

## Contact

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## Education

Master of Business Administration  
(MBA)  
Open University of Mauritius | Mar 2022  
– Mar 2025

Bachelor of Science in Computing and  
Information Systems  
University of Technology, Mauritius |  
2012

## Professional Certifications & Memberships

- ISTQB, BCS Certified Tester  
Foundation Level
- CompTIA A+
- Agile Project Leadership
- Microsoft Power Automate Essential  
Training
- Public Speaking Masterclasses

## Skills

- Quality Assurance and Test  
Management
- Agile and Scrum Methodologies
- Business Analysis and Project  
Leadership
- Cloud Technologies and  
Infrastructure
- Azure DevOps and Continuous  
Integration (CI/CD)
- Stakeholder and Client Relationship  
Management
- Process Improvement and  
Operational Optimization
- Team Leadership and Development
- Automation Testing and QA  
Frameworks
- IT Strategy and Digital  
Transformation

## BHAVNA RAMTOHUL

### Professional Summary

Results-driven IT professional with over 12 years of progressive experience in Quality Assurance, Business Analysis, Project Management, and IT Leadership across global organizations including BDO Global, BDO Canada, and Ceridian. Proven expertise in leading multi-disciplinary teams, implementing scalable testing frameworks, optimizing operational efficiency, and driving organizational growth through Agile methodologies, automation, and cloud-based solutions. Recognized for innovation, leadership, and excellence in delivering high-quality solutions across global teams.

### Experiences

BDO IT Consulting (BDO Canada LLP)

**Manager – Technology Teams | July 2025 – Present**

**Assistant Manager – Technology Teams | Jan 2024 – July 2025**

- Lead multi-disciplinary teams across Development, BA/QA, Cloud, and SOC divisions, ensuring operational excellence and budget adherence.
- Design and execute strategies for scalability, automation, and process improvement.
- Drive team growth by onboarding junior talent and developing internal leadership pipelines.
- Monitor KPIs, project delivery performance, and resource utilization across global teams.
- Lead initiatives in upskilling through cloud and cybersecurity certification programs.
- Enhance SOC operations through process standardization and leadership structure development.
- Align technical roadmaps with strategic business goals to enhance client satisfaction.

BDO Mauritius Solutions

**QA Lead, Business Analyst & Project Manager | June 2023 – Dec 2023**

Projects: Rollquik and Financial Due Diligence Tools

- Managed QA operations, developing test strategies, automation frameworks, and regression testing suites.
- Gathered and analyzed business requirements; defined user stories and use cases.
- Coordinated with product managers, developers, and stakeholders to ensure seamless delivery.
- Drove process improvements and risk mitigation strategies to meet project deadlines.
- Managed stakeholder communications, progress tracking, and reporting.

BDO Canada LLP & BDO Mauritius Solutions

**QA Project Lead | May 2022 – July 2023**

Projects: Caribbean Islands (BVI/Bahamas), Unilever AFFT & UGP

- Defined QA standards, metrics, and defect management processes within Azure DevOps.
- Reviewed test plans, executed functional/non-functional tests, and validated test summary reports.
- Mentored QA teams and facilitated User Acceptance Testing (UAT) with clients.
- Collaborated with project managers and stakeholders to ensure successful project delivery.

BDO UK LLP

**QA Lead – Online Personal Tax (OPT) Project | Nov 2021 – May 2022**

- Established quality benchmarks and metrics in alignment with Agile and automation frameworks.
- Built and mentored QA teams; identified training needs and implemented continuous improvement programs.
- Coordinated test activities and ensured quality compliance across all release cycles.

BDO IT Global

**Team Leader (Agile Test Engineer) | Apr 2016 – Nov 2021**

Key Projects: BDO Portal & Exchange, APT NextGen, Global Web Template, AI Research & Development

- Directed end-to-end testing lifecycle for enterprise web and AI-based solutions.
- Designed test strategies, cases, and automation scripts to ensure functionality and scalability.
- Managed cross-functional global QA teams and ensured process alignment across multiple regions.
- Coordinated UAT, performance testing, and test coverage analysis.
- Collaborated with global leaders to implement quality assurance best practices.

## Technical Skills

- Languages: HTML, PHP, VB.NET, ASP.NET, SQL
- Platforms & Tools: Windows, Mac, Windows Server 2012, Kentico CMS, Azure DevOps, Microsoft Azure Portal, Octopus Deploy, SharePoint, Cosmos DB, Logic Apps, Postman, Selenium, Azure Pipelines (CI/CD), QnA Maker, LUIS, API Developer Tools, SQL Server

## Honors & Awards

- Gold Nomination – The Eureka Award (BDO Canada, Dec 2022)
- Recognized for creating innovative solutions that improved client service delivery.
- Employee of the Month Nominee (BDO Global IT, Nov 2019)
- Commended for excellence in Test Management and implementation of quality standards.
- Best Employee of the Month (BDO Global IT, Sep 2018)
- Recognized for outstanding contribution to team performance and project delivery.

## Hobbies & Interests

- Socializing with family and friends – enhances communication and interpersonal skills.
- Watching technology programs (e.g., BBC Click) – keeps abreast of tech trends.
- Playing volleyball weekly – promotes teamwork, focus, and discipline.

## Languages

- English
- French

## Experiences

Ceridian (Dayforce) Mauritius Ltd

### Software Test Engineer | Nov 2015 – Apr 2016

- Developed and executed detailed test cases and functional test plans.
- Conducted defect tracking, risk assessment, and validation testing.
- Supported Agile sprint cycles and liaised with business analysts to align requirements.
- Ensured QA deliverables met project standards and client expectations.

Pactera Technology (Mauritius) Ltd

### Assistant Software Tester / QA Patches Backup Lead | Jan 2015 – Oct 2015

- Created and reviewed test plans, executed patches, and managed defect logs.
- Coordinated test execution activities and prepared test summary reports.
- Ensured visibility and traceability across QA deliverables through documentation and reporting.

SIMS Group of Companies

### Lead IT Support Officer | Jul 2012 – Dec 2014

- Managed IT infrastructure including servers, networks, and virtualization systems.
- Provided user training, technical support, and system administration for Office 365 and Windows Server 2012.
- Oversaw installation, configuration, and maintenance of IT systems and network security.