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Anusha Naik

About Me

I worked in Amazon Development Center India for 4 years as a Content Test specialist. Being assigned a role of SME, I lead a team of 8 test engineers. My major duties were conducting SCRUM meeting, mainitain the SLA, resolve conflicts, liaising between the tech team and stake holders (clients). I believe in agile work life that if firm in achieving set goals and yet flexible. Currently, I am working at Saurally Solar Private Limited as a Scrum Master.

Highlights

- Excellent communication and interpersonal skills with peers and clients along with intercultural communication skills.
- Experience in training the development team in Scrum methodology.
- Experience in conduction Scrum Ceremonies and team meetings.
- Good experience with Agile tools such as Trello, Jira, Paragon Ticketing System, GitHub Issues etc.
- Owing to my experience in SME (Subject Matter Expert) role, I have good practice of issue raising, tracking and resolving by coordinating with the tech team and the stake holders.
- Good experience in writing test cases, test case reviews, test execution, bug reporting and tracking.
- Preparing SOP's, work on process improvement and doing RCA- (Root Cause Analysis) for escalations.
- Basic Knowledge of SQL Queries, Postgres, MySQL.

Experience

Feb 2020 - Present	**Scrum Master**, SAURALLY SOLAR PRIVATE LIMITED, Bengaluru, India.
Oct 2017 - Jan 2020	**Content Test Specialist**, AMAZON DEVELOPMENT CENTRE INDIA, Bengaluru, India.
Dec 2015 - Sept 2017	**Content Test Associate**, AMAZON DEVELOPMENT CENTRE INDIA, Bengaluru, India.

Projects

Feb 2020 - Present **Scrum Master**, SAURALLY SOLAR PRIVATE LIMITED, Bengaluru, India.

Role: scrum Master

Description: Solar plant monitoring system using REST API's

Responsibilities:

- Conducting day to day Scrum Ceremonies
- Liasoning between upper management and team members
- Training the team in Scrum ceremonies and day to day operations
- Clarifying user stories for the team
- Implemented Agile mindset by conducting burndown chart, team velocity analyses, and continuous improvement initiatives

Apr 2018 - Jan 2020 **Alexa Developer Advocate**, AMAZON DEVELOPMENT CENTER, Bengaluru, India.

Role: L3 Team Member

Description: Solving issues of Alexa skill developers using Paragon ticketing system.

Responsibilities:

- Resolved quires of third party developer which were regarding the Alexa developer console.
- Involved with the marketing team for Alexa skill promotions.
- Responsible in resolving developer tickets, which were related to functional and technical issues.
- Worked on Alexa skill forum and resolved the developer concern on the forum.
- Worked with the technical team to suppress the skills in the catalog as per the developer request.
- Visited Seattle Amazon Centre on a business trip for submits and meetings regarding new projects.
- Gathering, evaluating, organizing, managing and collating information in a variety of formats.
- Responsible for servicing and resolving complex developer queries as well as issues and guiding the team.
- Provide support to Case Management staff regarding member enrollment and eligibility including error investigation, correction and tracking.
- Involved in setting up the process in global teams.

Oct 2017 - Mar 2018 **Social Media Monitoring**, AMAZON DEVELOPMENT CENTER, Bengaluru, India.

Role: Project Head / Subject Matter Expert

Description: In order to monitor accuracy of Alexa skills, it was necessary to analyse the comments, reviews of skills from various social media websites such as Reddit, Twitter, Facebook etc.

Responsibilities:

- Analysed the social media websites to understand the negative customer posts regarding Alexa skills in social media using Python Program.
- Developed customer satisfaction goals and coordinate with the team to meet them on a steady basis.
- Took initiatives in mentoring the team members and gained the role of an SME (Subject Matter Expert) within the team.
- Responsible for responding to the customer posts on Alexa skill forum page.
- Took an initiative to start the project as per the requirement.

- Experience in presentation and writing skills as well as experience with creating professional reports and deliverables.
- Worked on social media escalations.
- Responsible for delivery a weekly report on the project, which includes the percentage of the customer impacted as well as the skills impacted.

Dec 2015 - Oct 2017	**Amazon Alexa Echo Device Testing**, Amazon Development Center, Bengaluru, India.
Role:	Test Engineer
Description:	This project mainly focused on testing and certifying of Alexa Sills submitted third part developers using internal tool, CIC.
Responsibilities:	

- Writing Test Case Scenarios for testing.
- White box testing and validation of path coverage and module coverage testing.
- Logging the defects and issues using JIRA Tool.
- Worked with the platform team for the TTS response and modularization of words present in ECHO dictionary.
- Worked with developers to build API's for Alexa Skill Kit Sample programmer and rectified the bugs for hassle free developer experience.
- Individual contributor in setting up "Amazon.com Account linking" project and delivered understanding and usage for the skills.
- Preparing reports and maintaining communication sync between teams in and out of process.
- Playing the role of Queue Lead by assigning skills to each tester on daily basis.
- Involved in driving the RCA on tester quality issues and trained the testers on their mistakes.
- Training of new employees on processes of Alexa skill testing.
- Involved in providing new ideas to improve process flow.
- Processing skills under different work flows like new skill, reactive skills, flash basing skills and smart home skills.
- Testing the different builds of the Companion App (Both App and Web).

Skills

- Agile
- Automated Testing
- Communication
- GitHub
- Time Management

- SQL, Postgres, MYSQL, MariaDB
- Manual testing
- PyCharm IDE
- Agile
- Leadership

Education

Sep 2010 - Jul 2014	**Bachelor of Engineering in Instrumentation**, *BMSCE, Bengaluru*.

Languages

- **English** (Bilingual Proficiency)
- **Kannada** (Native)
- **Hindi** (Basic)

Hobbies

- Badminton
- Trekking

- Baking
- Singing