



# PRIYANKA HALDER

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## EXECUTIVE SUMMARY

Accomplished Software management professional with 12 years of experience in software quality assurance, test strategy, test planning, verification, and systems design in the software industry. Hands-on manager with proven ability to direct and improve quality programs, reducing defects and improving overall efficiency and productivity. Highly adept at developing and implementing test strategies, operational procedures and quality methodologies to support development and release of business applications. Proven leader to train, lead, and motivate effective cross-functional teams. Excellent presentation and communication skills.

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## AREAS OF EXPERTISE

- Agile Project Management
  - Leadership
  - Scrum Planning & Implementation
  - Estimation & Execution
  - Software Quality
  - Test Plan and Strategy
  - Black Box, Grey Box, API Testing
  - QA Automation
  - Java, Micro Services, Python
  - Selenium, Appium, Robot Framework
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## PROFESSIONAL EXPERIENCE

GOODRX INC - SANTA MONICA, CA

OCT 2018- Current

### MANAGER, QUALITY ENGINEERING

Responsible for delivering quality, well-tested software across the Company's web applications, mobile apps, and API's. Alongside the Company's QA and development teams, create test plans, test cases, and report defects as well as automate those while ensuring thorough documentation.

- Partner with product, data, analytics, devops, security, and engineering teams to review system requirements and technical design documents
  - Recruit and manage a team of QA Engineers
  - Devise test strategies to adequately cover requirements, develop high-level test scenarios that implement the strategy, and elaborate scenarios into detailed test cases
  - Conduct testing, maintenance, and validation on all software products
  - Automate tests and have reporting that alerts us when tests break
  - Create and maintain automated test scripts
  - Perform regression testing and debugging directly Verify code patches and bug fixes
  - Analyze and document test results and create detailed defect reports
  - Create concrete and clear roadmap for the QA team and what the team is responsible for
- Be an advocate for QA, help rethink, and improve processes and metrics

HEAL – A DOCTOR HOUSE-CALL – LOS ANGELES, CA  
MANAGER, QUALITY ASSURANCE

APR 2017– SEP 2018

Managed and led the software Quality Assurance teams to deliver various high priority and high value projects implementing new business functionalities and enhancing the existing ones with a high degree of quality to achieve customer delight.

- Streamlined QA processes. Established and managed test automation infrastructure that allowed Development and QA to more efficiently work together. Decreased customer-reported defects by almost 50% and reduced development cycle for new products from four months to one month. Coordinated QA efforts that resulted in consistent on-time delivery of regularly scheduled maintenance releases. Managed establishment of new development process.
- Hired, trained, and supervised team of 8 QA engineers and analysts. Increased product performance and stability by implementing new test strategies during development and testing stages of new product launches.
- Introduced cross-training of QA and development engineers. Program increased identification of defects and decreased overall number of defects. Enhanced communications between Development, QA, and Training groups. Increased training of engineers, resulting in improved quality levels. Improved delivery of training materials to field consultants.
- Implemented various process improvement initiatives to bring higher team performance and performed root cause analysis to find out improvements to be made to the existing processes.
- Lead production tech support team by implementing jira service desk portal. Mentoring jr team member and achieving 100% customer satisfaction
- Initiate, plan, execute, and close on various existing projects within the heal tech team by working closely within the engineering organization and with stakeholders outside the engineering team • Efficiently track schedules for projects, ensuring technology quality, and on-time delivery Identify ways to improve efficiency of our processes via documentation, process development, and automation • Develop a realistic picture of the projects technological scope and progress, and serve as the point of contact within Engineering team, as well as to external stakeholders • Use core knowledge of software development capabilities to judge and resolve blocking issues • Promote awareness of various project, process and educate developers on adherence to best practices

HOMEME INC – CULVER CITY, CA

AUG 2016 – MAR 2017

LEAD QUALITY ASSURANCE ENGINEER

- Functional, integration, regression testing of Consumer/Property manager facing HomeMe website/app on multiple web/mobile platform (iOS/Android).
- Leading independent testing project by taking care of end-to-end requirements/testing/test coverage/bug management/deployment schedule.
- Verify and validate any new feature, bug and existing functionally with maximum test coverage to create a bug free, robust and user-friendly software.
- Defect Life cycle management using Jira (in-house) and various integrated third-party tool. Raised more than 400 bugs in last 8 months.

- Test Strategy, planning, documentation and creation of various QA related process to achieve various competing release deadlines.
- Work as an individual contributor and lead a team of 8-10 contract QA team member supporting various time sensitive projects and help them achieve their project release goal/daily QA tasks.
- Architecting QA frameworks for Security, Performance and automation testing using various open source or crowd source tools to help in national launch of the app.
- Work closely with product engineering leaders to continue improving the quality of our software, as well as completing deliverables more rapidly.
- Actively participating on various Design reviews to catch various deep-rooted platform/UX bugs early in the life cycle.
- Contract negotiation/Budgeting with various third party QA provider like applause, rainforest QA

TRUECAR, INC.- SANTA MONICA, CA

SEP, 2012 – JUL, 2016

SR. QUALITY ASSURANCE ENGINEER

- Functional, integration, regression testing of Dealer/Consumer facing TrueCar website/app on multiple web/mobile platform (iOS/Android/Windows).
- Automation testing using Python, Selenium, Robot framework, and Saucelabs.
- API testing of various Truecar services API
- Defect logging, tracking and over all defect life cycle management using Jira.
- Assist in debugging critical defects that help product development to respond to a bug fix faster. (unix/jenkin/git)
- Working with business owners and product development, help define detailed bug free requirements before each release to minimize side effects and maximize test coverage matrix.
- Communicate clear and concise test status to QA And Dev Managers daily basis to mitigate any unwanted risk associated with any release.
- Actively seek out new QA tools and methods and provide innovative solutions to increase product development velocity.
- Hire and coach new QA team members. Guide them to maximize their product knowledge. Helped grow the team from 2 QA to 8 QA Engineer.

QA ENGINEER ( ATR International Inc/ Enterprise Solution Inc.)

SONY NETWORK ENTERTAINMENT INC - LOS ANGELES, CA JAN 2011 - SEP 2012

SOFTWARE TEST/QA CONSULTANT

ATR INTERNATIONAL INC(PACE AMERICAS INC)

JUNE 2011 -

JAN 2011 EL SEGUNDO, CA

TEST ENGINEER ANALYST

DELL INTERNATIONAL INC- AUSTIN,TX / BANGALORE,INDIA

SEP 2008 - MAY

2010

SOFTWARE ENGINEER IN TEST

ACCENTURE SERVICES PVT LTD-BANGALORE, INDIA

SEP 2006 - SEP2008

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**EDUCATION**

MASTER OF SCIENCE, COMPUTER SCIENCE 2012  
California State University, LONG BEACH

BACHELOR OF COMPUTER APPLICATION, 2006  
Bangalore University, Karnataka, India

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**PROFESSIONAL DEVELOPMENT**

Certified Scrum Master, 2017  
Certificate in Mobile Development, UCLA extension 2015  
Leadership Training 1.0 by TrueCar 2014  
ISEB certified Test Engineer

**PUBLIC SPEAKING**

Wonder Women in Tech, Long Beach - 2018  
BrowserStack Meet up, SF - 2019  
Test Leadership Congress, NYC -2019  
Test Automation & Digital QA Summit, Dallas 2019  
LA Test Automation Meetup - 2019  
Panellist - Roundtable: Skills needed to pursue a career in leadership and management in software testing and QA- Test Masters Academy Webinar, Santa Monica 2019  
Panellist - Roundtable: Do you need a management role to be a leader - Test Masters Academy Webinar, 2019  
Tech Talk - Scaling QA with BrowserStack, webinar 2019