

Director/VP/Head Quality/Operations Resume Sample www.timesresumes.com

Name & Personal Details of clients are not included for Anonymity

◆ Add: xxxxxxxxxxxx ◆ Mob: xxxxxxxxxxxx ◆ xxxxx@gmail.com ◆

VICE PRESIDENT/DIRECTOR/ HEAD: QUALITY

Quality Management / Software Testing / Project Management / Operations Management / Results Oriented

Senior IT management professional with over 18 year's of extensive experience in the core area of Software Quality Assurance, Project Management, Testing and Operations Management. Coordinate the communications, and information professionals to meet technology needs and evaluate progress with proven success in balancing operational efficiencies and business growth with client satisfaction. A confident and reliable individual with a commercial approach to solving problems and ensure achievement of all project deliverables achieved, consistent with quality and cost. Seeking a senior management position to head Software Quality / Testing initiatives with a reputed Product Development Company in the IT industry.

KEY COMPETENCIES AND SKILLS

- ❖ **Successfully** used management skills in IT infrastructure management, Project management, Project analysis & Cost control, Resource management, Budget Management, Financial management, critical analysis and problem resolution to lead the organization towards completion of projects and achieve performance targets.
- ❖ **Implemented** higher performance standards through Organizational Operations Management, Time Management, Training, Development and Human Resources Management.
- ❖ **Employed proactive management** and strong leadership techniques to generate accomplishment-driven workplace environment, resulting in employee loyalty.
- ❖ **Enhanced overall quality**, through Testing & Certification, Quality Management.
- ❖ **Ensured client satisfaction** and customer retention through Strategic Business Planning and Client Relationship Management and by implementing client specific quality procedures and software testing methodologies / standards.

HONORS AND AWARDS

- 🏆 Awarded the "Trail Blazer award" in year 2003 for achieving the Quality goals of the organization.
- 🏆 Awarded the "Super Trooper Award" received by the QA Group for year 2002 for outstanding performance.

QUALITY CERTIFICATIONS

- ❖ Certified Six-Sigma Black Belt by KPMG, Bangalore
- ❖ Certified internal auditor for ISO 9001:2000 standards by TQMI, Bangalore
- ❖ Certified internal auditor for BS 7799 standards by KPMG, Bangalore
- ❖ Certified internal auditor for ISO 20000 Standards
- ❖ Certified Assessment team Member for CMMi ver. 1.2

PROFESSIONAL WORK EXPERIENCE

XYZ IT Services Private Limited, Bangalore

Vice President – Operations

2012 – Present

Management of operations in ways consistent with strategic goals and performance targets. Report directly to the Managing Director. Oversee all projects being developed by the development team including supporting the finance, HR and Administration team with operational plan, budgeting and ensure Governance & reporting requirements. Operational at two centers at Kochi and Bangalore, with team strength of 60 employees comprising of project managers, developers, designers and SQA.

- ❖ **Efficiently, manage** the overall daily operations, adhering to stringent QA / QC levels and achieve maximum efficiency and cost effectiveness.
- ❖ **Coordinate** communications, information, and highly skilled professionals to meet technology needs and evaluate progress while assuring smooth, efficient projects, and activities.
- ❖ **Implement** company strategies and manage the Technology infrastructure investment to ensure effective delivery of business operations through budget management, procurement and infrastructure remediation co-ordination.
- ❖ **Assessed** and implemented design and delivery processes to maximize customer investments, improve product quality, and enhance customer satisfaction; identified needs and provided solutions where necessary.

SELECTED KEY ACHIEVEMENTS

- ❖ **Led** organization through a series of internal system and operational changes to capitalize on emerging technologies and application enhancements, increasing efficiency and productivity.
- ❖ **Excelled** as a coach to develop right people management skills and achieve retention.
- ❖ **Initiated** quick and timely implementation of essential certifications in the entire organization with the use of enterprise wide project management and workflow automation tools.

XYZ Technology Services India Private Limited, Bangalore

Head Quality, Information Systems

2006 to 2011

Worked with a ten member team for Quality Assurance services and software testing. Reported to Head (Projects). Developed methodology / standards of testing strategies for all software projects. Implemented QA methodologies like CMMi, ISO 20000-1 and ISO 27001 organization wide. Monitored and kept track of all programs and projects end to end. Provided strategic ideas to senior management on QA initiatives. Implemented QA culture across the Organization.

SELECTED KEY ACHIEVEMENTS

- ❖ **Achieved** CMMi level - 3 assessments, within one year of company start - up operations. Optimized and sped up the implementation by using customized workflow automation tools.
- ❖ **Instrumental** in new Processes Definition, Training and Implementation, Analysis of Process change proposal and incorporate in the releases of the Quality Management System.
- ❖ **Developed and analyzed** C-Sat surveys to render customer satisfaction-par-excellence.
- ❖ Spearheaded the implementation and maintenance of customized tools like IBM Rational tool sets – Clear case and Clear Quest.
- ❖ **Defined and implemented** Quality Management System and was recognized and selected by clients for their respective organization wide implementation.

XYZ TMT Limited, Bangalore

2000 to 2006

Head Quality

Imparted strategic direction to define the quality and security roadmap for IT / ITES projects across the Organization reporting to the CEO. Deign, develop and implement quality procedures and software testing methodologies / standards to suit specific clients' requirements. Conducted regular

internal quality audits for compliance and track project progress. Headed a ten-member team that involved two Quality Managers and two Senior Quality Executives.

SELECTED KEY ACHIEVEMENTS

- ❖ **Achieved** four certification / assessments (ISO 9001, CMM level 4, BS 7799, HIPAA) for the organization in 2.5 years.
- ❖ **Developed**, implemented and continuous monitoring of performance metrics for Clients
- ❖ **Developed** new process for all transitioned BPO verticals in line with Quality management system.

PREVIOUS WORK EXPERIENCE

Manager, Quality - XYZ Infoway Private Limited, Bangalore	1999 to 2000
Manager, Operations & Quality - XYZ InfoTech Pvt Ltd, Bangalore	1995 to 1999
Senior Executive, Quality Control - XYZ (I) Ltd., Bangalore,	1990 to 1995
Engineer, Assembly Quality - XYZ Auto Ltd., Maharashtra, 1988-1989	1988 to 1989

PROFESSIONAL QUALIFICATIONS

- ❖ Post Graduation in Production Management, University of Cambridge, U.K., 1987
- ❖ Bachelor of Engineering (Mechanical), University of Bangalore, India (Distinction), 1985

PROFESSIONAL TRAININGS & WORKSHOPS ATTENDED

- ❖ Management Development Program on “Finance for Non-Finance Executives” by ICAI
- ❖ “Outbound Team Building Skills” program conducted by Pegasus Consultants
- ❖ “Assessment Team Member” training for CMM Level 4 assessment conducted by KPMG
- ❖ “Assessment Team Member” training for CMMi Level 3 assessment conducted by QAI
- ❖ Training on “ITIL Intermediate Level” by HCL
- ❖ Training on SEI PCMM by KPMG
- ❖ Training on SEI CMMi – SVC Ver. 1.3 by QAI
- ❖ Training on Win Runner 7.0 and Test Director 7.2 conducted by Brainware InfoTech Pvt. Ltd
- ❖ Executive Development Program on ‘Communication Skills’ and Team Building’
- ❖ Workshop on “Aligning Performance using Balanced Scorecard” by QAI
- ❖ Workshop on " Relationship Strategies" conducted by Brahma HR Consultants
- ❖ Workshop on Project Management by QAI

PROFESSIONAL MEMBERSHIP

- ❖ Member of the Institution of Engineers (MIE)
- ❖ Chartered Engineer (CEng)

PERSONAL INFORMATION

Date of Birth : xxxxxxxx

Marital Status: xxxxxx

Languages: English, Hindi, Malayalam, Kannada

Passport No: Valid Indian Passport