Aravindan S

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Quality Assurance/Process Excellence/Governance,Risk & Compliance Management

Summary

Total Experience: ~18+ Years

- Experienced Process Excellence/Quality Assurance professional specializing in balancing customer satisfaction & business needs with expected compliance management by leveraging global standards and models including but not limited to **ISO 9001, ISO 27001, CMMI (DEV & SVC), SSAE 18** etc.
- Specializing in Process Transformation with a keen focus on Risk Management and Quantitative Process management.
- **CMMI for Development** and **CMMI for Services** process definition, assessments and heading Software Engineering Process Group (**SEPG**). of **CMMI v1.3 ML 3** Assessment Team (**ATM**) for a 1000+ people organizational unit. Trained in **CMMI 2.0**.
- Experience in **process implementation, training and audits** in **US, UK, Canada and Switzerland**. Handling process consulting for teams spread across multiple regions.
- **Service Quality Management** with effective tracking, analysis and reporting with focus on continual improvement in both internal and external customer satisfaction
- **ISO 27001:2013** Information Security Management System (**ISMS**) Process Definition, Implementation & Maintenance.
- Expertise in **ISO 9001:2015** Quality Management Systems (**QMS**) Process Definition, Implementation & Maintenance. Expertise in **TickIT** Standard and Implementation
- **Certified Software Quality Analyst (CSQA)** (since 2006) and **Certified Quantitative Software Process Engineer (CQSPE)** (World's 2nd CQSPE certified professional) from QAI, (USA)
- Heading **Internal Audit** Team. Expertise in conduction, co-ordination and validation of **Internal Audits** for Development, Testing projects and Support functions.
- Expertise in Metrics Analysis (**MA**), Process Improvement Index (**PII**), Customer Satisfaction Index (**CSI**) analysis, Requirements Management (**RM**) and Configuration Management (**CM**).
- Professional Individual Member of All India Management Association (**AIMA**) and Madras Management Association. (**MMA**), Institute of Directors (**IOD**), Indian Society for Training & Development (**ISTD**), Software Process Improvement Network (**SPIN Chennai**)
- Expertise in usage of **Six Sigma QC tools** such as Histograms, Cause and Effect diagram, Pareto Diagrams, Graphs, Control Charts, and Scatter Diagrams.
- Specialized in implementation of **Decision Analysis and Resolution** across multiple divisions in various regions
- Strong **Interpersonal** and **Communication** skills.
- Experience in definition of Project Lifecycle as per the Customer Requirements
- Experience in **Implementation** and Configuration of Project Management Tools organization wide.
    - o Whizible Service Execution (Project Management Tool)
    - o IBM Rational Team Concert
- Experience in **VC++** programming (**MFC**) and embedded systems

Experience

PERIOD	ORGANIZATION	DESIGNATION & KEY RESPONSIBILITIES
April 2018 – Till date (~3.5 years)	**Softeon** Innovative Supply Chain Solutions SOFTEON Chennai, India www.softeon.com	**Head – Process Compliance** • Heading process definition and streamlining of all teams/functions at Softeon • Responsible for the re-structuring of Quality and Security Management Systems across Softeon Group
June 2016 – Mar 2018 (~2 years)	‹epam› EPAM Systems Hyderabad, India www.epam.com	**Director – Quality Assurance & Management Representative (MR)** • Heading QA team of EPAM with complete ownership of QMS and ISMS • Defining strategy for Quality management and process compliance framework • Ensuring compliance to global quality and security standards – CMMI, ISO 9001, ISO 27001 • Integration of QMS & ISMS of acquired companies with EPAM Integrated Management System
Jan 2009 - June 2016 (~7+ Years)	TEMENOS The Banking Software Company TEMENOS (India) Private Ltd. Chennai www.temenos.com	**AVP – Quality Assurance** • **CMMI for Dev Level 3** (v1.3) process definition and assessments (ATM member) • **CMMI for Services L3** Implementation experience (ATM member) • **ISO 9001:2008** QMS Maintenance • **ISO 27001:2013** ISMS Process definition and Implementation • Experience with definition and audit of Agile methodologies (**SCRUM, SAFe**) • Business Continuity Planning and Conduction of periodic **BCP** tests • Lifecycle/Process fine-tuning for Testing or Development as per the Project & Development model • Part of InfoSec Task Force,**SEPG**,Metrics Grp • **KPI** Audit and Reporting for multiple departments • Played the role of Deputy Management Representative (**DMR**)
Dec 2006 to Dec 2008 (2 Years)	**f FINANCIAL OBJECTS** Realising value from technology Financial Objects Software (India) Pvt Bangalore (**acquired by TEMENOS in Dec 2008**)	**Process QA Leader / Deputy Management Representative** • ISO 9001:2000 QMS Definition, Implementation and Maintenance • Internal Audits conduction and Co-ordination. • Liaison with Certification agency • Analyzing Effectiveness of QMS and presenting inputs in Management Review Meeting • Conduction of organization-wide QMS Awareness, Process, ISMS Awareness and Internal Auditor training

June 2004 to Dec 2006 (2.5 Years)	**Aspire Systems (India) Private Ltd.** OMR, Siruseri, Chennai www.aspiresys.com	**Sr.Engineer (Quality Assurance)** • ISO 9001:2000 QMS Implementation, Maintenance • Internal Audits conduction and Co-ordination. • Process consultant and Quality Catalyst for over 20 projects. • Preparing Project Health Status Report • Involved in VC++ programming
Mar 2004 to May 2004 (3 Months)	**HCL BPO Limited** www.hclbpo.com	**Customer Support Executive** • Providing support for overseas clients w.r.t Router configuration and DSL internet connection • Induction Training for junior members in Quality and Networking
June 2003 to March 2004 (10 Months)	**ZITT Technologies Limited.** Chennai.	**Network Engineer** • Hardware & Software - Trouble Shooting & Installation • Knowledge of OSI Model, Cisco Routers Configuration • Training Jr. Engineers in Networking • Expertise in Manual Testing - N/W product

Education

- **Bachelor's Degree in Computer Science and Engineering** from St.Peter's Engineering College, Chennai, affiliated to **Madras University** with **First Class**.
- **Master's in Quality Management from BITS, Pilani**. (Work Integrated Learning Programme)

YEAR OF STUDY	NAME OF THE DEGREE/DIPLOMA	UNIVERSITY/SCHOOL
2009-2011	**M.S** Quality Management (Work Integrated Learning Programme)	Birla Institute of Technology and Science, (**BITS**), Pilani. BITS Pilani Pilani | Dubai | Goa | Hyderabad Work Integrated Learning Program
1999-2003	**B.E** Computer Science (First Class)	St. Peter's Engineering College, Chennai Affiliated to **University Of Madras** சென்னைப் பல்கலைக்கழகம் UNIVERSITY OF MADRAS Re-accredited at the "A" Grade Level by NAAC and Conferred with the "University with Potential for Excellence" status by UGC
1998-1999	Higher Secondary School Certificate (+2) (State Board) Mathematics: **98.5%** Computer Science: **99.5%**	Vellamal Matriculation Higher Secondary School, Chennai.

Executive Education

Course Name	Duration	Institute / University	Completion
Cyber Warrior Certification 3.0 (Digital Skills Academy) **from IIT - Madras**	**4 Months**	IIT MADRAS Indian Institute of Technology Madras	Nov-2020
Product Strategy for Business Success (Iruditus) **From IIM - Kozhikode**	**6 Months**	भारतीय प्रबंध संस्थान कोषिक्कोड Indian Institute of Management Kozhikode *Globalizing Indian Thought*	Expected by Dec-21
MicroMasters® in Business Management (Pearsons) **from IIM - Bangalore**	**8 Months**	भारतीय प्रबंध संस्थान बेंगलूर INDIAN INSTITUTE OF MANAGEMENT BANGALORE	Expected by Apr-22

Certifications

- **CSQA**: Certified Software Quality Analyst from Quality Assurance Institute (USA) (active since 2006)

- **CQSPE**: Certified Quantitative Software Process Engineer (World's 2nd CQSPE) (active since 2009)

- **DPO**: Certified Data Protection Officer as per ISO IEC 17024:2012 from INTERTEK (2019) (first batch in India)

- **CCW:** Certified Cyber Warrior from **IIT-Madras** (6-month collaborative training with lab exercises in IIT-M)

- **CMMI Associate (2.0):** Certified CMMi Associate with 100% score in the qualification exam. **(100% Score)**

- **ISP**: Information Security Management System Professional (from INTERTEK) (2019) (first batch in India)

- **SPC**: Certified SAFe 3.0 Program Consultant (Scaled Agile Framework) (Jan 2016)

- **SCM**: Certified SCRUM Master (Scrum Alliance) (active since Feb 2016) – **(100% score)**

- **CAL-O:** Certified Agile Leadership – Organization (Scrum Alliance) (2021)

- **TKP:** Certified Team Kanban Practitioner (Kaban University) (2021)

- **Trained Lead Assessor for Industry 4.O Implementation** (Certified by CII in association with TUV SUD)

- **Trained Lead Auditor** for the following management systems**:**

  - (**QMS**) Quality Management System – ISO/IEC 9001: 2015
  - (**ISMS**) Information Security Management System – ISO/IEC 27001: 2013
  - (**ITSM**) Information Technology Service Management System (ISO/IEC 20000-1: 2011)
  - (**BCMS**) Business Continuity Management System – ISO 22301: 2012
  - Leading Management System Audit Teams (ISO 19011: 2011)
  - Management Systems Auditing Techniques (ISO 19011: 2011)

- **SSGB**: Six Sigma Green Belt certified from Indian Institute of Management - Calcutta (**IIM-C)** (2007)

- **SSBB:** Six Sigma Black Belt Candidate certified from Asian Institute of Quality Management (2009)

- **CSTE**: Certified Software Tester from Quality Assurance Institute (USA) (2008)

- **PCQI**: Preventive Controls Qualified Individual from Food Safety Preventive Controls Alliance (FSPCA, USA)

Technical Skills

Programming Languages	: C, C++, Microsoft Visual C++
Configuration Management	: Microsoft Visual Source Safe, Stellent DMS, Microsoft SharePoint
Project Management Tool	: Whizible ProjectByNet, IBM Rational Team Concert (RTC)

Personal Information

Name: Aravindan Shanmugasundaram
Date of Birth: 30th April 1982

Languages: English: Fluent | Hindi: Intermediate | Tamil: Fluent | French: Beginner

Business Visa information: US - B1 valid till 2025, Canada - B1 valid till 2022
Phone: +91-9841131573
E-Mail: aravindan.s@outlook.com /aravindan.s@gmail.com
Professional references: **<**Available on Request**>**
Personal Interests/Hobbies: Cricket, Volleyball, Gardening, Pisciculture, Volunteer work for Blue Cross & People for Animals

I hereby declare that all the details furnished above are true to the best of my knowledge.

ARAVINDAN S.