

# Karuna Kiran Kollipara (KK) (ISTQB, SaFe5.0)

## Test Manager

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### Profile

- **Results-oriented and technically proficient Test Manager** with over **19 years of experience driving the successful delivery of end-to-end testing solutions for Enterprise Level Transformation projects.**
- Proven expertise in the **Banking & Finance, Insurance, Telecom, and Retail domains**, serving clients across the **UK, Australia, NZ, and USA.**
- Recognized for developing and implementing industry-leading Enterprise **Test Strategies** for **Digital transformation, OSS/BSS Transformation, Mobile testing, Data Migration, TIBCO Cloud Migration, TIBCO Software Upgrade** and **Windows upgrade** projects.
- Possess strong expertise in **System Testing, System Integration testing, User Acceptance, Regression, Non-Functional testing** and **Defect management**, with a comprehensive background in various software testing roles throughout my career.
- Experienced **people leader** and **mentor** who excels in high-pressure environments, fostering successful and productive **globally distributed teams.**
- Highly organized with excellent negotiation, **listening, verbal, and written communication** skills.
- Skilled in delivering impactful presentations and coordinating activities in fast-paced, **multi-vendor environments.**

### Key Skills

**Program Management** | Digital Transformation, OSS/BSS Transformation, Windows/DW Upgrade

**Test Management** | End to End STLC - ST, SIT, UAT, NFT incl. Performance, Automation

**Test Activities** | Test Strategies, Test Plans, Test cases, Test Estimation, Resource Planning, Requirement Verification, Test Run Scheduling, Test data set up, Test Progress tracking, Test process improvement, Defect management, CAPA, Retrospection

**Testing types** | ETL, BI, Data Migration, Windows/DW upgrade, Mobile, Web Testing

**Management** | Stakeholder, Risk, Environment, Release, Vendor, offshore

**Engagement** | Distributed Multi-Geo, Multi-Vendor team relationship development

**Methodologies** | Agile, Waterfall, TDD, BDD, CI/CD, DevOps

**Domain** | Telecom, Banking, Finance, Insurance and Retail

**Testing Tools** | Jira, Zephyr, HP ALM, Bugzilla

**Meetings/Reporting** | Governance, Metrics, Entry-Exit, Defect Triages

**Technical tools** | SaaS - ServiceNow, Oracle HCM, TIBCO OGC, DMC, MDM, Siterra, Kony, Biztalk, Sitecore, QlikSense, Xamarin, Broadvision

### Achievements

- P&L - Cost Reduction | Devised roadmap & solutions that optimized test automation coverage and helped save >500K
- Training | Coached >50 client & HCL testers in 4 EU countries, Mexico, India on Test Management tools.
- Reputation | Built client confidence via creation of best practice test framework to deliver quality products
- Recognition | Rated 'Outstanding' for 7 years in a row and part of privileged O7 group
- Awards | Star of the year, Achievers League, Square Peg award, High Maturity Practitioner
- CMMI L5 Audit | Represented HCL Testing in KPMG CMMi Level 5 audit as the SPOC for testing practice
- Certifications | SaFe5.0, ISTQB, IIBF, INS 21, LOMA 280

### Career

|                  |                           |                |                  |
|------------------|---------------------------|----------------|------------------|
| HCL Technologies | Associate General Manager | United Kingdom | 2013 - till date |
| HCL Technologies | Project Manager           | India          | 2004 -2013       |

Assignments undertaken with the following corporate clients include:

## Professional Experience

### **Arqiva (Telecom) | Test Manager | Winchester UK | 2020 Aug -till date**

As a System Integrator and Test Manager, I played a pivotal role in the £105M 'Future Fit Transformation' programme, delivering impactful results:

- Defined and implemented release-specific test strategies, ensuring end-to-end (E2E) test assurance, delivery, and governance of testing activities for solutions built on ServiceNow, Oracle ERP, Siterra, TIBCO – OGC, DMC, MDM.
- Reported directly to the Head of Test, spearheading senior-level meetings and providing meticulous reports that enabled informed decision-making.
- Collaborated closely with leadership teams across various business functions, operations, design, delivery, and change management, optimizing the test strategy and championing the adoption of best-in-class test processes and frameworks.
- Held full accountability for test delivery and resources on a global scale, overseeing a diverse team of approximately 23 members, including both in-house and supplier resources. My influence drove the widespread adoption of testing best practices, resulting in timely and quality project delivery.
- Played a critical role in ensuring the adherence to quality assurance (QA) gates and entry/exit criteria throughout multiple functional and non-functional testing phases.
- Proactively identified and raised risks and blockers in program board and steering committee forums, mitigating potential delays and making well-informed recommendations to stakeholders at the earliest opportunity.
- Recruited and managed a globally distributed team of highly skilled test managers, test leads, and test engineers.
- Through meticulous monitoring, performance evaluation, and steadfast support, I fostered a culture of excellence, driving exceptional results.

With my unwavering commitment to excellence and proven track record, I made a lasting impact on the success of the 'Future Fit Transformation' programme.

### **Quilter (Wealth and Investment) | Test Manager | Southampton UK | 2019 Oct -Dec 2020**

- Responsible and Accountable for defining the test strategy and delivery of ETL Migration, Performance testing, Web based testing projects by managing diverse test teams for a wide range of Wealth and Investment applications
- In charge of overall test delivery, ensuring controlled code drops into various environments by assessing and by verifying the defined acceptance criteria are met for exit and entry into quality gates
- Complete ownership of ST, SIT, user acceptance and non-functional testing including performance testing on projects handled by HCL
- Support Workday implementation by providing HP-ALM Test Tool administration
- Status Reporting to Senior Management and various Stakeholders, publishing dashboard to track and highlight deliverables, risks, issues, project performance etc.
- Monitoring test progress, Defect raising and tracking through HP-ALM

### **ASDA (Retail) | Test Manager | Leeds UK | 2018 Aug -Sep 2019**

- Defined and coordinated delivery of Test Strategy for business-critical projects across Insight & Analytics and Back Office streams which involved ETL testing, DW Migration, Windows Upgrade infrastructure testing, Performance and Automation.
- Accountable for the planning, execution and delivery of system testing, integration, user acceptance and non-functional testing including performance and automation for all projects delivered by HCL and third-party test suppliers.
- Cut cycle-time, increased in-test velocity, and industrialized test assets by reusability, In-Sprint Automation, and introduced Shift-left testing.
- Produced Monthly, Quarterly and Annual Metrics with inferences and Corrective actions
- Defect management; Running the defect triage internally and with all 3rd parties during the testing phase.
- Involved in Product Backlog/Sprint Backlog identifying discussions, Daily Scrum Meeting, Sprint planning, Sprint Review Demo, Sprint Retrospective

### **International Personal Finance (Finance) | Programme Test Manager | Leeds UK | 2013 Dec-Jul 2018**

- Defined the Enterprise Test Strategy based on the Test policy of IPF for a major digital transformation program.
- Devised and delivered Test, Automation and Performance Specific Strategies for Mobile and Web Based projects.
- Created and managed System, System Integration, User Acceptance, Non-Functional, Performance and Security tests across client and on- offshore teams – resulting in greater efficiency.
- Key contact point for all tests and management reporting covering progress, accomplishments, plans, issues and risks.
- Strengthened connections with third-party Infra and service teams.

- Owned estimating, budgeting, resourcing, billing, and statement prep, and partnered management for approvals.
- Evaluated and introduced tools for Test & Defect Management, Web & Mobile Automation, Performance Tests, and Cross-Browser tests; scheduled and approved tool demo, supported procurement and renewals.
- Set up the future roadmap for QA platform integration with DevOps - helping performance in faster go-to market

#### Earlier Projects executed for HCL

|                                |                               |                          |                   |
|--------------------------------|-------------------------------|--------------------------|-------------------|
| Commonwealth Bank of Australia | Test Manager (Team 30)        | Chennai, India           | 2012 Apr-Nov 2013 |
| Lloyds Bank (Banking)          | Test Lead - Manager (Team 51) | Leeds UK, Chennai, India | 2007 Aug-Mar 2012 |
| Xafinity – Paymaster (Pension) | Senior Test Engineer          | Crawley UK               | 2007 Jun-Aug      |
| FIS UK (Finance)               | Senior Test Engineer          | Cardiff UK               | 2007 Mar-May      |
| BTFG (Banking)                 | Senior Test Engineer          | Sydney Australia         | 2006 Jun-Feb2007  |
| Sovereign (Insurance)          | Senior Test Engineer          | Auckland NZ              | 2005-2006         |
| GenRe USA (Reinsurance)        | Test Engineer / STE           | Chennai, India           | 2004-2005         |