MEKALA RUDHRAKSHAVENI

✉ **rudhraveni1979@gmail.com**| ☎ **+919550692432**

SCRUM MASTER & QA ANALYST | MANUAL & AUTOMATION
TESTING | SALESFORCE | SELENIUM | AGILE

Dynamic and results-oriented Certified Scrum Master and QA Engineer with 4.1 years of experience in Agile project management, Salesforce testing, manual and automation testing (Selenium, Java), and project coordination. Proven ability to lead cross-functional Agile teams, facilitate Scrum ceremonies, manage product backlogs, and deliver high-quality solutions aligned with business goals. Strong background in system, functional, and regression testing across Windows and web applications. Experienced in SDLC, STLC, and defect lifecycle management using JIRA and HP ALM. Technically proficient in Java, Python, R, and emerging technologies such as AI/ML and Data Analytics. Seeking to leverage a blend of technical and leadership skills in a Scrum Master or QA leadership role within a forward-thinking organization.

CORE ACUMEN

Agile Scrum Facilitation & Coaching	Sprint Planning & Retrospective Management
Team Collaboration & Stakeholder Communication	Backlog Grooming & Prioritization
Risk Mitigation & Project Coordination	Functional, System & Regression Testing
Requirement Analysis & Test Strategy	Defect Management & Quality Assurance
SDLC & STLC Process Expertise	Test Case Design, Execution & Reporting

TECHNICAL SKILLS

- **Testing Tools:** HP ALM/Quality Center, JIRA, Selenium WebDriver, Manual Testing
- **Programming Languages:** Java, Python, R
- **Technologies & Concepts:** Salesforce Testing, AI & Machine Learning, Data Science & Data Analytics
- **Project Management & Collaboration:** Agile / Scrum Methodologies, Project Coordination, Risk and Issue Tracking
- **Productivity Tools:** Microsoft Office Suite (Excel, Word, PowerPoint), Test Documentation & Reporting

CAREER TRAJECTORY

Organisation	Designation	Duration
Cognizant Technology Solutions Pvt. Ltd	Salesforce Tester	May 2021 – December 2021
Freelancer	Salesforce Tester	March 2019 – April 2021
UST Global International	Senior Software Test Engineer	May 2013 – December 2013
Qwest Software Services Pvt. Ltd	Software Test Engineer	December 2007 – August 2010

WORK EXPERIENCE

Salesforce Tester May 2021 – December 2021

- **Cognizant Technology Solutions Pvt. Ltd. (Payroll: People Prime Worldwide Pvt. Ltd.), Chennai, TN**
  Client: Apollo (Apollo GSK Pharma Project) | Tools Used: ALM, JIRA
  - ➤ **Key Responsibilities:**
- Oversaw Salesforce testing activities, ensuring quality standards and functionality alignment with business requirements.
- Delivered projects on time, within budget, and according to defined scope.
- Collaborated with staffing teams to ensure optimal resource availability and allocation.
- Developed and maintained detailed project plans to track progress and manage dependencies.
- Facilitated the definition of project scope and objectives with internal stakeholders, ensuring technical feasibility.
- Applied change management protocols to handle adjustments in scope, schedule, or budget using structured verification techniques.
- Identified and mitigated project risks through proactive risk management strategies.
- Maintained comprehensive project documentation, including project charters, status reports, and metrics dashboards.
- Conducted regular meetings with clients to capture requirements and ensure deliverables matched expectations.
- Produced and shared periodic status reports and performance metrics with management and stakeholders.

Salesforce Tester March 2019 – April 2021(Freelancer)

- **Client: (Niche) Luxury fashion marketplace, Headquartered in London |Tools Used: JIRA, ALM**
  - **Key Responsibilities:**
- Thorough understanding of the business/functional scope.
- Experienced with testing web and CRM applications.
- Design, create and maintain test plans and test cases.
- Perform functional, integration, regression, and end-to-end testing.
- Work closely with development and business teams.
- Provide recommendations on testing strategies.
- Analyse results of test run and determine the reason of failures.
- Lead the design and implementation of testing processes, tools, and frameworks.
- Participate in design reviews and provide feedback on user story acceptance criteria.
- Perform system integration testing, including API testing for integrated third-party applications
- Communicate with the team on bug triage, perform defect management, and work with development team to verify defect fixes through release cycle
- Leads, guides and mentors the analysis, design, implementation and execution of the test cases, test procedures into suites.
- Ensures proper configuration management of data and tools used for testing.

Software Test Engineer

- **UST Global International (Payroll: Arriys Infotech), Trivandrum, KL | May 2013 – December 2013**
  - **Key Responsibilities:**
- Performed manual and automated testing of web-based applications using Java and Selenium WebDriver to ensure software quality and functionality.
- Participated in full SDLC processes, contributing to requirement analysis, test planning, test case development, execution, and bug reporting.
- Collaborated with developers and business analysts to resolve defects and improve application performance.
- Conducted regression testing and integration testing across different modules to ensure code changes did not affect existing functionality.
- Utilized test management tools and reported results in clear, structured formats for stakeholder review.
  - **Additional Capabilities:**
- Strong foundational knowledge in Full Stack Development, AI, Machine Learning, Python, R Language, and Data Analytics.
- Eager to apply modern technologies and contribute to data-driven and AI/ML-focused projects.
- Open to opportunities where these skills can be practically applied to deliver innovative solutions and project success.

Software Test Engineer

Qwest Software Services Pvt. Ltd., Bangalore, KA | December 2007 – August 2010 | Project: Qwest Rx

Client: Qwest Software Services, Minneapolis, USA | Tools Used: Manual Testing, HP Quality Center (ALM)

  - **Key Responsibilities:**
- Analysed and understood business and technical requirements to design relevant test scenarios and test cases for functional and service-level testing.
- Created, documented, and executed detailed test cases and test data for functional, system, integration, and regression testing.
- Performed manual testing of applications, validating features and services against defined acceptance criteria.
- Conducted service-level testing using customized test data to validate application behaviour.
- Identified, logged, and tracked defects using HP Quality Centre (ALM), and collaborated closely with development teams for resolution and retesting.
- Verified and validated fixed defects to ensure proper implementation of code changes.
- Provided comprehensive support during defect reproduction and analysis phases.
- Ensured quality assurance by performing end-to-end regression and integration testing during each test cycle.

Hardware Engineer & Technical Coordinator | January 2005 – February 2007

  - **Key Responsibilities:**
- Installed, configured, and maintained desktop systems, servers, LAN/WAN networks, and peripheral hardware to ensure optimal performance and uptime.
- Diagnosed and resolved hardware-related issues, including system failures, network connectivity problems, and performance bottlenecks.
- Coordinated with cross-functional technical teams and vendors to ensure timely resolution of escalated hardware and infrastructure issues.

- Managed inventory and procurement of IT hardware components and ensured compliance with organizational standards.
- Assisted in planning and implementing IT infrastructure upgrades and system rollouts.
- Documented system configurations, troubleshooting steps, and maintenance activities for knowledge sharing and audit readiness.
- As a Technical Coordinator, facilitated communication between technical teams and management, tracked project progress, and ensured adherence to timelines and quality benchmarks.
- Provided end-user support and technical training sessions to improve system usage efficiency and reduce recurring incidents.

EDUCATION

- **Master of Technology (M.Tech) in Computer Science Engineering (CSE) in April 2013**
  Noble Engineering College, Hyderabad, Telangana | Affiliated with KSOU University
- **Bachelor of Technology (B.Tech) in Computer Science Engineering (CSE)**
  Bhoj Reddy Women's College, Hyderabad, Telangana | Affiliated with JNTU University

CERTIFICATIONS

- Certified Scrum Master (CSM) – Simplilearn
- Advanced Microsoft Office Skills – Proficient in Excel (formulas, pivot tables, charts), Word, and PowerPoint