**Professional Summary:**

Accomplished with 14 years of technical, operational and leadership capabilities with proven track record as Business Analyst, sr. Test Engineer in functional and automation testing, process improvement & people management with superior communication skills, friendly demeanour, and an exceptional ability to work collaboratively with individuals across all business functions. Have diverse business analysis experience with demonstrated ability in improving business value through change initiatives from proof of concept to completion.

**Key Skills:**

* Extensive experience in the Telecom BSS Digital Transformation, specializing in functional, business analysis, business process modelling, interface analysis, requirement gathering, user acceptance testing and process improvement, demonstrating strong coordination with geographically distributed teams and effective management of teams.
* Unique blend of Business Analysis, Functional and Automation Testing along with Application support in Service based organization.
* Proficient in Incidents resolution, problems, defect management, test management, Business requirement elicitation both as business requirement documentation and user stories & reporting to higher management and stakeholders.
* Performed SQL Query executions in Database as a part of Back-End Data Verifications, as well as API Testing for REST services using Postman, SOAP UI.
* Experienced in testing web applications using Automation (Selenium, Web Driver), API Testing and manual testing.
* Strong experience in End-to-End System Testing, CRM application Testing Viz. Siebel CRM, SFDC and Billing Applications viz. Oracle BRM, Single View 8 & 10, Matrixx along with other applications like top up , royalty management system, middleware, inventory management catering to order creation and fulfilment flows and service requests flows wherein request is raised to work on network issues , from request creation ,assignment, approval ,resolution and closure.
* Experienced in testing Web Applications using Automation (Selenium, Web Driver), API Testing and manual testing.
* Proficiency with Test NG Framework.
* Analysis of Requirement documents, Design documents & Business Rules for designing testing activities that typically involves identifying test scenarios and writing test case scenarios.
* Involved in different types of testing like Functional Testing, Smoke Testing, Regression Testing and Integration Testing of Web Based Applications.
* Experienced in developing and maintaining Test Plans, Test Scripts and Test Cases, Defect Tracking, and Report Generation.
* Strong working experience in identifying web elements based on XPath, CSS selectors, etc.
* Experience in SOAP API Functional testing using SOAP UI tool. Experience in POSTMAN tool for REST API testing.
* Involved in Peer reviews and Periodic review meetings as a part of the Agile process.
* Strong capability of adoption to new techniques and quick at learning new tools and approaches.
* Experience in using Defect Tracking tools like JIRA.
* Expert analyzing business requirements and break into test requirements/test scenarios and acceptance conditions.
* Great understanding on business needs and possess Self/Quick Learner, Motivated team player, interpersonal, leadership with excellent communication (Oral and Written) and presentation skills problem solving capabilities and dedicated to project accomplishments.

**Technical Skills:**

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| --- | --- |
| **Operating Systems**  **Languages** | Windows 11 , Unix  Core Java, Oracle Pl/SQL, Shell scripting, Perl, Python, HTML, CSS, XML, XPATH. |
| **Tools** | Oracle BRM 7.5 -Pricing center, Customer Center, Developer center, Oracle BRM-12, Billing Care, Pricing Design Center, HP ALM, Control – M, Eclipse, Remedy, Putty, BO XI, Siebel 7.7 and 8.0, Toad, SQL Developers, WINSCP, Excel, Jira, Test link, Matrixx OCS, Single View 8 and Single View 10, Microsoft Visio Standard 2016, SOAP UI, Wireshark, TAP Editor, Eclipse Selenium Web Driver, MAVEN, TestNG, Jenkins, GIT, Cucumber, Azure Dev Ops. |
| **Databases** | Oracle 10g, 11 |
| **Version Mgmt.:**  **Methodologies** | CVS, SVN  Waterfall, Agile-Scrum |

**Company: Covalense Digital Pvt. Ltd.**

**Client: National Telecom Sep’2022-Feb’2023**

**Role: Business Analyst**

**Responsibilities:**

* Created Business Requirement Document by conducting requirement gathering, analysis workshop with stakeholders and reviewed project TOR (terms of reference) and related functionalities.
* Documented the business requirement document as user stories using Jira and used Jira for requirement management, test management, defect management.
* Identifying stakeholders and analyzing their roles and responsibilities to facilitate collaboration among project team members and prioritization of requirements for system or product development.
* Conducting workshops for requirement gathering, understanding and documentation.
* Working as Vendor with SI partner and conducted Integration sessions with Customer along with SI partner to understand the existing interfaces with the legacy billing system.
* Liaising between different stakeholders until closure of project.
* Tracked requirements and mapped test scenarios in the RTM and updating RTM in Jira.
* Supporting Test team and writing test cases and helping in creating test suite.
* Responsible for providing Business Requirement Summary report, Test summary reports to the team and senior management.
* Performed back-end testing using SQL queries to validate the data in the back-end SQL Server.
* Performed Oracle BRM testing using the Oracle BRM utilities like test nap for customer creation, subscriber Management, account receivables like adjustments, payments, Bill run, collections etc.
* Responsible for providing Business Requirement Summary report, Test summary reports to the team and senior management.
* Closely worked with developers and product owners regarding the story requirements and functionalities and discuss the dependencies to plan testing strategies and testcases.
* Shared knowledge and best practices with team members through documentation, training sessions, and workshops.
* Maintained up-to-date documentation and contribute to the development of internal knowledge bases.

**Company: Tech Mahindra.**

**Client: Vodafone Hutchinson Australia, Vietnam Mobile,**

**HTCL (Hong Kong Telecom), Digi Malaysia (CelcomDigi) March’2016-Aug’2022**

**Role: Tech Lead**

**Responsibilities:**

* Played different roles in the span of 6 years, from tech lead of application support team to being part of testing team as Team Member to grooming as Test Lead and finally as Business Analyst.
* Led cross –functional teams to identify business processes and gathered business requirements for the existing processes from an End-to-End perspective, conducting workshops with relevant teams' business stakeholders.
* Conducted workshops for gathering business requirements for the digital stack i.e. different omni channels and applications.
* Conducted workshops for gathering business requirements for the CRM application and Billing application.
* Developed Business Process Design and estimated efforts accordingly.
* Drafted User stories for both End-to-End business processes and the CRM application and Billing applications.
* Made screen mockups/definitions and dependencies using Excel and documented the requirements.
* Aligned Business pain points with User Stories.
* Conducted Gap Analysis and iteratively updated the user stories.
* Collaborated closely with solution design/architects, Developers, Testers and Clients.
* Updated RTM with requirements in Jira.
* Worked closely with solution architects, developers, and clients for integration sessions.
* Assisted Testing team for User Acceptance Testing, E2E testing.
* Worked as an intern for new initiatives by researching the market trends and helping the pre-sales team in formulation of RFI/RFP response.
* Experience in working in different testing methodologies like Agile-Scrum Model, & waterfall methodologies
* Involved in the entire QA process, well acquainted with all phases of SDLC and STLC and experience in testing very complicated applications.
* Created testing documentation including Test Plans, Test Suite specifying the Test cases and Test Summary Reports etc for both functional and Automation tests.
* Involved in Test Design, Test plan and preparing Test Results for each executed component.
* Used SOAP UI, POSTMAN for functional testing using WSDL and for testing REST API’s.
* Assisted in identifying viable test strategies in order to support testing product functionality.
* Performed code reviews of automation code.
* Experience in functional testing mobile applications on IOS, Android and review and provide feedback on requirements and design specifications**.**
* Performed exploratory testing and Operational Readiness testing of CRM application and IVR testing.
* Performed End to End system integration testing of telecom Business Support System Stack involving different omni channels vis web applications, Mobile applications , CRM , Billing , Middleware applications, Top up channels, Retailer loyalty management application, Document management , Testing impacts at BSS side with changes from 3G to 4G at networks.
* Extensively used Jira tool to assign and document defect resolutions and access the test cases.
* Experience of Leading Team and co-ordination of work between various teams in Project. Skilled for Team Management and Project Management and able to work independently on any new solution and design requirement with minimal training/guidance provided. Exposure to problem solving skills. Knowledge in development of various Management Reports, Data Analysis, and Report generations.
* Provide applications support to users including troubleshooting and issue resolution. Ensure fixes and changes are adequately tested for oracle BRM application. Adhering to incident SLA’s and problem management. Attending Root Cause analysis call.
* Supporting and leading war rooms after the new product launch. Monitoring and analyzing the order flow and analyzing and suggesting the fixes for the new errors.
* Strong analytical skill, attention to detail and excellent problem solving/troubleshooting skills.
* Effectively communicate ideas, concepts, and priorities to team members.
* Used Selenium Web Driver to automate such as take Screenshot for failed test cases, select for selecting multiple values from list , with different Locators like XPath, CSS, id, Link text, name for a self learning project.
* Executed cross browser testing using Selenium Web Driver Java, Python for self learning projects.
* Involved in developing the automation scripts for Mobile Native/Hybrid applications (Android) using Appium. Inspected Mobile Apps using Appium Inspector for self learning.
* Executed the test plans on web and mobile (Apple & Android) as per requirements using Appium tool for self learning.
* Implemented emulator for Mobile App Testing in Android Platform using Appium for self learning.

**Company:** Vodafone India Services Pvt. Ltd.

**Client: Vodafone Greece May’2015 – Feb’2016**

**Role:** **Assistant Manager**

**Responsibilities:**

* Utilized Oracle BRM analytical skills to troubleshoot and resolve production issues within specified SLA’s to minimize impact on operations.
* Analyzed and worked on daily failed orders and prepared RCA reports.
* Conducted root cause analysis on recurring production issues and developed preventive measures to proactively address potential risks.
* Ran processes and physically monitored log files in UNIX for the purpose of application monitoring and backend testing efforts.
* Executed simple and complex SQL queries for the purpose of resolving the billing failures, payment issues, order failures, testing backend data verification and PL/SQL for Oracle databases.
* Automated order failure fixes using Test nap and Op codes functionality.
* Documented application knowledge and processes.
* Analyzing and resolving all types of severity issues in job on time to meet the SLA's of Incidents.

**Company: Accenture Services Pvt. Ltd.**

**Client: Sirius XM satellite Radio, Telus Billing, Vodafone UK Aug’2008- Jan’2015**

**Role: Senior Software Engineer**

**Responsibilities:**

* Joined Accenture as Fresher, successfully completed Greenfield training in C++.
* Responsible for configuration of product, pricing and rating for post paid, prepaid and MVNO products.
* Tested product and pricing configurations.
* Tested Rating and EDR Customization. Creation of I scripts, and I rule.
* Component testing, Integration testing of Oracle BRM 7.5.
* Documented Test scenario, Test cases using HP ALM.
* Presented Test Summary Reports to Management.
* Identified and reported defects, documented the same in HP ALM.
* Documented Test scenarios, Test conditions as per design documents and after discussions with designers.
* Worked independently on a module Financial Gateway and intermediate module acting like a bridge between (SAP) financial applications and Billing applications (Amdocs Enabler).
* Proactively monitoring the jobs in Control-M and fixing the issues of Financial Gateway modules.
* Automating the recurring issues using unix shell script, updating code in java and creating /configuring control-m job.
* Providing the effort estimation on the change requests for financial gateway.
* Executed the UNIX shell scripts that invoked SQL loader to load data into tables.
* Worked upon the automations of the fetch procedures for the issues in production environment using BOXI Reports.
* Worked upon the ad hoc request for the data integration.
* Analyzing and resolving all types of severity issues on time to meet the SLA's of Incidents.
* Automating the manual existing process using UNIX /Perl shell scripting.
* Documenting daily order failures, creating the repository of repeated tickets.

**Education:**

* MCA, Pune University, India, July’2005 to July’2008
* BSc., Ch. Charan Singh University,Meerut ,India July’2002 till June’2005

**Certifications:**

* Certified Scrum Master, 2022
* Matrixx Certified, 2018
* ITIL V3 Foundation, 2016
* SCJP - Sun Certified Java Programmer, 2009