

## PROFILE SUMMARY

Personable, tenacious, energetic and versatile professional with years of experience in diverse technical, IT, and quality assurance settings; seeking for an executive position in your organization. Knowledgeable in system testing, analysis, design, development, automation, management and QA client/server and web-based applications on various browsers. I display an outstanding ability to plan, operate, multitask, organize, coordinate, and implement practices and procedures to bring significant improvements in processes towards the successful attainment of goals.

## CORE COMPETENCIES

- Hiring/Recruiting
- Process Management
- Technical Skills
- Kiosk/Hardware Testing
- Communication Skills
- Organizational Skills
- Operations Management
- Mobile Testing
- Training & Supervision
- Performance Evaluation
- Detail-Oriented
- Leadership Skills
- Project Coordination
- System & Functional Integration Testing
- Regulatory Compliance
- Strategic Plan Development
- Time Management

## EXPERTISE AND CORE COMPETENCIES

- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Management:** Coordinating and guiding others to meet objectives and goals.
- **Monitoring:** Monitoring/assessing performance of other individuals, or organizations to make improvements and take corrective action.
- **Multitasking:** Juggle between multiple tasks, and responsibilities while remaining composed and meeting deadlines.
- **Monitoring:** HL7 messages, experienced with Rhapsody creating rlc routes and controlling queues.
- **Managed:** Support, Operations teams with the core QA depts.
- **Created:** BI Analysis and BI-QA Department
- **Analyzed and Mitigate:** Data coming from Looker (BI Tool)
- **Proficient in writing SQL**

## SELECTED EXPERIENCE

### DIRECTOR QA/Support | TECHNICAL SERVICES | AMWELL CORPORATION - BOSTON, MA | FEBRUARY 2012 - PRESENT |

- Hired and Managed Global QA and Support teams in Boston, MA, Tel Aviv, IL and Kiev, Ukraine offices
- Conducted meetings, triage sessions and day to day activities with teams in Tel Aviv IL and Kiev, Ukraine
- Managed customer issues, with collaboration of our offshore QA team for European/Middle East customers
- Involved in training teams with Bento and CMS system.
- Headed SIT and UAT with customers
- Managed and Tested SaaS application for the AmWell platform
- Proficient with EDI and payment processes
- Used Selenium, Appium and Hammer for automated testing.
- Worked with multiple health plans integrating insurance systems with Amwell micro services
- Managed data migration project from legacy server to oracle
- Closely work on Epic integration with Amwell platform.
- Worked and managed to deploy environments in AWS
- Traveled to customer locations to gather requirements.
- Managed multiple Engineering teams, including BI and overseas teams.
- Managed multiple IOT environments used by customers for UAT.
- Managed iOS and Android white label app testing.
- Created multiple dashboards in Jira for tracking and monitoring client issues.
- Worked on designing and managing Kiosk.
- Responsible for Kiosk hardware maintenance.

- Managed BI team, working with Looker.
- Held discovery sessions with customers.
- Worked with 3<sup>rd</sup> party vendors to get the timeline and requirements straight.
- Created and managed customer bases QA and support metrics for board.
- Involved in documenting RCA and sign-off documents for customers
- Established 24/7 Telephone support for patients and healthcare professionals with high client satisfaction.
- Increased client retention rates through initiatives to monitor client satisfaction with deliver proactive outreach.
- Introduced opsgenie for support rotations and paging system.
- Extensively used Salesforce as an external client-facing system

#### **QA MANAGER | AMWELL CORPORATION - BOSTON, MA | JULY 2009 - 2012 |**

- Responsible for Testing Core Features and Customer Configurations responsible for managing white label apps for customers.
- Worked and implemented move from waterfall to agile framework.
- Lead dev-ops team and responsible for triaging issues with Dev/PM
- Ran daily agile meetings and scrums.
- Managed migration from caretalks to converge.
- Involved in data integrity with moving data in data warehouse for BI reporting.
- Worked with external customers to mitigate issues and help them with cost saving solutions.
- Managed integration for daily feed files from customers
- Maintained regulatory compliance concerning quality, reporting standards, emergency notifications, permit renewals and inspection.
- As Scrum Master managed multiple teams and projects.
- Provided leadership and direction on quality-related activities throughout the factory through the implementation, auditing, maintenance, and improvement of quality systems.
- Controlled Release Management and helped creatin release pipeline.
- Involved in negotiations of different 3<sup>rd</sup> party tools including mobile testing.
- Extensively used Jira and Confluence for knowledgebase and internal ticketing system

#### **QA LEAD ENGINEER | AMWELL CORPORATION - BOSTON, MA | APRIL 2007 - 2009 |**

- Managed a team of over 20 QA Engineers
- Deployed and involved in testing VOIP features in the application.
- Responsible Testing Core Feature, Customer Configurations and Mobiles Apps.
- Responsible for maintaining QA servers and nightly batch cycles.
- Responsible for managing live application installation from Navasite, Andover location.
- Interacted with the development team and the environment team in prioritizing the defect list and validating known bug fixing.
- Worked with RE to have a continuous release cycle.
- Designed and executed test cases or new modules of the application which is based on Web application.
- Implemented and involved introducing Mercury tools for our web application.

#### **QA LEAD ENGINEER| FIDELITY INVESTMENTS - BOSTON, MA | APRIL 2006 - APRIL 2007 |**

- Managed 5 QA members in India.
- Used SQL statements to extract data from the tables to validate test results in SQL server.
- Responsible for maintaining QA servers and nightly batch cycles.
- Tested level strategy which is to be carried out for testing like regression, functional and integration testing.

#### **QA LEAD ENGINEER | HOUGHTON MIFFLIN PUBLISHING/ CLASSWELL LEARNING - BOSTON, MA | JAN 2001 - MARCH 2006 |**

- Managed a team of 4 onshore and 3 offshore QA members.
- Responsible for writing test plans and test cases
- Doing excessive Load and Regression using Mercury and Segue products.
- Gathered project requirements, analysis and high-level test plan documentation, review test scenarios based on Functional and Non-Functional requirements.

#### **OTHER PROFESSIONAL EXPERIENCE**

**Senior QA Engineer | Converge Llc/ Necx - Peabody, MA | January 1999 - January 2001 |**  
**QA Engineer | Dotcomplatform, Falls Church - VA | April 1998 - November 1998 |**

## TECHNICAL SKILLS

<b>Languages:</b>	<b>SQL, XML, JAVA, C, HTML</b>
<b>Database:</b>	<b>Oracle, Tamino, DB2, MongoDB</b>
<b>O.S.:</b>	<b>Windows NT/XP, Windows 95/98/2000, UNIX, Mac 10.2</b>
<b>Test Tools:</b>	<b>Selenium, Appium, Hammer, J Unit, Silk Test 5.5, Silk Performer 5.0, Clear Quest, LoadRunner 7.8, QTP 7.6, TestDirector 7.8, Selenium, Link Bot, WebLoad</b>
<b>Software:</b>	<b>TOAD, XML Spy, Web Methods, Web Logic, Documentum, Jira, Confluence, Opsginie, Bento, CMS, Rhapsody</b>

## GENERAL SKILLS & ABILITIES

- Proficient in Health Care domain.
- Expert leadership and time management skills
- Possesses a positive, energetic and professional attitude.
- Achieving goals, creative/strategic thinking and problem solving
- Demonstrated ability to work and perform at the highest standards in complex and demanding environments.
- Excellent ethics, hardworking, focus minded and sound organizational ability.