

Manjari Singh  
Senior Software Analyst - Accenture

Bengaluru, Karnataka - Email me on Indeed: [indeed.com/r/Manjari-Singh/fd072d33991401f0](https://www.indeed.com/r/Manjari-Singh/fd072d33991401f0)

- Test Lead with more than 6.5 years of professional experience in TELECOM domain specifically in OSS applications including Order management, Inventory Management, Service provisioning, Service Activation and Service Assurance
- An accomplished QA Lead with extensive experience in Functional Testing, Regression Testing, Unit Testing, Integration Testing, Test strategy definition, Test Plan, Test Estimation, Test Cases/Scenarios, Test Procedures, Results and documentation
- Proficient in Project management, requirements definition, software testing, SDLC, STLC, Agile, V-Model and Waterfall test methodologies
- Worked as primary liaison with Business, QA, Development teams and Vendors for major, minor and emergency releases
- Proficient in testing Web Based applications, Web Services, SOAP UI, High Speed Broadband and IPTV Testing (Modem, STBs, DSLAMs)
- Expertise in handling and coordinating defect triage meetings, project meeting with various stakeholders in onshore-offshore model
- A certified business analyst from BCS, The Chartered Institute for IT with proficiency in requirement management and project definition

#### WORK EXPERIENCE

Senior Software Analyst

Accenture - Bengaluru, Karnataka -

December 2017 to Present

Client Leading telecommunication and digital entertainment service provider in US operating in four segments: Business solutions, Entertainment Group, Consumer Mobility and International.

- As an Agile Test Lead responsible for analyzing, estimating and sizing the user stories which will help product owners to prioritize the story cards
- Participating in project planning and scrum meetings to understand business and technical requirements

Roles & Responsibilities

- Responsible for testing and validation of user stories, developing testing plans, and estimating project resources

#### Responsibilities

- Facilitate the resolution of testing roadblocks, ensure execution of QA deliverables and guiding team members on agile standards and best practices

- Responsible for conducting smoke, functional, regression testing as well as ad-hoc testing of client's B2B web application
- Creating project specific documents including system understanding documents and requirement traceability metrics

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#### Project 1: ASPEN - Unified Communication

- Role: Senior QA Lead
- Key Responsibilities:

##### Project

- o Extensively collaborated with external Vendor to understand the new B2B Portal and documented the same
- o Mentored/Trained new team members with Unified Communication concepts and functionality of the portal
- o Responsible for leading a team to deliver test results for unified communication platform
- o Lead Iteration Retrospective meetings to define problems, prioritize actions items and decide next steps

#### Senior Software Analyst

Accenture - Bengaluru, Karnataka -

June 2011 to November 2017

One of the leading telecommunication services and products provider in Canada providing wide range of products and services

##### Client

including mobile telephony, internet access, voice entertainment, video and satellite television

- As a Test Lead responsible for testing the End-to-End flow of Business Requirement
- Develop test suite, test approach, test plan and high level scenarios for the project
- To provide Project estimates, resource commitment for functional testing
- Working with the Project Leads to establish time tables and agree on a QA plan for the implementation

Roles & • Lead defect triage calls, business reviews and training session to help subordinates produce quality deliverables

Responsibilities • Mentoring a testing team of 14 personnel through all phases of application development, ensuring that systems, products, and services meet or exceed organization/

industry quality standards and end user requirements

- Sending daily status reports to the stakeholders regarding test progress and defect updates
- Participating in risk and mitigation planning discussing the project planning and related risks

- Assisting/leading GO-LIVE activities for smooth code delivery in short duration

#### Project 1: Service Assurance Enablement

- Role: QA Lead
- Key Responsibilities:
  - o Worked as a QA prime on multi-million CAD\$ project for assuring service quality and enabling glitch free service delivery
  - o Lead the QA team of 6 members both at onshore and offshore at different time periods
  - o As a Subject Matter expert, managed and delivered complex end to end data setup for AT, PT, UAT testing

#### Project 2: HDM Upgrade and firmware testing of Customer Premises Equipment (CPE)

- Role: QA Lead
- Key Responsibilities:
  - o Owned and managed the only live lab environment as Onshore lead

- o Performed network testing in established lab on DSLAMs, modems, STBs with various firmware versions
- o Extensively collaborated with the external vendors and provided support to offshore team in testing phase

#### Projects

#### Project 3: TV3- THOR Program

- Role: QA Lead
- Key Responsibilities:
  - o Worked as an Onshore QA lead for multiple agile releases during the launch of new next gen IPTV app
  - o Collaborated closely with project team to resolve the outstanding issues within strict timelines
  - o Performed Web based, Android & IOS testing for the new TV content app while collaborating with the vendor team

#### Project 4: Multiple HSIA projects like HSIA 250/250, Optik 150, Optik 50

- Role: QA Lead
- Key Responsibilities:
  - o Worked on requirements analysis, estimation, test planning, test approach, and defect management for the release
  - o Collaborated with developers and BSAs to daily triage the defects logged during the testing
  - o Performed database testing for one of the activation tool and automated the process using Worksoft Certify

QA

Accenture -

August 2015 to October 2016

Lead, worked on quality assurance and service enablement for multiple newly launched digital applications in live environment.

Accenture - Vancouver, BC -

2015 to 2016

#### EDUCATION

B.TECH. in Information Technology

Amity University - Lucknow, Uttar Pradesh

2011

Class XII

Canossa Convent Girls Inter College

2007

Class X

Canossa Convent School

2005

#### SKILLS

QA (7 years), TESTING (6 years), ESTIMATION (6 years), AMDOCS (Less than 1 year), BILLING (Less than 1 year)

#### ADDITIONAL INFORMATION

##### SKILLS AND COMPETENCIES

Domain and Functional Expertise Tools and Languages:

- Telecommunications and IPTV Systems • NetCracker, NetProvision, Insight (IISY), HDM (Nokia), Trouble Ticketing
- Test/QA Lead • Click Schedule, FieldLink, AMDOCS-Ordering, Billing - Product Catalog
- Project Management • IBM - TOCP, Mediaroom, MediaFirst TV3 platform (Ericsson)
- Software Testing and Defect Management • HP QC 10, JIRA, TDP, Accenture Test Estimation Tool
- Lead to Order and Order to Cash Management • Caliber RM (Requirement Gathering), Confluence, Clear Quest
- Service Provisioning and Activation • Worksoft Certify, QTP, Java, Selenium, SQL, HTML, XML
- Business Analysis (Requirement Management) • Splunk, WinSCP, SOAP UI, Kibana, Wireshark
- Automation • Proficiency in MS Office (Word, Excel, PowerPoint and Visio)