

Rishi Kapoor

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Summary

- Extensive experience performing in fast-paced, ever changing environments with a history of successfully implementing multiple projects and portfolios
- Enthusiastic, high-performance with Excellent interpersonal skills in communications, client relations, and negotiation
- Keen ability to manage multiple projects and competing priorities.
- Passionate mentor, taking advantage of formal and informal leadership roles to develop cohesive, revenue generating teams.
- Focus on Project Management, Process Improvement, Quality Assurance, Leadership and Client/Customer Satisfaction.
- Excellent communication and presentation skills, self starter, quick learner, team player
- Proven ability to deliver high quality IT products and services on schedule and under budget.
- Proficient in functional, negative, regression, system integration (SIT), acceptance (UAT), load/performance, browser compatibility, and performance testing
- Excellent knowledge and working experience in with test planning, test execution and test results analyses
- Solid expertise in automated testing tools Test Partner, Track Record and Load Runner, Strong background in software for Property and Causality Insurance , Financial Services, Membership Services
- Strong technical background in systems architecture, database design, and Application Server Management

Specialties: Testing Manager.

Experience



Head , Testing and Automation , Systems

Aristocrat Technologies INC

Aug 2015 - Jun 2019

3 years 11 months

Responsible for Testing & Quality for Consulting Business Technology Group.



Project Manager

CSC India, Noida

Oct 2003 - May 2015

11 years 8 months

Planned, directed, and managed designated projects.

Analyzed results of operations to discover more efficient ways to utilize resources.

Built credibility, established rapport, and maintained communication with stakeholders at multiple levels including those external to the organization.

Coached, mentored and lead personnel within a project team environment.

Setup smooth communication channel between Onsite and Offshore team to resolve queries and issues

Showcase the knowledge base for both domain and testing capabilities to establish positive confidence with Client.



Production Support

Nucleus Software

Jan 2003 - Oct 2003

10 months

Data mart (Data Warehouse for SBI Cards)

Description: Main objective of Data mart is to provide one-stop solution to all data requirement for SBI Cards and allow GE-SBI to automatically handle large volumes of Data flowing in daily from Vision Plus (Mainframe system

for Online Transactions) with fewer errors and least human intervention. This includes upload into temporary tables, performing data integrity checks, incorporate calculated business logic, creating histories and movement to permanent tables. There's automatic process tracking & error reporting on e-mail and SMS with different levels of escalation. Added to these are online reports for display of Account



Production Support

Jan 2003 - Oct 2003

Nucleus Software

10 months

Environment: Oracle 8i, Visual Basic 6, Discover 3i; Process Management and Performance Tracking System (PROMPT)

Description: Prompt is developed for EXL Services Noida (U.P), it's a Process Management and Performance Tracking Solution, It is used for Performance Tracking of the Agents working in different Process undertaken by the organization and Process Performance according to the SLA's (Service Level Agreement) defined.



Software Engineer

May 2001 - Oct 2003

Nucleus

2 years 6 months

Working as a Software engineer from May 2001 to Oct 2003



Developer

Jul 2002 - Nov 2002

EXL Services

5 months

Environment: Java, JSP, HTML/DHTML, JavaScript, IBM Web Sphere, Oracle 8i, Linux; DELITE (Complete CRM Solution)

Description The purpose of DELITE system is to automate the whole GE-SBI credit card business and to bridge the gap between current systems and processes. The current systems operate on non-standardized platforms for handling and monitoring incoming calls/correspondence leading to delay in interpreting customer queries. The DELITE system solves the above problems through intelligent query resolution and monitoring mechanism. Prime objective of DELITE is to standardize responses to customer queries across all the call centers and thus allowing the speedy response and prompt service to customer queries.

Education



Devi Ahilya Vishwavidyalaya

1999 - 2001



Devi Ahilya Vishwa Vidhalaya

1999 - 2001

M.Sc; Bachelor, Electronics and Communications; Computer Applications



Kurukshetra University

1997 - 1999

B.Sc Computers, Computers

Skills



Testing • Management • Leadership • Test Planning • Manual Testing

Certifications

JCP • Sun Microsystems

INS 21 and INS 23

CSQA • QAI Global Institute

Certified Scrum Master • Scrum Alliance

SAFe • Scrum Alliance

PMP • PMI