial module.
- Experience in preparing Test Strategy, developing Test Plan, Detailed Test Cases, writing Automated Test Scripts, and developing Test Scenarios to support quality deliverables.
- Experience in Test Readiness Review and Requirements Traceability Matrix documents.
- Experience in writing SQL queries to extract data from various source tables to perform database testing.
- Tasked with designing and executing automated test scripts (pre-release production), generating/disseminating reports, planning and defining testing approaches, managing automation case status (daily), identifying issues/failures, preparing and conducting team meetings, creating page objects/tests, and much more:
 - Served as the financial team's Scrum Master from 2012 to 2016** (during Waterfall to Agile transition).

POINTCLICKCARE Continuation...

Key Accomplishments:

- Recognized for exceptional production/performance.
- Identified/mitigated project risk, leveraging expertise to provide testing activity prioritization advice.
- Trained, mentored and developed several high-performing Quality Assurance Analysts that were promoted into Senior QA Analyst roles. Effectively manage organizational changes.
- Reduced release cycle times from 3 months to 1 month (2019/2020); provided automation testing expertise. Decreased regression cycle from 12 to 5 days (manual release and automation; identified/resolved issues):
–Delivered significant cost reductions and efficiency improvements.
- Excellent experience in working with State, Federal Health Insurance exchanges, Medicare, Medicaid, Managed Care, Medicaid Expansion and Healthcare Benefits Administration.
- Implemented new automated tests on the financial model (used Selenium WebDriver, Java, Cypress, and Gherkin).
- Created, validated, converted, and automated functional/integration/regression tests.
- **Environment:** QTP v10 and v11, Jira, Bugzilla, Java, Microsoft SQL Server, SVN, Confluence, TestRail, Agile/Scrum, Selenium, Cypress, Amazon AWS, and Microsoft Azure.

PREVIOUS PROFESSIONAL EXPERIENCE

Senior QA Technical Engineer – FAIRISAAC CORPORATION, Bangalore, India 2006 to 2007

- Analyzed business requirements, prepared test cases and plans, developed automation test scripts, and conducted regression testing on various application builds (reported defects).
- Manually tested business functionality, navigation and validation of TRIAD product's application to facilitate automation objectives. Manually performed Backend testing by executing SQL queries.
- Enhanced testing by creating new, and validating existing, scenarios.
- Actively involved in the installation of PCTMS, TAD, SQL, Business Objects, and Micro Application server, as well as requirements and test cases/data migration.
- **Environment:** Business Objects, Microsoft VSS, Microsoft Excel, Microsoft Visual Basic, Mercury Quality Center, Micro Focus Application Server, Quick Test Professional and Soft Track.

Senior QA Analyst/Tester – NATIONWIDE INSURANCE, Columbus, OH 2005 to 2006

- Senior QA Analyst/Tester on large-scale "Project East" initiative; assisted with Online Account Maintenance (OAM) web application providing front-end interface.
- Analyzed business requirements, prepared Test Scenarios/Cases, developed and executed automated test scripts, and managed requirements/defects. Developed data-driven tests and performed back-end testing.
- **Environment:** Quick Test Professional, Quality Center, VB.Net, ASP, Oracle, DB2, XML, IBM Data Staging, MS Excel and Schema ware.

QA Analyst/Tester – STATE OF OHIO RSC, Columbus, OH 2004 to 2005

- Key team member on RAS Reengineering project (legacy data conversion/transfer to new system, etc.).
- Prepared test cases and assisted with Test Plan writing (using Rational RequisitePro), performed manual application testing, conducted Regression and Backend testing (used Toad to execute SQL queries), and reported defects.
- **Environment:** Rational Clear Quest, Rational Robot, Rational RequisitePro, Java, J2EE, Oracle, MS Excel and Toad.

Early Career Experience as a QA Analyst/Tester with Nationwide Financial, Columbus, OH (2001-2004); developed test cases/scenarios and automated test scripts, manually tested various application modules, documented application errors/defects, and collaborated with Developer consultants to facilitate timely objectives.

EDUCATION / PROFESSIONAL DEVELOPMENT

UNIVERSITY OF MADRAS, Chennai, India

Bachelor of Engineering, Electronics & Telecommunications

Microsoft Certified Professional (MCP)

EMC Proven Professional Associate

Agile Tester Certification