#### *ARUN.S. KUMAR*

**Phone:** +91-9738476056 / 9986233833 **Email Id:** arundruk@gmail.com

**Objective:**

Looking for a challenging role in Quality Assurance Engineering / Testing where I can explore my skills and knowledge.

**Career Summary:**

* Presently working with **Capgemini** under third party payroll as a **Tech Lead** from Feb-2020 to till date.

# Overall, I have 10.9 years of experience in Functional Testing, Automation using python, worked on various applications which includes Oracle Enterprise business suite vR12 (EBS), VoIP/SIP products like IP phones, softphone, IVR system, Call recording solutions, also includes preparing lab set-up’s and Virtualization.

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* Secured **Distinction** in Post Graduate Diploma in Business Administration (**PGDBA**) in **Operations Management** from S**ymbiosis**, Pune through distance learning and graduated in the year 2016.

# First class Engineering graduate in Electronics and Communication from Rajiv Gandhi Institute of Technology – VTU and graduated in the year 2010.

**Highlights:**

* Working on Automating Oracle EBS application for Core Financials using Python along with TestComplete tool v14.
* Have experience in Web UI Automation using Selenium with Python along with PyTest framework and aware of Allure for HTML Test report generation.
* Have experience working on Database with python.
* Have experience on API testing using Requests module in Python also used POSTMAN and ReadyAPI tools.
* Have good knowledge on VoIP Call flows for different use cases.
* Previously worked on Device testing of IP phones, VoIP / SIP based applications such as softphones, CTI, Telephony applications TAPI.
* Worked on Mobile app testing in Android and Iphone, have automation knowledge for mobile app using Appium with Python for Android.
* Worked on IP Customer Contact center (IPCCC) applications such as **IPIVR** (IP Interactive Voice response) and **IPTF** (IP Toll Free).
* Have experience with DevOps tools like Jenkins, Ansible / Ansible-Playbook.
* Have good experience working in **AGILE** methodology.
* Have good working experience in **Virtualization** Platform on **ESXi** Hypervisor Server v6.0 and good hands-on in installing the ESXi server, creating VM’s, Exporting and Deploying Templates, Taking the snapshot and restoring it.

**Technical skills / Tools:**

* Automation skills / tools: Python, Selenium, GIT, Jenkins, TestComplete
* API Testing tools: ReadyAPI, Postman.
* Database: Microsoft SQL server, MySQL, Oracle DB
* Packet capture tool: Wireshark.
* Audio quality testing tool: GL VQUAD
* Test / Defect Management tools: RALLY, Bugzilla, Redmine, JIRA, HP ALM

**Professional Experience**:

**Capgemini – Feb-2020 to till present.**

Working under the payroll of **Test Yantra.**

**Client: Manheim-Cox Automotive**

Manheim is the world's largest used vehicle marketplace, offering complete remarketing products and services so buyers and sellers can transact with ease.

**Description**: Oracle's E-Business Suite consists of a collection of enterprise resource planning applications. The Wholesale Billing and Payments system leverages the EBS Trading Community, Order Management and Receivables applications to deliver a billing and payment system for the Cox Automotive wholesale businesses.

**Project: Automation of Oracle Enterprise Business Suite(EBS) Financial application**

**Responsibilities**:

* In the existing Automation framework, creating new and also enhancing python scripts for different End-to-End scenarios in Oracle EBS R12 application which includes procurement-to-payment cycle, Asset to retirement using Python along with Test Complete tool.
* Have exposure to Oracle Web ADI (Application Desktop Integrator) and Oracle WCI (WebCentre Interaction) applications.
* Performing API testing for different cases Invoices, Consignments, Payables API.
* Once the Scripting is completed, we schedule the job using CI/CD tool Jenkins and maintain the code in GIT repository and the test cases are executed in the Oracle Cloud Virtual machines configured.

**Ericsson - 1.7 yrs.**

Worked under the payroll of **OTSI** for Ericsson

**Client: Verizon**

**Project: IP Customer Contact Center applications IPIVR and IPTF**

**Description:** IPIVR (IP- Interactive Voice response) and IPTF (IP-Toll free) lab set-up is been deployed in Richardson, USA and the call plan for the call flow logic are deployed to the system using SCE (service creation environment) tool.

Calls are routed to the respective IVR’s using the called party number (8XX).

Nuance call processor (NCP) from the vendor Nuance has integrated solution for Automatic Speech recognition (ASR) and Text-To-Speech (TTS) functionality which is used in our architecture for ASR and TTS functionality.

**Responsibilities:**

* The test cases are simulated using a proprietary tool ITP (Interactive test platform) and test cases are run through this tool. This tool enables us to listen to the audio flow for that test case during execution.
* IVR Outdial is been simulated in ITP call termination to different end-points / switches also tested Voice XML (VXML) calls
* Debugging the failed calls by logging into each Linux node and checking the logs and tracing the call flow with Call-ID and Debug ID.
* Working with developers to analyze the failed calls and reporting the issues in the defect management tool JIRA.

**Tech Mahindra** – **2.7 yrs.**

**Client: IPC Systems**

**Project**: **Virtualization and Voice Recording**

**Description**: The existing enterprise set-up built-on bare metal (Dell 6xx servers), was virtualized by preparing the set-up on the ESXi- hypervisor and making hardware independent. The final goal is to achieve cloud technologies.

The set-up brings up Unigy Unified Communication server with all Call features, functionalities and configuration support for media gateways, SIP trunks and Interops.

**Responsibilities:**

* Preparing the enterprise set-up on the virtualized environment with hypervisor installation on Dell 6xx servers, configuration and deploying OVA templates.
* Following Agile process with daily scrum meetings, sprints, demo, PI planning, retrospective and deliverables.
* Worked on Python scripting in existing automation framework for call functionalities.
* Testing different Call functionalities like Hold, Transfer, Barge, Conference etc, configuration of Media Gateways, SIP trunks for Private line calls, testing for Business continuity plan (BCP) for disaster recovery.
* Installation of Nice Trading recording (NTR) and VERINT Call recording solution, building different set-up’s for SMB (All-in-one) box and Fully distributed system(FDS).

**TELES Communication System** – **3. 2 yrs.**

**Projects: Desktop Control, Desktop Operator, Mobile Control (Android and IOS), TELES TSP and Outlook Add-in**

**Description:** Desktop Control is a powerful SIP-based desktop application designed to bring unified communications with rich features such as Call forwarding's, call recording, rich-presence, voicemail, fax with VoIP and CTI functionalities.

**As a QA Engineer my major responsibilities are**:

* Testing the UC Softphone for functionality, features and GUI
* Worked on python with selenium to configure the Web GUI on the server.
* Preparing the test plans and executing the test cases.
* Have exposure on Appium to automate the Android mobile app using python.
* Managing the VM’s built on Oracle Virtual box for testing softphones and applications on different windows and Microsoft Outlook flavors.

**Sai InfoSystem (India) Ltd - 2.1 yrs.**

**Projects**: Android application based on SIP/VOIP, Touch Screen Video phone based on SIP/VOIP, Zero Client, IP Network Camera

**Description**: An Android application developed and ported for a Tablet to make audio and video calls based on VOIP.

**Responsibilities:**

* Understanding the application and writing the test cases.
* Understanding VOIP, capturing and analyzing SIP and RTP packets.
* Performing Black box testing, functional and UI testing.
* Using Python with Selenium performed automated test calls configuring a web based softphone with DUT enabling auto-answer.
* Reporting the issues on the defect management tool Bugzilla.

**Educational Qualification:**

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| --- | --- | --- | --- | --- | --- | --- |
| **Examination Passed** | **Board/ University** | **Institution** |  | **Year of Passing** |  | **% Marks**  **Obtained** |
| PGDBA  (Operations Management) | SYMBIOSIS,  PUNE | Symbiosis Centre for Distance Learning (SCDL) |  | 2016 |  | 75.3 |
| B.E  (Electronics and Communications) | VTU | RGIT |  | 2010 |  | 63.91 |
| Pre-University | PU Board | BEL comp PU college |  | 2006 |  | 72.5 |
| S.S.L.C | KSEEB | BEL high school |  | 2004 |  | 64.16 |

**Personal Information:**

Name: ARUN.S. KUMAR

Date of Birth: 30/09/1988

Marital status: Single

Permanent Address:

#304, TRINITY APARTMENT, BASAVANAPURA,

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BANGALORE - 560049

I declare that the information given above is true to the best of my knowledge.

Date:

Place: (ARUN.S. KUMAR)