**Deepti Lal**

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**Professional Summary**

* 14+ Years of IT experience with 5+ years of experience as Scrum Master
* Experience in **Agile** Software Methodologies and have deep understanding of Agile delivery framework - Scrum
* Lead teams with geographical presence and was able to effective manage them and drive outcomes.
* Experienced in Automobile, Product Development, Healthcare, Retail and Banking Domain.
* Exposure to client interaction. Interacted with clients from Germany, China and US. Client relationship is one of my areas of strength.
* Good communication and presentation skills with proven leadership on driving results.
* Strong sense of accountability and a good team player.
* Hands on experience in Test Management tools like HP ALM and JIRA
* Extensive experience in Manual Testing on various phases like Unit testing, Functional testing, Integration testing, Regression testing and User Acceptance testing.
* Hands on experience in SQL Server 2000, SQL Server 2005, Reporting tools like SSRS, Cognos, and Business Object.

**Certifications**

* Scrum Alliance ScrumMaster® Certificated.
* Completed ISTQB Foundation Certification.

**Certifications**

* Received award from Client SAP Labs India Pvt. Ltd
* Received award from Client Sony India Software Centre
* Received multiple appreciation awards from Tech Mahindra

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| **Technical Skills / Expertise** |
| **Test Management Tools**  | JIRA, HP ALM |
| **Databases** | SQL Server 2000, SQL Server 2005 |
| **Reporting Tools** | SSRS, Cognos, Business Object |

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| **Academic Details** |
| **Education** | **Specializations** | **University**  |
| Master of Science | Mathematics | University of Madras |

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| **Professional Experience** |
| **Organization** | **Designation** | **Duration** |
| KBridge Consulting Services Ltd | Scrum Master | January 2021 – Till Date |
| Tech Mahindra Limited | Test Manager | April 2019 – September 2020 |
| Test Lead | October 2014 – March 2019 |
| Tata Consultancy Services Ltd. | IT Analyst | April 2010 – December 2013 |
| Infosys Technologies Limited | Technology Analyst | October 2009 – April 2010 |
| Software Engineer | December 2005 – September 2009 |

**Project Details –1**

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| **Organization** | KBridge Consulting Services Ltd |
| **Project Name**  | Estee Lauder (Infosys) |
| **Role** | Scrum Master |

**Description**

This is a OneSource project. As part of this, I was leading two projects as Scrum Master.

1. **ER Track**
2. **MLM**

**Responsibilities**

* Coaching the Team on Agile principles and processes through the Scrum Events
* As a servant leader to the delivery team, make sure that both internal and external impediments of team are addressed
* As a facilitator, make sure there is smooth communication between team and stakeholders
* Make sure delivery teams plan is visible and its progress is radiated to stakeholders
* Facilitate daily scrum, planning, review and retrospective meetings
* Communicate the project vision, goals and backlog items to delivery team
* Run a daily stand-up meeting
* Ensure that out of topic issue is not discussed in stand-up meeting
* Help product owner manage the product backlog
* Conduct retrospective meetings and take action items to closure
* Helped PO set realistic velocity for team
* JIRA Management
* Ensuring that product standards are sufficed during development
* Bug Reporting and tracking it to closure

**Project Details –2**

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| **Organization** | Tech Mahindra |
| **Project Name**  | SAP Lab |
| **Role** | Scrum Master & Quality Expert |

**Project Description**

SAP Translation Hub is a language re-uses solution to increase speed and reduce costs in global roll-outs.

**Responsibilities**

* Coaching the Team on Agile principles and processes through the Scrum Events
* As a servant leader to the delivery team, make sure that both internal and external impediments of team are addressed
* As a facilitator, make sure there is smooth communication between team and stakeholders
* Make sure delivery teams plan is visible and its progress is radiated to stakeholders
* Facilitate daily scrum, planning, review and retrospective meetings
* Communicate the project vision, goals and backlog items to delivery team
* Run a daily stand-up meeting
* Ensure that out of topic issue is not discussed in stand-up meeting
* Help product owner manage the product backlog
* Conduct retrospective meetings and take action items to closure
* Made sure all contributors to project sit together on adjacent cubical
* Helped PO set realistic velocity for team
* JIRA Management
* Ensuring that product standards are sufficed during development
* Bug Reporting and tracking it to closure
* Making sure that the IP scans are done and there are no action items
* Organizing a test event and consolidating the results
* Ensuring that the product passes through Quality Gate smoothly and without any breaches in discipline.
* Weekly status reporting for the tech Mahindra team. Preparing the status report and presenting the same to the Tech Mahindra Management.

**Project Details –3**

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| **Organization** | Tech Mahindra |
| **Project Name**  | BMW |
| **Role** | Test Manager, Test Data Creator |

**Description**

This is an offshore Test Factory set up project. As part of test factory setup, I was part of three sub-projects.

1. **SF@Web:** In this project, I was part of Test management. I was responsible for Test report generation and defect status reporting.
2. **BBA TDM:** I was involved in Test data creation and processing based on client requirements
3. **BMW Testing (Mobile Customizer and VPP Testing):** I was responsible for first offshore project setup which involved testing of Mobile customizer app for iPads and Virtual Product Presentation. I was responsible for successful execution of project from offshore.

**Responsibilities**

* Ensured the successful completion of first offshore project for BMW which lead to client trusting us with further offshore projects
* Lead the multi-location team from offshore.
* Responsible for Test Report Generation and Defect status reporting
* Responsible for test data creation in various BMW application
* Responsible for Test Review, Execution status monitoring and reporting
* Supported the automation test expert in the initial stages of test development as jMeter was used for the first time for functional testing
* To manage and review the team members on tasks allotted and test reviews to ensure quality, and on-time deliverables
* Responsible for onsite-offshore communication and Client Communication

**Project Details –4**

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| **Organization** | Tech Mahindra |
| **Project Name**  | Sony India Software Center |
| **Role** | Test Lead |

**Project Description**

**SOLA Horizon 2.1 Enhancements:**

Horizon is planning application which allows the user to forecast purchase and sales plan based on company inventory, past sales and purchasing information. And provides clear track of inventory and actual business against planned. This application has feasibility of simulation and suggestion of business procurement and sales plan.

**Responsibilities**

* Managing a 5-member team
* Test plan preparation
* Requirement Analysis
* Test cases and test data preparation
* Test case review
* Test case execution for various testing phase
* Bug Reporting and tracking it to closure
* Support for Hyper care
* Execution status monitoring and reporting

**Project Details –5**

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| **Organization** | Tata Consultancy Services Limited |
| **Project Name**  | Citibank |
| **Role** | Test Lead & Scrum Master |

**Project Description**

This involved testing the Citibank mobile / web application. This was a testing project where the application was tested against the simulator responses.

**Responsibilities**

* Coaching the Team on Agile principles and processes through the Scrum Events
* As a servant leader to the delivery team, make sure that both internal and external impediments of team are addressed
* As a facilitator, make sure there is smooth communication between team and stakeholders
* Make sure delivery teams plan is visible and its progress is radiated to stakeholders
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* Made sure all contributors to project sit together on adjacent cubical
* Helped PO set realistic velocity for team
* JIRA Management

**Project Details –6**

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| **Organization** | Tata Consultancy Services Limited |
| **Project Name**  | Barclays Capital |
| **Role** | Test Lead |

**Project Description**

This was a migration project which involved the migration of database from Sybase to SQL Server. Migration was done by the separate team. I was leading a team of two which involved in testing of the migrated database (ie. The testing of the migrated tables, stored procedures in SQL Server)

**Responsibilities**

* Planning and Phased execution of the test cases
* Reviewing the test cases
* Managing the team and responsible for work completion within deadline
* Team coaching
* Defect tracking and reporting
* Responsible for defect prevention

**Project Details –7**

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| **Organization** | Tata Consultancy Services Limited |
| **Project Name**  | IKEA |
| **Role** | Tester |

**Project Description**

This project was a migration project and it involved migration of reports from Business object to Cognos.

**Responsibilities**

* BO Report Analysis
* Report migration from BO to Cognos
* Unit Testing
* Defect reporting and tracking

**Project Details –8**

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| **Organization** | Infosys Technologies Limited |
| **Project Name**  | Healthways |
| **Role** | Team Member |

**Project Description**

**EMBRACE** : Embrace is an international product which is catered to use by Healthways’ nurses in call centers and helps in recording the patient’s data.

**Responsibilities**

* Requirement analysis
* Design documentation
* Stored Procedure creation
* Unit & Functional Testing
* Bug fixes and Enhancements

**Project Details –9**

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| **Organization** | Infosys Technologies Limited |
| **Project Name**  | Horizon |
| **Role** | Team Member |

**Project Description**

HZQBD is a maintenance project. It provides offshore development support to IBM Global Solutions, located at Horizon BCBSNJ.

HZNJH: This project is in sourced for HNJH’s claims processing, and Operation Support.

**Responsibilities**

* Requirement analysis.
* Design documentation for Enhancements
* Bug fixes and Enhancements
* Training new recruits on technical and application knowledge.

**Project Details –10**

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| **Organization** | Infosys Technologies Limited |
| **Project Name**  | WEA Trust |
| **Role** | Team Member |

**Project Description**

Project Wisconsin Education Association Trust involves migrating from a custom legacy System (AS400 system) to QNXT, Disability and Workers compensation applications as part of Second Gen initiative. It involved Requirement Analysis, Design, and Develop test plan and strategy, Execute Test cases and prepare execution status reports.

**Responsibilities**

* Requirement Analysis
* Creating Reports
* Write and Execute Unit test cases
* Bug reporting and tracking