

PARAMA LAHA

TEST MANAGER

SAP • Manual & Automation Testing • Delivery Leadership

CONTACT

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LOCATION
Kolkata, India

CORE SKILLS

- Manual & Automation Testing
- Tricentis TOSCA (AS1, AS2)
- Test Management & Defect Triage
- Team Leadership & Skill Mapping
- Stakeholder & Client Communication
- SAP IS-U, CRM, Portal & BI
- SAP Java / ABAP WebDynpro
- MS Dynamics 365 & Salesforce QA
- Accessibility & Security Testing
- Cutover & Transition Management
- BAU Delivery & SLA Management
- ServiceNow, QTest

CERTIFICATIONS

- Tricentis TOSCA – AS1 & AS2
- Agile Software Development – Coursera (Sep 2021)
- Professional Scrum Master I – program nominee (2021)
- Generative AI – Level 2
- AWS Training
- WOW Leadership for Women Leaders (2018)
- Connected Managers (2020)
- SAP: WebDynpro Java/ABAP, Fiori, NetWeaver Gateway, Guided Procedures

EDUCATION

B.Tech, Computer Science & Engineering
Netaji Subhas College of Engineering (WBUT)
2003 – 2007 • CGPA 7.8

PROFILE

Test Manager and Application Consultant with 18.5 years of IT experience, including 13.5 years in SAP and the last 3 years in the Testing business unit. Experienced across manual testing, Tricentis TOSCA automation (AS1 & AS2), accessibility, implementation, development, support and enhancement projects. A team lead who enjoys bringing out the best in people and resources — focused on BAU delivery, service improvement, skill mapping and customer satisfaction.

18.5	13.5	43
Years of experience	Years in SAP	Testers led (largest team)

PROFESSIONAL EXPERIENCE

CAPGEMINI *14.5 years*

Offshore Test Manager | Tapestry – SAP migration to RISE — *Jan – Feb 2026*
Managed an offshore team of 16 functional testers; ran defect triage and technical stand-up calls, prepared client presentations, shared MoMs and maintained the ServiceNow defect list.

Offshore Test Manager | Elexicon Energy — *Feb – Nov 2025*
Led an offshore team of 43 testers — onboarded and trained members on SAP IS-U, then drove defect triage and leadership calls during testing while guiding junior members.

Test Lead & Tester | Four Seasons – Polaris — *Oct 2024 – Jan 2025*
Wrote test scripts and high-level design documents for D365 modules; ran daily/weekly syncs with internal teams and client; interviewed LoadRunner & JMeter candidates; delivered D365 training.

Learning & Development | TOSCA, Accessibility, GenAI — *May – Oct 2024*
Certified in Tricentis TOSCA AS1 & AS2; accessibility trainer (3 weeks); Generative AI Level 2 and Energy & Utilities training.

Project Transition Manager / Lead | K&E — *Mar – Apr 2024*
Delivered legal-domain training and HR concept sessions to the team.

Manual Tester | Discount Tire – Salesforce — *Aug 2022 – Jan 2024*
Test case design and execution, QTest documentation, daily syncs with project and client stakeholders.

Team Lead & Manual Tester | Heriff Jones — *Jan – Jul 2022*
Led a 3-member team and contributed to test design/execution; proposed better solutions to management.

Security Tester | Coca-Cola — *Oct – Dec 2021*
Individual contributor in the security testing role.

Cutover Lead | Energizer — *Jul – Aug 2021*
Coordinated cutover with all SAP tower leads; timely data-load uploads and status tracking.

Team Lead, Project Transition | Boehringer Ingelheim – BI Test Factory — *Mar – Jun 2021*
Set up the test factory: updated SOW, service handbook and onboarding deck, built testing/automation templates, contributed to end-to-end estimation; trained in CSV and GxP.

Team Lead – CE, NWBF, CRM | Centrica – SAP Support — *May 2018 – Oct 2020*
Drove service delivery and improvement toward 100% SLA compliance, zero backlog and no ageing; ran daily stand-ups and month-end calls to keep incidents low; earned client appreciation.

SAP Portal, WebDynpro & ABAP Consultant | Multiple clients — *Aug 2011 – Sep 2017*
Biller Direct customization with WorldPay integration (MAG); portal administration and Java WebDynpro (NYPD, NATS ESS/MSS); complex PLM WebDynpro application (American Greetings); ISA portal (Levi's).

HCL *1.5 years*

SAP NetWeaver Consultant | Armstrong, Warner Music Group — *Mar 2010 – Aug 2011*
Order-entry UI using JSP, Struts, HTML and CSS; portal content/system creation, BI report integration, and Java & ABAP WebDynpro development.

L&T INFOTECH *2.5 years*

Team Lead & WebDynpro Consultant | P&G, L&T, FUnDA — *Nov 2007 – Feb 2010*
Led DARPAN (quality, coding standards, mentoring); enhanced P&G's material price forecast on SAP Portal/BI; built FUnDA SolMan connector; delivered EALPS and CRISP.