# GIST – My Value addition contributions

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### Abstract

The purpose of this document is to give you a summary of the significant value additions and achievements, I have brought in or made during my professional tenure. I have used the ‘SITUATION TASK ACTION RESULTS’ (STAR) framework in each of my contributions/achievements.

### Contributions @ Mphasis

Fresh out of college, this was my first employer. I had to quickly get up to speed to join the live project. I interacted with the seasoned associates of the organization, discuss with them on the key aspects of the organization’s expectations, got myself trained in technical aspects and also soft skills. This helped me to quickly get up to speed into corporate lifestyle and bridge the gap from college to corporate life and additionally found critical software bugs in the early corporate lifecycle.

### Contributions @ TCS

Customer was launching mobile compatible portals and I was entrusted to set up the Cross-Browser Testing methodology for this. There were certain constraints existing like security as it was a financial client and add to that they(customer) wanted a low-cost solution. I decided to research on all the tools available in the market, did a lot of due diligence and cost benefit analysis to cater to this challenge. I used internet to research on the tools available in the market, researched product reviews from customers, analyzed the current situation with the future prospective product (to know the fit), interacted with the product company representatives and got their views. Finally made a business proposal for the recommended product along with the justifications. The result was that the customer gave me an immediate buy in and the product was rolled out across the organization reaching more than 500 associates with positive results. The entire project was carried out in Agile Scrum model and ensured client and program success. Additionally, drove the Agile Scrum process well and seamlessly integrated with the Development team to bring in value additions by means of streamlining the Devops process in a coordinated manner.

### Contributions @ Infosys

As a technical lead, I had to manage a team of 19 direct reportees which became very tedious. I decided to restructure the entire team org model. Classic management theory tells that the ideal number of direct reportees one needs to manage should be around 6 for an efficient management outcome. I brainstormed with the team and split up the project into 3 modules and made 3 leads responsible for their respective modules. This made managing the team a lot easier, resulting in more quality work (reduced defect leaks) and higher productivity. Certain inefficiencies like erratic execution speeds by different team associates at different times of the working day were captured and put to further action.

### Contributions @ Amazon

1. Working as an Operations Manager, I saw that sequential Tablet Device testing execution methodologies were being followed in one of my projects and also that it was overstaffed. To counter this, I decided to alleviate these problems by doing a deep dive Root Cause Analysis (RCA). My analysis showed that there was scope for improvement in our way of execution. In fact, I observed that each QA was executing in different types of devices and in a sequential manner, so I brought in parallel execution by asking the teams to execute in same type of devices (as touch points in the Tablets will be the same in each Device). This move resulted in significant savings and reduced the team headcount from 10 to 5, and in turn created a saving worth more than USD. [United States Dollar] 50000 annually [\*Calculations in appendix]. The additional 5 associates were effectively moved to another project which also helped us in processing additional work volume.
2. There was too much floor clarification in another project that I was handling, which was mainly happening due to frequent churning of resources in that project. The new associates ate away too much time, of the senior resources and the Team Lead due to clarifications. To counter this, I decided to bring in video and voice guided execution training methodology. I did this by asking the senior associates to set aside some time daily to capture video along with corresponding commentary for the cases they execute. Once this was over it was passed on to every newcomer joining the project. This reduced the floor clarification by approximately 70% (from an average of 90 minutes per day to about 25 minutes per day). This cannot be accounted as a direct hard saving (quantifiable) but as a soft saving, as it improved the work life balance of the associates and we saw that associates did not need to stretch beyond regular hours, also the new comer could play the video any number of times for gaining exact clarity.
3. There are many mundane routine execution activities followed by the associates which cause fatigue and frustration to associates. I did a deep dive analysis and saw that these tasks could be automated. Hence, I made a business proposal for automation, by identifying the cases that could be automated. Here 2 separate sections were made (1 for hardware automation and 1 for software automation, as we work on tablet and TV products) and also came up with the current effort time and the estimated effort time after automation. The automation effort called for associates with niche skill in embedded systems, Python language and elementary robotics and designing. I supported and coordinated these activities to ensure the task is tracked to closure. This further reduced the headcount from 5 to 1 (total automation). Similar savings apply as point i).
4. Performance management was not automated and calls in for too much time spent for annual performance review of associates. We individually spend too much time, first calibrating on individual projects and then adjusting it to understand where a particular associate stands on a wider group among several managers. All this data was captured in excel sheet. This usually called for exhaustive exercise carried at the end of year, every year and partially error prone as it is subjective. When I deep dived, I thought the entire process can be automated. I decided to leverage my past company experience to install one-time configurable set procedures and build a simple system with all logic embedded inside. I put this business proposal forward, it passed 1 level of approval and waiting for final approval. This results in no more crashing of, excel sheets (due to large volume of data) and hence causing data loss. Additionally, it will cut about 80% of cycle time (from 150 hours to approximately 30 hours).
5. I observed that there was scope of improvement in our Tablet & TV line of products. Citing this I brainstormed with the team to come up with ways to improve our product features. We then did a cursory competitor analysis and got to know that, in spite of our products being cheaper than most of our competitors, it did not make it big in the market, as it missed the Wow effect features. So, we decided to come up with a separate portal for us to log in Creative ideas to enhance the product and the ones with maximum votes gets an opportunity to go into the product backlog for feature inclusion. In addition, we also introduced the concept of associates raising enhancement bugs to improve the user experience. Some of the ideas that came up during the brainstorm were introduce shortcut keys for Pinch and expand hand swipes on the tab and also for other hand actions on the tab. Additionally feature enhancements pertaining to user experience were also raised in enhancement bug section.
6. I observed there were a lot of inefficiencies in the way we executed our floor operations. I decided to challenge the status quo to eliminate many of the inefficiencies by deep diving. I decided to collect a lot of data like: A) Number of cases we are executing, that are constantly passing for the past 6 months. B) The ageing of bugs raised for the past several months that do not get resolved(closed). C) The comparison of approximate bugs that gets fixed for every 1000 hours of regression testing (cases with standard steps) against 1000 hours of exploratory testing (wild card testing). D) Reports that we send our stakeholders on a periodic basis like Resource utilization data, Quality metrics report etc. E) Our fixed bug percentage was really low.

We processed all this data and the results were surprising: A) Nearly 70% of the test cases were consistently passing for the past 6 months which showed that our Test Cases lacked the quality to capture bugs and hence we decided to strategically reduce our test suite. B) We saw that except the blocker bugs (highest bug priority) there were about 20 % of Critical priority bugs (lower priority than blocker bugs) ageing more than 90 days, which showed that Product Development(Dev) team were not actioning fast enough on the bugs and the message was passed on to Dev manager for their further action. C) We found that number of Exploratory bugs raised per 1000 hours of execution (71) surpassed the Regression bug count per 1000 hours of execution (2) by a large margin. Hence, we decided to put the question of reducing the existing regression test suite and increase the exploratory bug to test case conversion. D) We were spending about 10 Hours a month in reporting. I decided to use macro scripts wherever possible to automate the reporting tasks which cut cycle time by 80% from 10 Hours a month to approximately 2 Hours, a month. E) The Bug fix % was about 32%, hence I decided to counter this issue by introducing an analysis activity for the entire team. I asked the team to analyze all the fixed bugs for the past year in one filter and other status bugs (like By Design, duplicate etc.) for the past year in another filter. This exercise will help them get a trend as to what kind of bugs get fixed and what kind of bugs do not get fixed. One of the outcomes from this was those bugs having huge customer impact was fixed sooner. This activity increased the Bug Fix % to 42% within 1 month excluding special cause variation.

1. There was an Organization (Org) Change management initiative I was entrusted for. I had to come up with an Org vision, appropriate Org Name, re visit; the job description (JD.) of the associates and Org Signature. I brainstormed with various stakeholders in the org and got their inputs, applied both top down and bottom up approach, used elimination techniques and finally zeroed in on the Org vision, Org Name, JD. and Org Signature. This was well received and appreciated as I drove the complete initiative in line with the Org’s strategy.

### Contributions @ Intellect Design Arena

Working as a Senior Consultant, I saw there was a need for improving the standardization in the Testing process. Observing this, I decided to setup a STCOE(Software Testing Center of Excellence) for which I revamped the Templates being followed, coached and mentored the team to follow good testing practices: like capturing the right metrics, follow up with Development and Program team as needed, Robotic Process Automation Proof Of Concept., usage of appropriate testing tools, improving the reporting structure etc. This resulted in substantial savings for the Delivery team and enhanced customer delight. Hence ensured program success.

### Contributions @ Cognizant Technologies

Working as a Project Delivery Manager, I saw the need for setting up and doing end to end people management, ensure timely deliverables, coordinate with multiple stakeholders and produce distinct artefacts like Agile/Kanban documents and hence contribute to the overall program success.

Also responsible for managing weekly Client reviews, presentations, reporting and KPI’s (Key performance Indicators). In addition, I performed process improvements to streamline Status Trackers.

Contributions @ Freelancer-Remote

Working as Delivery Manager with UpWork : Cloud Engineering and managed 2 projects for a Digital Document security management company- European clients, I Quickly scaled up to help design Kubernetes Architecture to help deploy PODS and clusters. In addition, I helped in designing and developing technology landscape for the client.| Worked as a Project Manager for a Legacy Code Conversion Project| Conducted few Corporate Trainings in Embedded Systems and VLSI. Technologies.| Created an utility App|

### Contributions @ RGP

 Working as Practice Analyst – as PMO. – Project & Portfolio Management – COE.(Center of Excellence), I was responsible for Tracking and managing data for the PMO. – COE. Though it was a short stint, I quickly scaled up to expectations and started delivering the deliverables early. I suggested & created a few templates, created/edited training material, did data clean up, track end to end Resource recruitment Demand cycle, provide process improvement initiatives, involve in Agile Enhancement cycles with IT. Team, Manage and approve requests for Sharepoint access, Laptop and IT troubleshooting was taken care of including tracking to closure.

###  Contributions @ SakSoft

 Worked as a Product Owner – For short span and Contributed towards Organization recruitment initiatives.

 Contributions @ CapGemini

 Working as Manager – Project Manager cum Scrum Master for Large Banking Multi National. I am responsible for taking care of the Scrum Calls and Driving the Agile Process; Track tasks to completion.

We use tools like Plan View and Lean Kit for driving the Agile Process. Additionally we track metrics towards overall Portfolio completion objectives. I am also responsible for driving Process initiatives towards better Software development(like Version controlling, code coverage , quality audits etc..). I manage a Software Development and Testing Team of about 10 people and have stakeholders ranging from Developers, Testers, Product Owners, Business Analyst , Technical Leads, Architects, Business Owners etc. We do status reporting as well. Process Documentation and Office tools are also part of the Work Profile. Our collaboration tool is Microsoft Teams primarily. We also work in a multi vendor environment.

### Contributions @ Remote-Work from Home & Hybrid Mode

Worked remotely as Technical Test Lead, Operations Manager and Manager-Service Delivery at Infosys, Amazon and Cognizant respectively on some of the days where I had to co ordinate and manage geographically dispersed teams, collate data and work - deliverables and report to senior management. I ensured that deliverables were met up to timelines, service level agreements(SLA) and quality expectations of clients & relevant stakeholders to the best possible extent. This was achieved through collaboration and communication. In addition, I was also involved in a few technical artefact creations.

Most recent assignments were almost fully remote including my Freelance work and stint with RGP.

Finally in Saksoft, it was a fully remote assignment too.

Currently associated with CapGemini and working in a Hybrid Work mode with few days work from office and few days work from home mode.

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### Appendix

\*Calculation for i.:

Billing cost per Associate per hour 5.8 USD.

There are 8 working hours per day per associate and 21 working days in a month approximately and 12 months in a year.

Hence there are approximately 21\*12\*8 = 2016 working hours in a year.

As 5 resources are released/saved from 1 project, and placed in another project, we save approximately 5.8\*5\*2016 USD. = USD. 58464 annually YoY (Year on Year).