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Summary of Experience and Qualifications

Expert in software quality analyst engineering on Enterprise applications such as Ethernet, Wireless Internet(WIA), Software Defined Wide Area Network (SD-WAN), IP-Video (Linear and On-Demand), Set-top Box, Cloud DVR and Voice Trunk | Expert in web and mobile applications testing | Big Data Analytics - Splunk | Agile methodology | Software automation – Cucumber feature file creation | Android Studio | Cloud platform application testing | m3u8 and .f4m validation using REST API | Network Virtualization testing (IP Video) | Anthill Pro build management | Web Service testing | Voice Over IP testing | Robotic Process Automation | ISTQB Certification | SCTE Certification – SDV, Digital and MPEG video | 14+ Years Record of Proven Results.

Deloitte Experience:

Project #1:   Spectrum Enterprise Applications

Industry: Technology Media and Telecommunication
Sector: Technology
Role: Project Delivery Specialist
Employer: Deloitte Consulting LLP
Client: Charter Communications, Inc (Spectrum)
Duration: From July-2017 to Present
Location: Greenwood Village, Colorado

Project Description:

Spectrum Enterprise web application spectrumenterprise.net to serve as the platform to support Charter Enterprise customers. Spectrum Enterprise web application enables customers to verify their SD-WAN, Ethernet, Voice, Video and Managed Wi-Fi service and product details. Application allows to monitor Network inventory and performance metrics of each service/product types.

Roles and Responsibilities:

- Developing test scenarios, Requirement Traceability Matrix, Test Environment set-up and Test Plan for project execution using JIRA and HPE-ALM
- Analyzing software errors through automation scripts using automation solutions and software debugging tool "Chrome Debugger"
- Modifying and revamping the existing software for automation and redeploy the code using Continuous Integration tool "Jenkins"
- Collaborates with Product and Development teams to identify product and technical requirements for each testing phases/releases
- Contributes to the development of test methodologies and identifies test strategies in order to support testing product functionalities
- Coordinate with clients to test and launch planned linear systems
- Using Big Data – Splunk analytics tool to track and analyze all the issues from the application
- Leads in creating Micro-services test suite using SOAP UI and REST API tools (POSTMAN) and testing the services on each release
- Developing test cases and scenarios for quality assurance engineers to perform stress tests; Conducting usability and A/B testing on mobile applications

- Reviews project progress, evaluates results and recommends corrections in technical applications and analysis
- Perform effective analysis of the client problems using diagnostic tools like Splunk, Charles Debugging and Network Virtualization techniques
- Performing precise analysis and operative diagnosis of client issues and advise client to perform maintenance of software systems

Project #2:   Spectrum – Channel Line-up Management System (CLMS)

Industry: Technology Media and Telecommunication
Sector: Technology
Role: Project Delivery Senior Analyst
Employer: Deloitte Consulting LLP
Client: Charter Communications, Inc (Spectrum)
Duration: From Feb-2016 to June-2017
Location: Greenwood Village, Colorado

Project Description:

Channel Line-up Management System (CLMS) is an automated system to manage changes to Charter's channel lineups and managing entitlement data for those lineups. To deliver the more accurate entitlements data through CLMS to all IPTV and IP Video applications. This will improve the accuracy of customer channel authorizations and the ease with which the care team can identify which channels a customer is authorized to receive.

Roles and Responsibilities:

- As a project lead, working with Product and Development teams to identify product and technical requirements for each testing phases/releases
- Perform quality engineering on Set-Top Box applications through CLMS system
- Perform various Market Testing on all video applications after implementing the changes in CLMS system
- Contributes to the development of test methodologies and identifies test strategies in order to support testing product functionalities
- Using Big-Data – Splunk analytics tool to track and analyze all the issues from the application
- Leads in creating Micro-services test suite using SOAP UI and REST API tools (POSTMAN) and testing the services on each release
- Leads in creating and reviewing Cucumber Feature Files for Automation QA efforts
- Develops test cases and detailed test scenarios for Quality Assurance Engineers and oversees their execution, tracking, and automation through JIRA and HPE-ALM
- Ensures proper execution of regression test procedures and automated test suites and scripts
- Reviews project progress, evaluates results and recommends corrections in technical applications and analysis

Project #3:   Comcast - XTV Application in Cloud Platform

Industry: Technology Media and Telecommunication
Sector: Technology
Role: Senior Lead Quality Analyst
Employer: Cognizant Technology Solutions, U.S. Corporation
Client: Comcast Cable Communications Management, LLC
Duration: From July-2014 to Feb-2016
Location: Philadelphia, United States

Project Description:

With the XTV application, customer allows to stream Live TV (IP Videos) and XFINITY ON Demand contents on computer and mobile devices while we are connected to the "in-home XFINITY" network. The X1 DVR with Cloud Technology is a new DVR that allows TV Shows and Movies gets recorded twice – once on "DVR Hard Drive" and once on Comcast's servers in the Cloud. Customer will stream their recorded programs from the Cloud DVR once they leave their home network.

Responsibilities:

- Collaborates with Product and Development teams to identify product and technical requirements for each testing phases/releases
- Contributes to the development of test methodologies and identifies test strategies in order to support testing product functionalities
- Using BIG-Data – SPLUNK analytics tool to track and analyze all the issues from the application.
- Implementing the Network Virtualization concept by using the Shunra-vCat Client tool to test the application/IP Video behaviors
- Validating .m3u8 and .f4m manifest files on IPTV and IPVOD video types and addressing issues to Video engineering and research team.
- Extensively using "Charles - Web Debugging Proxy" tool to debug the application issues and validating their responses.
- Leads in creating and reviewing Cucumber Feature Files for Automation QA efforts.
- Develops test cases and detailed test scenarios for Quality Assurance Engineers and oversees their execution, tracking, and automation.
- Ensures proper execution of regression test procedures and automated test suites and scripts.
- Review project progress and results and recommend corrections in technical applications and analysis.
- Leads in the identification and resolution of problems and defects and initiates the investigation processes.
- Works with vendors to troubleshoot problems when necessary.
- Collaborates with Production management team to follow-up the production outage.
- Working with Web Service – Dev and QA teams to addressing the issue and identifying the root cause

Project #4:   Comcast IP Video - XfinityTV Web and Mobile Applications

Industry: Technology Media and Telecommunication
Sector: Technology
Role: Senior Lead Quality Analyst
Employer: Cognizant Technology Solutions, U.S. Corporation
Client: Comcast Cable Communications Management, LLC
Duration: From Oct-2012 to June 2014
Location: Philadelphia, United States

Project Description:

XFINITY TV subscribers can watch thousands of online/on-demand TV Shows and Movies anytime anywhere with the Comcast TV or Comcast Digital Video account service. XFINITY TV provides video service to the customers from more than 200 network providers and these networks will be served based on the subscriptions they have. XFINITY TV offers, more than 60 Linear (Live TV Program) streams to the customers. Most of the linear streams will be served and managed by Comcast VIPER team. Some of the linear streams will be served from vendors (ESPN, Disney).

Responsibilities:

- Responsible to validate the video playback quality in various network conditions by using Network Virtualization tool and Charles Web – Debug proxy.
- Validating video bitrate profiles on each type (Adobe PrimeTime, Silverlight, and Chrome-less Flash).
- Extensive Co-ordination with Comcast-VIPER team to test and launch the linear streams as planned.
- Responsible to validate the Adobe – Primetime Video standards on all video types.
- Validating HDS (.f4m) and HLS (.m3u8) files using JSON Validator and REST API ad-on.
- Responsible to validate the Accessibility Testing such as 608/708 Closed Captioning and Secondary Audio Support in Linear and On-Demand video playback as per the FCC standards.
- Responsible to test various types of video ads (Auditude, DAI) on VOD and Linear streams.
- Analyzing all the playback errors through SPLUNK Big-Data analytics tool and reporting to Engineer and Production management team.
- Co-coordinating with Video Operation engineering team to support deployments and war-games.
- Collaborates with Product and Development teams to identify product and technical requirements for each testing phases/releases.
- Contributes to the development of test methodologies and identifies test strategies in order to support testing product functionalities.
- Develops test cases and detailed test scenarios for Quality Assurance Engineers and oversees their execution, tracking, and automation.
- Testing IP – Videos (VOD and Linear) over various OS/browser combinations.
- Using Service-Now tool to manage the Problem tickets.
- Extensively using "Charles - Web Debugging Proxy" tool to debug the application issues and validating their responses.
- Leads in creating and reviewing Cucumber Feature Files for Automation QA efforts.

Project #5:   Advanced Application Engineering Mobile Products

Industry: Technology Media and Telecommunication
Sector: Technology
Role: Lead Quality Analyst
Employer: Cognizant Technology Solutions, India Pvt Ltd
Client: Comcast Cable Communications Management, LLC
Duration: From Sep-2009 to Oct-2012
Location: Chennai, India

Project Description:

Advanced Application Engineering Mobile group delivered, three apps Xfinity TVGO, Xfinity Sports (Super bowl) and Xfinity TV Remote in accordance with consumer demands for mobile platforms.

Xfinity TVGO: This app allows, watching entertainment anywhere we go. Watch thousands of XFINITY On-Demand TV shows and movies on tablet and smartphones. User can even download TV shows and movies from premium channels to their mobile devices and watch them when they are in offline.

Xfinity TV Sports (Super bowl): Using our mobile devices to get the team info and score updates for all the super bowl games. App allows user to record the any currently airing games to their DVR box to watch the program in future.

Xfinity TV Remote: App allows customer to use their smartphone or tablet as a remote control. Change channels; browse XFINITY On-Demand and TV listings, and even schedule a program to record in DVR when they are away from home.

Responsibilities:

- Responsible to develop Test Scenarios, Requirement Traceability Matrix, Test Environment set-up and Test Plan.
- Responsible for functional test execution and defect management in HP-QC.
- Tracking project activities & efforts on weekly basis and sending weekly metrics to Client.
- Responsible to create Fake STB creation and DIBIC data validation by using Charles web-proxy.
- Responsible to organize Performance & Stress testing on every release on all mobile applications.
- Responsible to perform Usability and A/B testing on every release on all mobile applications.
- Responsible to perform network virtualization test scenarios by using Charles web debug proxy tool.
- Extensive coordination with Network administrative team to solve all network related issues with-in the projects.

Project #6: **Comcast.net and Fancast**

Industry: Technology Media and Telecommunication
Sector: Technology
Role: Quality Analyst
Employer: Cognizant Technology Solutions, India Pvt Ltd
Client: Comcast Cable Communications Management, LLC
Duration: From Jan-2007 to Aug-2009
Location: Chennai, India

Project Description:

Comcast.net: Comcast.net (rebranded to Xfinity) is the web portal provides, customer to access all the news feeds from various news providers. Portal allows user to watch more progressive videos and other selections such as Finance, Weather, Games, Music, etc.. This portal allows user to redirect all other Comcast applications.

Fancast: The Fancast is the one website where user can tune-in, watch, and engage around all the television they want to see and need to know about. Fancast provides, more than 10,000 full length television shows and movies to their customers.

Responsibilities:

- Responsible for manual testing and acceptance testing during various phases of test cycles.
- Created and executed test cases for smoke, sanity, integration, regression and user acceptance testing.
- Tracking project activities & efforts on weekly basis and sending weekly metrics to Client.
- Responsible for functional test execution and defect management in HP-QC.
- Testing McAfee security suite and coordinating with McAfee development team to report issues.
- Flash compatibility testing, installation and upgrade testing across all Windows and Mac OS/Browsers.
- Responsible to test various types of video ads (Auditude and Dynamic Ad Insertion) on all video types.

System Experience:

- Software Automation: REST API, POSTMAN, Automation Anywhere – RPA, Splunk big data analytics, GitHub, Android Studio, SOAPUI.
- Test Automation: Cucumber – Feature File Preparation and Ruby Hands on experience.

- Test-Management: HPE-ALM, HP-Quality Center, Buzilla and Zephyr.
- Project Management: Atlassian JIRA, Rally – Agile, Cognizant 20.
- IT Service Management: Service Now.
- Web Development: Firebug-Firefox, Chrome – Developer, IE – Developer.
- Network Monitoring: Charles Web Debugging Proxy, HTTP Watch and Wire-Shark.
- Network Virtualization: HP - Shunra vCat Client.
- Media: Sling Media Player, Microsoft Silverlight and Adobe Flash Player.
- CMS: Shelby Alfresco and Springfield Web Content Publisher.
- Quality Engineering: Mobile and Web App Testing, Remote Device Access Service - Testing, User Experience Testing in Set-top box, Package Installation Testing and Cross OS/Browser testing

Education:

- Bachelor of Science in Physics
- Master of Science in Electronics

Professional Affiliations / Certifications:

- ISTQB Certified Tester Foundation Leve1
- SCTE & ISBE - SDV-Digital Video & MPEG

Foreign Language Skills:

- Tamil – Native
- Malayalam – Proficiency in Social