



Monika Kaur Sahani

CUSTOMER DELIVERY LEAD | Agile enthusiast - CSM® | Project Management – Prince2 | Quality Assurance & Test Management | People Leader

Phone: +917046672612

Address: Vadodara, India

LinkedIn: <https://www.linkedin.com/in/monika-kaur-49208267/> **Email:**

monika.a.kaur@gmail.com

- 14+ years of experience in IT **Project/program management**, delivery & test management and leadership roles.
- Successfully managed and delivered complex IT projects helping businesses with digital transformation of their IT landscape with **agility** and **Quality**
- Proven track record of managing multiple, **middle-scale (20-30 + FTEs) projects** and programs simultaneously in a complex environment by collaborating and communicating effectively with cross-functional teams, vendors and stakeholders Expertise of **End to End service delivery**
- Certified **Scrum Master** with **7+** yrs of experience in facilitating Agile methodologies and leading cross-functional teams
- Passionate **People leader**, with extensive experience **coaching** and **mentoring** teams to grow and develop within their roles.
- Expertise in delivering customer projects within multiple Domains; including **Retail, E-commerce, Healthcare** staffing
- Worked with **OneAdvanced for 6 years**, starting as a QA specialist and traversing through to become a Senior Test Engineer
- Working with PMC Retail, a UK based professional services provider for 4.5 years, as Customer Delivery Lead, managing deliveries for middle scale projects/services

EXPERIENCE

PMC Retail, Hybrid

Sep 2022 - Current

Engineering – Customer Delivery Lead

- Led and managed **Middle scale engineering delivery teams** providing guidance, mentorship, and fostering a culture of innovation, collaboration and continuous improvement.
- Develop and execute engineering (**Testing and development**) **strategies** in alignment with business goals, ensuring high quality deliveries.
- Collaborate with various customers, account/sales managers and delivery teams to define delivery scope, goals, deliverables & **SLAs/KPIs**.
- Oversee the delivery lifecycle from service mobilization, service delivery and governance framework and **continuous service improvements plan (CSIP)**.
- Implement **Agile/Scrum methodologies** to improve team efficiency and responsiveness to changing project requirements.
- Conduct regular project/delivery status meetings and **service reviews**, providing clear communication on project progress, issues, and risks.
- **Guide and mentor** Module Leads, Test Leads, FTE's, Testers
- Successfully **Managed multiple customer implementations** including,
- Acacium Group, UK/US - Oversee engineering team (20+ FTEs) in implementation of a cloud based scrape solution, develop/enhance healthcare staffing solutions and QA service for 8+ products
- Monsoon (Adena), UK - Manage, maintenance and 24/7 support of Back Office/Data Warehouse Retail solution. Prepared Project Plan for the new proposition
- GCI – Oversee engineering team(3 FTE's) in implementation for web based solution and guided and steered Automation tester within the project.

PMC Retail

Sep 2021 – Aug 2022

Testing | Senior Test Lead

- Lead and **manage** a team of **20+ QA** professionals, fostering a culture of collaboration and continuous improvement.
- Develop and implement comprehensive **test strategies(Automation and Manual)**, **test plans**, **test exit reports** ensuring alignment with project goals and business objectives.
- Oversee the execution of manual and **automated testing processes**, ensuring the delivery of high-quality software products.

- Managed the **end-to-end testing process** for 6 projects, coordinating with QA teams to ensure timely and successful project delivery.
- Spearheaded the adoption of test automation, leading to a **60-70%** reduction in testing cycle time.
- Contributed to testing with test types like Functional Testing, Regression Testing, Mobile Testing, API Testing and test designing in tools like Test Rail using BDD format
- Collaborated seamlessly with cross-functional teams to prioritize features based on their potential impact and reusability. This streamlined approach reduced development time by an impressive **30%**, ensuring on-time delivery of high-quality features.
- Implemented & defined testing methodologies across multiple products build with a varied set of tools and technologies, reducing testing time by **65%**.
- Authored comprehensive test cases and executed 1500+ tests for web based and mobile applications, achieving **98%** coverage and **0.1%** escape defects.

Scrum Master and Product Management:

- **Facilitated scrum ceremonies** –Backlog refinement, sprint planning, daily scrum, sprint review and retrospective meetings while coordinating and working along with the scrum team.
- Established a structured **product roadmap process**, reducing scope changes by 25% and ensuring smooth project execution.
- Managed and improved **87% SLA** for the client reported production issues with correct and concrete communication with key stakeholders.
- **Reduced product defect backlog** by 76% with effective sustaining engineering and management.
- Improved team morale from leading team-building activities, fostering open communication and promoting a culture of continuous improvement.

OneAdvanced, Vadodara

April 2014 – December 2019

Senior Test Engineer

- Performed **end to end functional and integration testing, api testing and mobile testing** for UK based Schooling solution
- Contributed to **product design reviews, influencing feature priorities and timeline adjustments**, ensuring a user-centric approach to product enhancements.
- Verified user requirements and designs by conducting walkthroughs, brainstorming. Reported defects during early design phase reducing **overall development and testing efforts by 40%**.
- Managed and led a team of **3** QA specialists in a high-velocity Agile environment, achieving a **25%** reduction in regression testing time through optimized test plans.
- Authored comprehensive test cases in JIRA Zephyr
- Design Test cases and defect logging in tools like JIRA
- Actively participated and contributed to the sprint ceremonies

Infostretch Pvt Limited, Ahmedabad

Feb 2013 – March 2014

QA Engineer

- Worked as a QA Engineer for US based company. Primary responsibilities included, Test analysis and designing, Test Execution and Reporting and performing testing like Localization Testing and logging defects in Salesforce Bug Tracking tool.

Priya Sharma Software Pvt Limited, Vadodara

Jan 2008 – October 2011

QA Engineer

- Worked as a QA Engineer for US based company. Primary responsibilities included, Requirement Gathering, Test analysis and designing, Test Execution and Reporting and direct customer communication.

SKILLS

Project/Delivery/Program Management Areas

- Strong Leadership and People Management
- Strategic Thinking & Planning
- Stakeholder Management

Technology/Technical Areas

- Software Development Lifecycle (SDLC)
- Project Management
- Agile/Scrum Methodologies, Waterfall Methodologies

- Strong Communication & Presentation Skills
- Negotiation, problem solving and Conflict Resolution
- Time Management
- Risk Management
- Resource Allocation
- Decision-Making and Problem-Solving
- Innovation and Creativity
- Collaboration & Team Building
- Metrics and Reporting
- Change Management
- Quality Assurance Expertise (STLC)
- Test Strategy Development
- Test Management Tools (e.g., Jira, TestRail, Devops Azure)
- Browserstack, SOAPUI, POSTMAN
- Functional Testing, API Testing, Mobile Testing
- Integration Test Approach

EDUCATION

AIIS, Anand

June 2003 to May 2007

MCA, Masters of Computer Application

MCRPV, Bhopal

June 2000 to May 2003

BCA, Bachelors of Computer Application

CERTIFICATIONS

Certified Scrum Master

ScrumAlliance

Certified Tester Foundation Level (CTFL)

ISTQB® - International Software Testing Qualifications Board

Prince 2 – Foundation and Practioner

Peoplecert

HONORS

Player of Month

PMC Retail Pvt. Ltd.

Award received "In recognition of going above and beyond in support of PMC customers and playing a key role in successful **multiple deliveries** for them from the **Delivery Service Manager**"

Leadership award

PMC Retail Pvt. Ltd.

Award received "In recognition of showcasing **exemplary leadership skills from CEO** and for driving one of the critical Test team and showcasing excellent stakeholder management skills."

Best Team Award at Company Day

PMC Retail Pvt. Ltd.

Award received "In recognition of part of most **dynamic Test Team** in PMC **from CEO**"