

# NARESH BABU SURE

IT Service Delivery | Agile Methodologies | QA Automation

**Address:** Flat No G12, Sky Heaven Apartment, Dynamic Colony, Mayuri Nagar, Hitension Lane, Miyapur Hyderabad, Telangana (500049)

## PROFILE SUMMARY

A Seasoned IT Service Delivery Expert with 16+ years in Service Delivery, QA Automation, Software Development Life Cycle (SDLC), having proficiency in UFT, Selenium, and Soap UI, elevating service quality, streamlining processes, advancing revenue, and doubling IT organization's wealth.

## EDUCATION

- **B.Tech (Computer Science & Engineering)**

Jawaharlal Nehru Technological University | Apr 2005

## CERTIFICATIONS

- Professional Scrum Master 1 | Jan 2021
- Professional Scrum Product Owner 1 | Jan 2021

## PROFESSIONAL SKILLS

- Agile Project Management
- Agile Program Management, QA Automation
- IT Service Delivery, Quality Assurance (QA)
- Software Development Life Cycle (SDLC)
- Scrum Master & Scrum Product Owner
- IT Risk Management, Vendor Management
- Change Management, Service Level Agreements (SLAs)
- Continuous Improvement, Resource Allocation
- Budget Management, Client Relationship Management
- Contract Negotiation
- Team Leadership
- Agile Methodologies

## TECHNICAL SKILLS

- Soap UI
- Quick Test Professional
- Selenium
- JIRA
- TOSCA
- SQL
- PL/SQL
- VB
- HTML
- C
- Core Java
- Groovy Scripting

## PROFESSIONAL EXPERIENCE

**Info Vision Labs India Pvt. Ltd., Hyderabad** (Feb 2022 to Present)

**Designations:** Senior Delivery Manager

### Key Highlights:

- Achieved a remarkable 20% elevation in customer satisfaction by orchestrating the seamless end-to-end delivery of numerous intricate projects.
- Enhanced team productivity by an impressive 30% through the establishment and effective management of a top-performing team of delivery managers, emphasizing agile principles.
- Spearheaded successful delivery of large-scale transformative initiatives, resulting in a substantial 15% boost in company revenue, emphasizing agile project management practices.

### Key Professional Responsibilities:

- Supervising multiple delivery teams, ensuring governance at executive level, conducting project meetings, and evaluating successful and unsuccessful project factors and gaps, optimizing project management processes.
- Pioneering formulation and execution of Agile methodologies in intricate environments, successfully delivering agile projects at scale, reflecting commitment to Agile and Project Management principles.
- Strategically recruited and oversaw contract resources for specific projects or to bolster team capacities, ensuring agile resource allocation and Project Management excellence.
- Cultivating and maintaining relationships with senior managers, business stakeholders, and technical teams, fostering alignment between delivery priorities and overarching business objectives, demonstrating exceptional Service Delivery and Project Management capabilities.
- Effectively managing resource allocation and project timelines, ensuring agile Project Management practices to meet deadlines and customer satisfaction.
- Enforcing corporate policies, technical procedures, and standards to safeguard data integrity, report accuracy, and access security, ensuring robust Service Delivery and Project Management practices.
- Guiding creative projects from inception to completion, while overseeing external vendors, adhering to agile principles and delivering projects in a collaborative manner.
- Contributing to business development initiatives by crafting proposals, actively engaging in sales meetings, and offering valuable technical insights, showcasing expertise in Project Management and Agile methodologies.

**ByteRiderz India Pvt. Ltd. (Part of InfoVision), Hyderabad** (Apr 2021 to Jan 2022)

**Designations:** Technical Project Manager

### Key Highlights:

- Expanded QA team from 30 to 55, resulting in a 27% account revenue boost.

### Key Professional Responsibilities:

- Designed strategic plans for component development practices, overseeing external vendors in creative projects, and promoting Agile project management.
- Ensured consistent meeting of deadlines and production requirements, using workflow charts and diagrams to guarantee production team compliance with client deadlines in Project Management.
- Mentored Test Leads and coordinated test staffing with Test Resource Managers, effectively managing the strategic and tactical testing relationship, emphasizing Agile principles with program stakeholders.
- Improved junior IT team members' skills through training in network security and data circuit troubleshooting, supporting Agile practices.
- Prepared statistics for Client Management and Business stakeholders, effectively communicating progress in Service Delivery.
- Assumed responsibility for resolving issues, providing 24-hour system availability, and offering on-call support for production jobs, emphasizing Service Delivery and Agile practices for timely ticket resolution.
- Tracked and assigned User-reported tickets and Problem tickets to team members, ensuring Agile-driven resolution within specified SLA periods for System, integration, E2E testing, and internal & external applications of AC.

## PRIOR EXPERIENCE

**Verizon Data Services India Pvt. Ltd., Hyderabad** (Aug 2007 to Mar 2021)

**Designations:** QA Team Player/ Test Lead

**Key Role:**

- Effectively overseeing and guiding QA teams. Possessing vast expertise in end-to-end testing within the domain of Telecom Utilities, encompassing Software Quality Assurance for various application types such as Functional, Manual, Automation, Web Services, client-server, Salesforce, and Mainframe.

**Key Highlights:**

- Attained a 35% reduction in manual effort through the implementation of a centralized functional test automation tool (Edge tool) in QA.
- Earned appreciation for successfully automating end-to-end functionality for the Visible application, emphasizing Software Quality Assurance.
- Received a Spotlight award for consistently improving the automation process and contributing to the reduction of manual testing efforts in QA.

