



ARPAN CHATTERJEE

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EXECUTIVE SUMMARY

- Diversified experience of 17+ years in **Quality Management/Test Management/Software Testing / Project Management**.
- Proficient in working for projects running in **Agile, Waterfall**, Iterative, V-model and DevOps methodologies.
- Implementation and auditing of processes following **ISO 9001:2000**.
- Responsible for the entire Quality and Testing for AI Based Chatbot product involving **ServiceNow Virtual Agent & NowAssist**.
- Audit projects and processes internally across various departments of an organization.
- Proficient with Software Development Life Cycle, Testing Life Cycle and BUG life cycle.
- Analysis of Business specification and design Test Plans, Test Scripts, Test Cases.
- Develop and implement a comprehensive quality assurance and control management strategy aligned with the possible risks of the organization and business objectives.
- Proficient with Functional Testing, System Integration Testing, Regression Testing of major S/W products namely '**ServiceNow**' [with **ATF**], **Salesforce, SAP MDM, BMC Remedy**.
- Testing, BMC Remedy, GUI Testing, Integration Testing Smoke Testing, End-to-End Testing and User Acceptance Testing (UAT).
- Experienced in testing **Artificial Intelligence [AI]** based chatbot, Software Products involving Natural **Language Processing [NLP]**.
- Conduct trainings on Agile Project Delivery and Quality related topics resulting in improvements in Agile processes.
- Execution of **Lean Six Sigma** across multiple projects.
- Experience in ITIL processes definitions and implementations across projects
- Test planning, Test management, Quality Assurance, People management, Team handling, Team Mentoring and Technical leadership.
- **Quality and Test** process implementation integrated with continuous improvement.
- Extensively involve in Vendor Management during UAT process and obtain UAT Sign-off from multiple vendors.

SKILLSET AND EXPERIENCE

AI/ML Product/Application Tested: 'AI Chatbot' [Captive to Organization], ServiceNow NLU Model

Software Products Tested: **ServiceNow [with ATF], Salesforce, BMC Remedy, SAP MDM, AIM Messenger, e-Chalk**

Automation and Performance tools: SILK Performer, UFT, Selenium [basics]

Mobile testing: Mobile feature testing, Mobile applications testing.

Cloud Testing: SaaS, IaaS, PaaS

SDLC methodologies: Waterfall, Agile and Scrum, V-shaped, Iterative, DevOps

Test / Project Management tools used JIRA, HP ALM, Rally Software, Microsoft Test Manager, Test track Pro, IBM Rational ClearQuest, SAP GTP

Configuration Management Tools: JIRA, Tortoise SVN,

PC Operating Systems used: Windows, Macintosh

Programming Languages: C++ , Java

Industry Domains associated with [directly or indirectly]

- a) ISP Tech
- b) E-education,
- c) ITSM and ITIL [Primary: 12 years experience]
- d) Healthcare & Pharma
- e) Banking
- f) Insurance
- g) Retail
- h) Technologies
- i) Oil, Gas and Power

CERTIFICATIONS / LEARNING PROGRAMMES

Overview on CMMI version 1.3	Cognizant
ITIL V3 Foundation [Cert no – 00187445]	Vyom Labs Software Pvt Ltd, Bangalore
ISO 9001:2000 Internal Auditor [Cert no – VCIPL/07]	Veritas, Bangalore
SILK Performance Testing Tool Training Program	Unisys through Borland Microfocus
Software Testing: Manual and Automation	Times Technologies, Bangalore

PRODUCT / PROJECT / DEFECT - MANAGEMENT

- Prepare Defect and KANBAN report from JIRA tool & present to relevant clients and stakeholders.
- Conduct regular Triage meeting with the Project Leads and Clients and enable quick movements of defects/impediments.
- Contribute towards story refinement in High Level estimation with Product Owners and Business Analysts.
- Perform regular and random audits on the Project Management tool to eradicate gaps in the process and defect tickets.
- Conduct trainings on Quality related topics and implement continuous improvements processes.
- Create and follow-up with tickets related to Project related accesses and liaise with onshore counterparts and client-side officials.
- Ensure alignment on risk with the stakeholders and control priorities and initiatives until the widest horizon across global operations of the organization.
- Devise effective guidelines for test approach, test case design, defect management, problem analysis and troubleshooting to ensure the team follows a uniform approach.
- Manage SLA operations, derive and calculate metrics for reporting.
- Manage operations and executions of automation testing.
- Managed the delivery of Testing team with a maximum of 32 members.
- Motivate, collaborate and effectively integrate with testing teams across the globe.
- Adopt in generating effective **test metrics** to highlight software quality and test process effectiveness.
- Involve in Bug scrub, Bug prioritization and requirements review with the development team.
- Involve in different testing types like smoke testing, sanity testing, functional testing, regression testing & usability testing.
- Incorporate **exploratory testing** and Ad-hoc testing sessions to enhance the test coverage.
- Devise effective test case design and enhancement based on multiple inputs and changes.
- Involve in test planning and **effort estimate** for multiple Testing Projects.
- Implement **risk-based testing** strategy for test executions.
- Design effective test processes to enhance test approach and quality, test coverage and defect quality.
- Conduct awareness sessions on quality standards with respect to ISO, Agile, CMMI, DevOps and QMS Activities.
- Perform people management activities including conducting interviews and team management.
- Demonstrate excellent leadership and team mentoring capabilities.
- Mentor and lead the Teams towards a quality rich execution in Agile and Waterfall Model projects.

SELECTED ACCOMPLISHMENTS

- The latest Project of AI chatbot has reduced considerable amount of dollars spent by the organization on the outsourcing partners/vendors.
- Bagged Certificate by Cognizant for **high quality performance** in some projects.
- Achieved highest rating among management from survey taken by team of 30 members.
- Contributed as Deputy Management representative to get RDS InfoTech Organization **ISO 9001:2000** certified.
- Successfully completed the **Test Management Workshop** conducted by SAP Labs (with a certificate).
- Have been an active member of the **Test Management workgroup** responsible for devising new methods in Test Management in integration with Quality processes for some organizations.
- Reduced defects by having
- Robust testing approach and optimum test case coverage.

FORMER PROFESSIONAL EMPLOYMENTS

[1] Company Name: Shell India (Payroll of Talendroid Technologies), Bangalore, Hybrid mode

From: 10/2022 – 11/2025

Designation: Lead - S/W Product Quality Specialist Consultant - ServiceNow

Organization Domain: Oil and Gas, Power, Energy

Roles and Responsibilities:

- Create and Review Test Plan, Test Strategy and Test Scripts in alignment with the Project plan and ensure smooth implementation of the practices for the AI Chatbot product.
- Ensure alignment on risk with the stakeholders and control priorities and initiatives.
- Involve in story refinement for High Level estimation meetings with Product Owners and Business Analysts.
- Develop & implement a comprehensive quality assurance and control management strategy aligned with the possible organizational risks
- Liaise with Solution Architect and Product Owners to formulate and design quality plans and strategies
- Analyse the Requirements of the User Stories and implement Test designs in the **AI chatbot** though **ServiceNow** applications.
- Systematically document & report the outcome of Quality Assurance testing & risk assessments.
- Work very closely with the DevOps engineers and perform System Integration Testing for the AI chatbot features.
- Utilise the inbuilt NLU configurations of the ServiceNow product to analyse, test and report the utterances.
- Report Product defects and limitations with the Product Manufacturers and ensure interactions with Support team until closure.
- Strategize, design and build Automated test scripts wherever required using ServiceNow ATF capability.
- Promote and enhance a culture of continuous improvement towards achieving operational excellence.
- Prepare Test Completion Reports and propose the confidence percentage for the launch or release of the chatbot product.
- Manage, Control & Co-ordinate the entire User Acceptance Testing activities with global business users, vendors & suppliers.
- Engage to implement Quality gate reviews and quality controls and ensure quality standard compliances.
- Conduct operations in accordance to ITIL processes across projects.
- Creation of POC with open source Tool 'Playwright' for automating the ServiceNow Virtual Agent chatbot and interaction with Genasys.
- Perform regular random audits on the JIRA and ADO agile tools to eradicate gaps in the process & defect tickets...
- Responsible for producing the reports for MS and WSR and Test completion reports as and when needed.
- Responsible for presenting Project data parameters namely SLA/KPI, Automation Effectiveness to Senior Leadership.
- Identify risks, bridge the gaps and devise mitigation plans.
- Prepare Quality Health reports for the Artificial Intelligence chatbot product and Digital Transformation Program.
- Devise best practices and recommend successful methods to the DevOps Engineering Team to promote quality.
- Review, formulate and handle UAT script designs to filter UAT requirements adequately for matching requirements.

[2] Company Name: KPMG Global Services (Payroll of Sie-Brains Technologies), Bangalore, Remote work

From: 01/2021 – 10/2022

Designation: Software Product Quality Lead & Specialist - ServiceNow

Organization Domain: Finance and Auditing

Roles and Responsibilities:

- Create and Review Test Plan, Test Strategy and Test Scripts in alignment with the Project plan and ensure smooth implementation throughout the Project execution.
- Manage offshore QA team consisting of Manual and Automation Engineers.
- Discuss management activities over 'Scrum of Scrum' calls with Delivery Manager, Solution Architect and Product Owners from onshore.
- Engage in refining stories with Business Owners and DevOps engineers.
- Liaise with Solution Architect and Product Owners to formulate and design strategies
- Analyse the Requirements of the User Stories and implement Test designs in **ServiceNow** application.
- Perform and Co-ordinate Dry run activities before the formal SIT Phase.
- Prepare Test Completion Reports and discuss mitigation plans with the Delivery Manager.
- Involve in UAT testing activities and cut-over activities.
- Engage to implement Quality gate reviews and quality controls and ensure compliance across projects.
- Conduct operations in accordance to ITIL processes across projects.
- Perform regular and random audits on the JIRA tool to eradicate gaps in the process and defect tickets.
- Responsible for Project Management activities like Cost Profitability calculations, Billing Planning, Project Resource Optimizations for the present Account.
- Responsible for presenting Project data like SLA/KPI, Automation Effectiveness for Senior Management.
- Identify risks, mitigation and contingency plans.
- Prepare Defect report from JIRA tool.

[3] Company Name: Cognizant Technology Solutions, Bangalore

From: 09/2014 – 06/2020

Designation: Senior Associate - S/W Quality Assurance & Testing Manager

Domains: Healthcare, Retail, Life Science, Insurance, Banking, Telecom

Roles and Responsibilities:

- Engage to implement Quality gate reviews and quality controls and ensure compliance across projects.
- Conduct trainings on Quality related topics and improvements in process implementations
- Conduct operations in accordance to ITIL processes across projects.
- Conduct the daily Triage meeting with the Project Leads and Clients
- Perform regular and random audits on the JIRA tool to eradicate gaps in the process and defect tickets.
- Discuss the requirements with the Compliance team [onshore & offshore] and effectively map the existing Test Scripts to the Requirements of the project with the help of **JIRA** and **HP ALM** tools.
- Create workflows, issues and create stories using **JIRA** tool.
- Exposure in managing Workday modules as a Quality Consultant in projects.
- Analyse the Requirements of the Projects with the Project Managers and Developers.
- Responsible for Project Management activities like Cost Profitability calculations, Billing Planning, Project Resource Optimizations for the present Account.

- Actively responsible for enabling the execution of **Lean Six-Sigma** for a major project.
- Define Technology Quality Standards for Product Development,
- Monitor and review the data with parameters like Load Factor, Test Effectiveness.
- Responsible for conducting appraisals meetings with Team members and identify their career roadmap.
- Conduct official meetings and reviews of Requirements and directly with the Stakeholders, Business Operations professionals and Management on need basis
- Create Test Plan, Test Strategy and Test Scripts in alignment with the Project plan and ensure smooth implementation. throughout the Project lifecycle
- Impart informal training on Test Management tools like JIRA and HP ALM to the Agile team members.
- Prepare Daily Test Report during SIT phase and discuss mitigation plans with the Project Manager.

[4] Company name: SAP Labs India (Payroll of Magna InfoTech Pvt Ltd), Bangalore

From: 09/2013 - 09/2014

Designation: **Quality Manager**

Domains: Workforce Management, Insurance

Roles and Responsibilities:

- Ensure quality of the entire product from the requirement stage until the handover to support teams. Track and analyze the data of customer messages regularly using the **JIRA** Tool.
- Work as Scrum Master for 2 projects
- Define Technology Quality Standards for Product Development and Identify improvement opportunities.
- Conduct official meetings and reviews of Design, Specifications and other documents directly with the Stakeholders, Business Operations professionals and Management.
- Conduct timely Internal Audits for Notes released both for customers and Internal
- Testing of the MRS Product application from the **User Interface** perspective
- Testing of SAP Personas screens and integration with customer's UI.
- Drive Quality Process for projects across the entire SDLC.
- Involve in system testing for Banking and Insurance Projects (RBC)
- Performing Testing activities as in preparations of Test Strategy, Test Plans, Test scripts and coordinating with team members
- Handle releases including assignment of Test scripts to team members depending on the time availability, skill set, bandwidth etc. Ensure smooth execution of the testing activities throughout the release and generating regular reports for the stakeholders and management and testing of important Test cases to emphasize quality.
- Inspect, execute, maintain and prepare reports of Automation scripts using UFT to enhance quality assurance. Also, automate job schedulers using Jenkins tool.
- Work in the Test Management Workgroup to devise efficient ways of Test Management integrating with Quality Management using the **JIRA** tool.

[5] Company Name: Unisys India Pvt Ltd, Bangalore

From: 03/2010 - 09/2013

Designation: **Software Testing Lead Engineer**

Domains: IT Infrastructure, Healthcare, Retail, Life Science

Roles and Responsibilities:

- Planning, Analyzing, Testing, Reporting, Auditing, Reviewing and developing Test Scripts and Quality management of Remedy products, particularly those focused on supporting **Global** operations and/or **ITIL** based business workflow.
- Lead Global Releases for Novartis and the co-ordinate all activities related to Testing.
- Responsible for conducting **Performance Testing** of the Remedy tool and the servers. Also involved in Load Testing using the **SILK Performer Tool**.
- Conduct trainings on Quality related topics and improvements in process implementations
- Data Validation and Data Management of the Master Data for migration project ensuring continuous Data Quality.
- Prepare Performance Test Plans and analyzing the requirements of the clients to tailor the usage of the tool. Involved in end-to-end Testing and Quality of all the modules of ITSM as well as preparation of Test Plans, Test Scripts and execution of them during releases.
- Responsible for Test Management, Business process Testing, Application Lifecycle Management and Requirement management using **JIRA tool**.
- Align the day-to-day testing activities against the **QMS Processes** and adhere to the ITIL Quality standards in the application with respect to Novartis International Standards
- Involved with major clients to develop and design Test Strategy, Test Plans, Test Scenarios and Test Scripts
- Testing for **Cloud Projects** involving Integration testing of various components of ITSM Modules (Service Request Management, Incidents and Change Management with the Cloud Environment)
- Lead an integrated project naming **Managed Deployment Portal (MDP)**, which involved **Portal**, ITSM and SSIM Integration involve from the Specification Analysis until the Release of the Project using SQL with some basic queries to verify the data flow from SSIM to ITSM and Portal.

[6] Company name: RDS InfoTech Pvt Ltd, Bangalore

From: 03/2008 - 03/2010

Position held: **Senior Software Testing Engineer**

Domains: Education, E-commerce, Insurance

Roles and Responsibilities:

- Analysis of the Requirement Specification and designing Test Cases accordingly for eChalk Product.
- Execute test cases on each build and updating the results
- Implement ISO **9001:2000** across the organization and achieve the certification for the organization.
- Function as Deputy Management Representative for implementation of ISO in organization.
- Conduct internal audits of processes across various department of the organization.
- Conduct trainings on Quality related topics and improvements in process implementations.
- Review of artifacts created by peers.
- Conduct Functional Testing Operations Involved in **GUI, Functionality, Integration, System, Compatibility, Adhoc and Regression Testing.**
- Involved in **Clients Acceptance testing** with the clients after each major release, followed with relevant GO-Live documentations.
- Prepared manual Test cases for credit card statements generation against the payment workflows and verification of the entire payment histories
- Worked closely with Software Developers to isolate, track & troubleshoot defects.

[7] Company name: America Online India Pvt Ltd, Bangalore

From: 06/2007 - 03/2008

Designation: **Consultant**

Domains: Telecom/ISP, Social Networking

Roles and Responsibilities

- Analyze the AIM Product and involve in Testing of the functionalities of the same.
- Devise Test cases to ensure quality of the AIM Product
- Provide Technical Support to customers of America Online using AIM and other products of AOL.
- Up selling the products of AOL to the existing customers
- Align to the Audit process and devise Quality methods to improve the support process to customers

ACADEMIC QUALIFICATIONS

- **Bachelor of Engineering [B.E]** in **Computer Science and Engineering** from Visvesvaraya Technological University, Karnataka, India [2007]
- C.B.S.E Board XII grade, Bangalore, India [2003]
- I.C.S.E Board X grade, Kolkata, India [2001]