**JARVISH KISANTH SINGH**

**IVR Automation Tester**

**& UiPath Process developer**

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**SUMMARY OF QUALIFICATIONS:**

* **5+ years of experience** in preparing and executing automated test scripts **for IVR Testing, regression testing, End to End Testing, User acceptance testing and Contact center solution**
* Experience in both Manual IVR and Automation Testing using CYARA, SOAP-UI
* Involved in Routing testing with direct live production agents
* Proficient with **CYARA, GENESYS, Verint application, Avaya one X, GENESYS Workspace desktop Edition**, Defect Tracking Tools (Clear Quest, RTC and JIRA)
* Having Good knowledge on **‘CYARA' and ‘UiPath’** automation tools
* Excellent knowledge on GENESYS Configuration tools like **GA, GAX, GRAT and CME**
* SME in Multichannel testing like **CHAT, CALLBACK, OUTBOUND DIALER, E-MAIL, SMS DEFLECTION, Visual IVR**
* Good understanding of **Software Development Life Cycle (SDLC), Software Testing Life Cycle, Healthcare and contact center capabilities**
* Having Good knowledge on **Perfecto(Mobile simulation tool)**
* Experience in E2E testing with various vendors (Convergys, APAC, Teletech, ORCC) handling IVR and Telephony which includes the Reporting, CTI and GENESYS applications
* Leading the automation team from offshore for IVR SIT, ETE and regression testing using CYARA
* Expert in **monitoring the CTI string and routing parameters like Virtual Queue, Skill, ANI, Agent ID using the GENESYS support phone tool**
* Having good knowledge in testing web services through SOAP-UI interface for IVR integration
* Good at planning and designing the IVR and Telephony call flows using Microsoft Visio and VUI document
* Excellence in requirement gathering, LOE estimation, Defect tracking, task allocation and project closure procedures.
* Ability to develop test metrics Report to clients on daily basis.
* Strong communication skills with an ability to grasp new things quickly.
* Good time management abilities, Flexible Resource & good team Player.

**CAREER PROFILE**

Working as ‘Senior QA Engineer’ in ‘**Legato Health Technologies**’ India. From April 15th 2019 to till date.

* June 3rd 2015 – Feb 16th 2019 as Accenture Employee (Company name: Accenture Services Pvt ltd, Chennai.)

**SKILL SETS**

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| --- | --- |
| **Testing Methodologies** | Agile, Modern Waterfall, Waterfall and Iterative |
| **Test Management tools** | IBM RQM, RTC, JIRA, CA Agile central rally and ALM |
| **Automation tools** | CYARA, UiPath, Perfecto, Postman and Selenium basics |
| **Defect management tools** | IBM Clear Quest, Rational Team Concert and JIRA |
| **Languages** | SQL DB Basic, Java Basics and Excel Macro(VB Scripting) |
| **Operating System** | Windows 7, Windows XP and Windows 10 |

**CLIENT - ANTHEM INC** (Chennai/Bangalore, India (June 2015 – Till date)

**Employer/Designation** : Accenture services Pvt. Ltd. [ASE, SE, and SSE]

Legato Health Technologies LLP [ Senior QA Engineer]

**Role** : Senior QA Engineer

**Project Name** : Anthem Contact Center

**Domain** : Healthcare Insurance

**Tools Used** : CYARA, UiPath, GENSYS ADMIN, GAX, GRAT, CME, Perfecto, Postman, ARC, TDM, Oracle SQL

# Testing Techniques : Manual & Automation Testing

**Anthem Inc.** previously known as WellPoint, Inc. is the largest for-profit managed health care company in the Blue Cross and Blue Shield Association across 14 states and offers a broad range of medical and specialty products in US. Accenture does System Integration Testing (SIT) and regression testing for different Anthem IVR applications. Testing will be done using both manual and automated testing tools. The West medical IVR deals with mainly California, Colorado and Georgia States Health insurance members. The testing team will partner with the Anthem subject matter advisor to manage the preparation, planning and execution of the IVR releases. The objective of the project is to provide more benefits to the members/providers by using the IVR for verifying their claims, benefits, etc. based on the plan. The sources systems like WGS is used to store the member information which is retrieved and the information is provided to the member/provider based on their request in the IVR.

# ROLES AND RESPONSIBILITIES:

* Organized testing framework and ensured that test functions were performed on defined processes.
* Coordinated with the team members and ensured that all automated solutions were delivered on time and were of optimal quality.
* Created Several process automation **using UiPath which can perform complete telephony configuration E2E without any manual intervention**
* Leading **Load testing effort using CYARA**
* Leading **Outbound testing (Manual and Dialer)**
* Creating Test Plan, Test Results, Test Case/Scripts, test data matrix, Defect Tracker for every release.
* Prioritize testing activities and execute all the test case and report defects, define severity and priority for each defect.
* Perform regression testing every time when changes are made to the code to fix the open defects.
* Effectively involved in Requirement analysis and providing LOE for the deliverables.
* Conducted KT Sessions for the new joiners on the below tools:
* Mainframe, RPC, TDM, CCB, CCB phone, Avaya test phone, Genesys tool, Genesys simulator, CDR report, WDE.
* Expertise in the West medical, west specialty and Senior Line of Business.
* Coordinated with project team and development team for any clarifications and defect follow-up’s.
* Managing the data requests follow-up, expert in manually mining required data sets from backend using Mainframe, CCB and other Test data management tools.
* Supporting Release management for every release.
* Developed Report metrics for test automation.
* Delivering Daily Status Report to Onshore Leads and the Client.
* Submitting automation Savings tracker on a monthly basis across the Farms.
* Attending daily status Meetings.

# ACHIEVEMENTS

* Awarded Excellence in Contact Center award by the Anthem client for the Automation effort.
* Have Awarded “Start of the month” for the tremendous effort during major releases from Accenture
* Lot of Recognition and Award point got from client for smart work.
* I have received "Spot award" from Legato
* I have been the Best Employee and received Team Kudos couple of times from the voting Process.
* Awarded “Above and beyond” couple of times from Legato

# EDUCATIONAL QUALIFICATION:

* B.E Aeronautical Engineering, Bannari Amman institute of technology with 80% - April 2015
* Higher Secondary Examination with 92% - April 2011.
* SSLC Examination with 79% - April 2009.

# PERSONAL VITAE:

* Nationality : Indian
* Date of birth : 10th October 1994
* Father Name : Asubalan
* Gender : Male
* Marital Status : Single
* Languages known : English & Tamil
* Present Location : Bangalore

# DECLARATION:

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

**(Jarvish Kisanth Singh)**