

**Ravi Prasad Burra**

**PRINCE2®, SMC™, ITIL®, 6Sigma**

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**Certified Project Manager -DevOps/Automation Architect**

- An Innovative and passionate Sr. Manager in Automation with 14+ yrs. experience in IT Sector.
- Experience of working in the most challenging environment, which gave me an opportunity to learn and implement different large-scale Programs & Projects by setting up QA processes and strategies for manual and automated testing.
- Prince2-Practitioner, Scrum Master Certified, 6Sigma & ITIL certified.
- Knowledge on upcoming 5G network benefits and feasibilities to utilize it with current IoT technology.
- Expertized on using various automation frameworks as per the requirements and client infrastructure.
- A turnaround specialist & thought leader with extensive experience in formulating a vision, outlining strategy & leading teams that transform vision into execution.
- Unique skill set in Telecommunications sector on all types of network elements and configuration.
- Proven record of accomplishment of building high powered organizations capable of delivering complex solutions concurrently across multiple product lines with a high degree of quality, scalability & reliability.
- Demonstrable performance in meeting aggressive deadlines & financial commitments while taking calculated risks with unproven technology & maturing organization.
- Well experienced in Implementation, Integration, Operation & Maintenance, Planning & troubleshooting of Cloud Migration infrastructure and Supply chain projects.
- Experience in making recommendation to the client to choose the right life cycle and appropriate automation tools as per their organizational infrastructure and standards.
- Experience with the concepts of High Availability, Disaster Recovery and AWS Cost Management and Optimization.
- Expertized in implementing the large-scale projects with multiple platforms by balancing the traditional and new trending methodologies.
- Collaborating with clients and AWS solutions support teams to achieve cloud adoption.
- Expertized in setting the direction and adoption of the appropriate processes and techniques for effective delivery of SLAs and projects.
- Leading customer facing AWS technical discussions in support of new sales opportunities as needed.
- Expertized in Automation Framework design and implantation with appropriate recommendations to the client need.
- Well versed with DevOps & agile methodologies and actively planned in various agile ceremonies like Scrum, Release planning, Sprint planning, product demos with Product Owner and Retrospectives.
- Expertized in planning to create a healthy working culture with multiple cross functional teams across the Globe.

#### **Areas of Expertise:**

##### Managerial Competencies

- |   |                                      |                                    |
|---|--------------------------------------|------------------------------------|
| ★ Project Planning & Management             | ★ Management Development Skills      | ★ Standards and Priorities setting |
| ★ Process Enhancement                       | ★ Business Administration/Consulting | ★ Stress Management                |
| ★ Safety & Security Management              | ★ Quality Assurance & Control        | ★ Strategy Planning & Direction    |
| ★ Feasibility Analysis & Planning           | ★ Resource Management                | ★ Executive Leadership Skills      |
| ★ Vendor/Contract Management                | ★ Change / Risk Management           | ★ Conflict Management              |
| ★ Training & Development                    | ★ Business Excellence & Development  | ★ Process Automation (RPA)         |
| ★ Team Building Skills                      | ★ Transparent & Empowered            | ★ Target / Result Oriented         |
| ★ Communication & Presentation Skills       | ★ Pre-sales & Bidding(RFB)           | ★ Strong Analytical Skills         |
| ★ Customer Delivery & RFx. (RFI, RFP & RFQ) | ★ Conflict resolution management     | ★ Decision Maker                   |

##### Functional Competencies

- |                               |   |                          |
|-------------------------------|---|--------------------------|
| ★ Project Management-DevOps   | ★ SCRUM management                                | ★ Continuous Improvement |
| ★ Program Launch              | ★ Business Operations Analysis/BSS/BPS            | ★ Complaint Resolution   |
| ★ Line Balancing              | ★ Telecom- Innovation and Artificial Intelligence |                          |
| ★ Reporting & Documentation   | ★ Risk Analysis / Assessment                      | ★ CoE Telecom            |
| ★ Quality control & Assurance | ★ Economic Analysis                               | ★ Policy Designing       |
| ★ Coordination & Follow-up    | ★ Troubleshooting Skills                          | ★ Projects Evaluation    |
| ★ Liaising & Networking       | ★ Capacity Planning Maintenance                   | ★ Output Analysis        |
| ★ Budget Planning & Admin.    | ★ New Product Cost Analysis                       | ★ Telecom Domain Expert  |
| ★ Transition Management       | ★ Cloud & Infrastructure Management               |                          |

### Key Skill Competencies

★ Telecom ,Airlines & Finance Domain Expert      ★ Singl.eView, Oracle BRM, EBS, Eppix , ICOM Billing Systems      ★ MS Visio, RSA & Enterprise Architecture      ★ UIPath , Rational Robot, Selenium Web Driver, RC, TestNG, Cucumber-BDD, ATDD & TDD, QTP , Load Runner, WorkSoft-Certify      ★ Data Visualisation ★ Java, J2EE ★ .Net ★ VB Script, Java Script ,Ruby, Python ★ Unix, ★ Oracle SQL Developer ★ Oracle SOA Suit      ★ Hadoop      ★ Apache- Hive ★ Web Service Testing ★ Soap UI & Pro ★ XML Validation ★ SQL Store Procedures Validation      ★ Tibco Spotfire ★ Lisa tool ★ SAP HR ★ Workday ★ SAP CRM & CRM Billing ★ SAP CRM Web Client ★ SAP BW Hana, MM & FICO, SAP MII & ME ★ MS Project ★ Remedy      ★ Siebel CRM ★ Sales Force ★ POS/mPOS, ★ QV/QVXP ★ JPAYMENT ★ Back-Office(OIM-OIF) ★ Active Directory ★ Credit Fraud Management ★ TMAG ★ RAP ★ AWS, AZURE & Google ★ Jenkin ★ Maven/Git ★ Rally ★ Jira ★ Confluence ★ Kafka/Zookeeper Messaging systems. ★ Jenkins/Puppet/Ansible/Docker/AWS/OpenStack. ★ Black Chain Technology, Identity Management, Beacon Technology, Augmented technology

### **Professional Accomplishments:**

- Conversant with all phases of Project Life Cycle including Requirement gathering, Analysis, Testing & Implementation of Quality Software. (SDLC (Software development Life Cycle), STLC (Software Testing life cycle) & PLM (Product Life Cycle Management)
- Good understanding & experience in Continuous integration and Continuous Delivery.
- Customer Engagements. Implementation of the product and troubleshooting issues in customer's environments. Guiding the customers from the technical standpoint
- 10+ years of experience in direct interaction with Client & Stakeholders at client site.
- Very Good Experience in Resource Provisioning in OIM, AD with ASR/LSR submission.
- Experience in Cloud computing applications like IBM Middleware Integration, Tibco Integration & Oracle Cloud apps and Cloud Foundry.
- 8+ year of experience in design and implementing the automation frame works like Selenium- TestNg, RC, Webdriver, DDT, BDD, ATDD, Rational Robot, UFT, Soap UI, TOSCA & Work soft.
- 3+years of experience in DevOps project implementation using various feasible automation methodologies.
- Worked with Waterfall, V- Model, and RUP & Agile methodologies & DevOps life cycle model.
- Knowledge on ISO & CMMi levels and standards.
- Estimating & obtaining management support for time, resources & budget required to perform the testing.
- Expertized in Project Reporting & estimation with using MS-Project/Excel.
- Expertized in resource management & performance appraisals in Testing Area.
- Defining the Test Strategy & approaches.
- Excellent hands on experience in generating various Project execution reports with Dashboards & Metrics/Audit reporting /PMO Reporting.
- Providing required training sessions to the team on Agile/Scrum principles and techniques.
- Facilitating all scrum ceremonies like grooming, sprint planning, retrospectives, daily stand-ups, etc.
- Ratifying change and continuous improvement increasing the productivity of Scrum teams with quality of deliverables.
- Empowered teams to self-organize and grow cross-functionality.
- Protecting team from over-commitment, manage backlog, prioritize resolution of defects/bugs.
- Manage the lifecycle of code development, from ideation to sprints to deployment
- Collaborating with other members of management groups to develop the new products & Engineering groups.
- Maintenance & Improves the Product quality by completing the product, system & audits.
- Expertise in building a testing team of professionals with appropriated skills, attitudes & providing motivation.
- Expertise in creating healthy & pressure less work environment to get excellent quality of work.
- Expertise in developing Project Plan, MTP, STP for the tasks, dependencies & Participants required mitigating the risks to system quality & obtaining stakeholder support for this plan.
- Expert in developing all type of project related artefacts & reports to communicate with Client & Stake holders.
- Document, implement, monitor, & enforce all processes for testing as per standards defined by the organization.
- Ensure the timely delivery of different testing milestones.
- Preparing / updating the metrics dashboard at the end of a phase or at the completion of project & performed audit on test artefacts.
- Very good understanding and command on the Health care domain standards and codes like OCD9&10, OCIO policies & guidelines.
- Expertise & Broad-based experience in testing practices (Functional, Automation, Performance, Security, etc.)
- Strong project management, interpersonal communication, & collaboration skills
- Proven record of accomplishment of delivering high quality products with On-shore & Off-shore model (teams that are globally distributed).
- Coordination between cross functional & cross site team (QA, Infra, development, Integration) to manage issues & their timely resolution

## Career Snapshots:

<b>Project Manager- DevOps</b> <i>Ericsson- WA, USA (I28 Tech Corporation)</i>	<b>Dec-2016 - Present</b>
<b>QA Project Manager - IDM (Automation)</b> <i>Cap Gemini WA, USA (I28 Tech Corporation)</i>	<b>April 2014 – Dec-2016</b>
<b>Test Architect-SingleView (Automation)</b> <i>TCS Sunnyvale-CA, USA (I28 Tech Corporation)</i>	<b>May 2013 – April-2014</b>
<b>QA Project Lead/ Test Manager(Automation)</b> <i>IBM India Pvt. Ltd., India&amp; Melbourne, Aus &amp; Seattle- WA, USA</i>	<b>June 2009 – May 2013</b>
<b>QA Lead / Test Manager:</b> <i>MTN (on behalf of TirbalGold), Republic of South Africa</i>	<b>May 2007 – June 2009</b>
<b>Senior Software Test Engineer:</b> <i>Mahivar Inc. Hyderabad- India</i>	<b>January 2004 – May 2007</b>

## Educational Details

- M.Sc., PGDBM(MBA)

## Ericsson – (Project Manager- DevOps) Dec-2016 -Present.

- Responsible for COE Automation projects.
- Involving business meetings to get understand the new scope to implement the feasible automation frameworks.
- Actively participating in all phases of SDLC and PLM to know the progress at each phase of the cycles.
- Providing required training sessions to the team on Agile/Scrum principles and techniques.
- Facilitating all scrum ceremonies like grooming, sprint planning, retrospectives, daily stand-ups, etc.
- Ratifying change and continuous improvement increasing the productivity of Scrum teams with quality of deliverables.
- Empowered teams to self-organize and grow cross-functionality
- Protecting team from over-commitment, manage backlog, prioritize resolution of defects/bugs as evidenced by the on-time delivery of major initiatives.
- Met goal of addressing and resolving issues within a day.
- Participated in reviews and provide required capacity in new clouds for the program.
- Dealing with clients to understand their migration workloads and current footprint.
- Provided the required Migration experience for clients.
- Planned for migration schedule from multiple platforms to one consolidated platform using AWS cloud platform.
- Coordinated required support and process from internal team for migrations.
- Complete required end user client documentation and communication
- Document and update internal processes for migration process
- Manage the lifecycle of code development, from ideation to sprints to deployment
- Coordinate and manage code releases and shared APIs with other IT groups
- Communicate with other management, engineers, product managers and support specialists on product issues
- Track and communicate team velocity and sprint/release progress
- Involving in Release process delivery activities to approve the code drops in Test environment and production.
- Partner with stakeholders to identify and implement DevOps elements into the organization and establish best practices.
- Validate and coordinating the Test Environment/Lab set ups and configuration pre-requisites in Engineering and research area.
- Responsible for DevOps COE with preferred automation tools like Rational Robot- Python, UIPath & Tosca tools.
- Ability to streamline development and QA processes through DevOps.
- Maintain all environments and assure consistency and security throughout.
- Establishing the standards for SCM, Build, Repository Management, CI/CD, Configuration & Provisioning, Deployment and Environment Management process and tool standards.
- Integrate DevOps into Release Management.
- Assure DevOps scales universally for hosted, customer on premise, and cloud-based strategies.
- Worked with third-parties for integration of DevOps practices.
- Continually innovate and reduce technical debt.
- Providing the right direction to use the DevOps tools like Jenkins (release), Configuration (Ansible and Puppet Manager), Zookeeper (Orchestration process) & AWS and Docker for Monitor and Virtualization.
- Successfully execute all releases and co-ordinate the Go-Live activities including the execution of the deployment plans and checklists
- Assure successful releases from Development, Test, Staging and Integration to Production

- Following the innovative resource utilization methods to increase the productivity by minimizing the stress and work load.
- Providing the technical support on RAN related areas in the Ericsson/ T-Mobile LAB.

#### **Role & Responsibility at client site.**

##### **Cap Gemini – T-Mobile**

**Manager/Testing- IDM April-2014- Dec-2016**

- Involving business meetings to get understand the new scope for QA effort.
- Actively participating in all phases of SDLC and STLC to know the progress at each phase of the cycles.
- Preparing QA overall estimations & intake processes.
- Instructed and modeled core Agile principles of collaboration, prioritization, team accountability and visibility.
- Providing required training sessions to the team on Agile/Scrum principles and techniques.
- Facilitating all scrum ceremonies like grooming, sprint planning, retrospectives, daily stand-ups, etc.
- Ratifying change and continuous improvement increasing the productivity of Scrum teams with quality of deliverables.
- Manage the lifecycle of code development, from ideation to sprints to deployment
- Ensured consistent application of scrum methodologies across the enterprise solution.
- Worked with the engineering managers to identify cross-team dependencies and manage inter-team tasks.
- Taking Owner ship for Release Management process at QA stand point.
- Preparing release delivery milestones and planning activities.
- Involving as a Test Environment Owner to set up the Test Bed.
- Creating Master Test plan, SIT Test Plan & test approaches.
- Prepared and shared UAT test plan with UAT team.
- Provided continuous support to UAT team during UAT Phase.
- Involved technically in IDM 11g upgrade and implemented successfully OAM/OVD, OES/ESS & OIM 11g upgrades.
- Successfully implemented the Siebel infrastructure on Azure cloud while replacing it with SAP.
- Monitoring & Controlling the E2E testing & configuration for all Oracle Identity Management systems in U1.0 & U2.0 on AWS Cloud.
- Validated the Test environment before hand-over to the QA.
- SME for Identity Management System & SAP CRM/HANA.
- Validating the critical Business process by taking self-care like Credit card fraud management / online transactions.
- Involving in completing the purchase orders using POS.
- Involved in E2E testing for Wholesale & Retail from Order to Cash.
- Involved in E2E testing for Payments using diffident payment methods like EMV/Vesta/ CPM at Jypament system.
- Involving in test data creation using Selenium automation team.
- Developed & implemented BDD approach with Cucumber using Selenium tool. Was used Maven repository to store the developed script and data files for wider audience use in the organization.
- Involved in Partner Integration system with globally distributed teams.
- Conducting Defect triage meetings.
- Used exiting Robot automation framework for Regression and environment shakeout testing initially later moved to Selenium.
- Involving in testing for critical areas of SAP HR, Workday, AD (Oracle Active Directory) & OIM, CRM, SAP HANA), Siebel CRM & SFDC.
- Performed regression and Sanity testing on SAP CRM and Care application using Worksoft certify automation tool.
- Developed test automation scripts to test the product on multiple Mobile devices and iPad/ tablets.
- Taking care of AD configuration & SAP Hana Studio configuration set up.
- Taking care & executing High Visible business scenarios by myself.
- Conducting On/Offshore hand off meetings.
- Given presentations to the Business Users on the test strategy (how to test) on the new architecture.
- Conducted workshops on Testing methods and functionalities with UAT & Business team.
- Prepared and shared test execution process documents and results.
- Worked closely with the development team during Designing, Development Phase & participated in Unit Testing.

##### **TCS-US –Equinix – Automation -Lead Test Architect**

**(Singl.eView billing/ Oracle EBS Billing System)**

**May-2013- April-2014 (Sunnyvale- CA)**

- Involved in all meetings with business teams.
- Implement DevOps team(s), processes and tools
- Involved in all stages of SDLC to get better understanding of the Program level E2E work flows.
- Involved in entire STLC and DLC to know the progress and unblock the testing from road blockers throughout the STLC.
- Given presentation to the clients on our test strategy & transformation on SingleView Billing System.
- Successfully performed E2E integration between Siebel CRM to SingleView Billing system.

- Organized and aligned with the sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos, and other Scrum-related meetings.
- Trained the offshore and onshore team to create clear and concise epics/stories.
- Facilitated Scrum of Scrum for offshore teams in India.
- Evangelized the benefits of Scrum to ensure its smooth adoption
- Assisted team with making appropriate commitments through story selection, sizing and task definition and participated proactively in developing and maintaining team standards, tools and best practices.
- Prepared estimations for QA effort.
- Prepared Master Test Plan & SIT test plan.
- Extensively involved in E2E testing from Quote to Cash.
- SME for Singl.eView billing system in Testing area.
- Reporting to Program Director and project manager on billing progress.
- Involved in JAD sessions
- Involved in E2E testing to test the critical business flows & process.
- Designed and implemented Rational Robot frame for UI and API automation testing on Salesforce and Siebel applications.
- Prepared High Level Test scenarios & Test Cases
- Defined the Single View billing flows for rating & normalization.
- Defined new invoicing method for non-telecom billing products.
- Worked on integration of Major applications like Workday, Siebel CRM, SFDC, UCM Tibco, SingleView.
- Co-ordinated with UAT business to provide the support in their execution.
- Conducted onshore/Offshore Hand-off meetings.

#### **IBM India PVT LTD**

**Test Manager (June-2009- May-2013)**

- Involved in all meetings with business teams as per the SDLC meeting scheduled by PM.
- Involved in all stages of STLC and prepared test strategies as per defined schedule.
- Given presentation to the clients on our test strategy & transformation.
- Prepared estimations for QA effort.
- SME for Telecom Billing systems like BRM, EBS, Singl.eView, ICOM, EPPIX & SAMSON.
- SME and Leading the project for SAP CRM, MM and MI & MES architecture.
- Implemented the SAP MII & ME E2E project for Optic fiber cable manufacturing client.
- Involved during the Commissioning & Integration of the network elements (HUAWEI) of 3G lab.
- Debugging of issues during the first call of the network from RNC and Core network side.
- MSC configuration fault brought to notice due to which call was not proceeding and got it resolved through vendor.
- Involved in Test Automation implementation using various automation tools like IBM RQM, Clear Quest, & Selenium.
- HLR (Apertio) Configuration and SIM configuration done for all security related algorithms and subscription parameters carried out.
- SGSN, GGSN and HLR configuration definition (APN and GPRS profile configuration) done for PS call.
- Defined new test strategy for this client & presented with them.
- Involved in JAD sessions
- Involved in E2E testing to test the critical business flows & process.
- Prepared Master Test Plan & SIT test plan.
- Prepared High Level Test scenarios & Test cases.
- Involved in Test execution.
- Involved in critical business scenarios testing for capital & investment banking along with Credit card fraud management.
- Conducted Daily Defect Meetings with Dev & SA teams.
- Daily defect triage meetings by following agile method.
- Daily stand up sprint meetings with the teams.

#### **ILabs- RSA- MTN, SA Airlines -(Johannesburg)**

**May-2007- June-2009**

- Worked as a QA/UAT Lead Manager & responsible for analyzing & understanding the requirements.
- Participated in JAD Sessions to understand the design solution for the new product.
- Participated in requirement analysis meetings.
- SME for Telecom Billing systems like Eppix and Singl.eView.
- Played a key role in migrating the Eppix billing system to Singl.eView Billing system.
- Trained the team members with the knowledge gained from the meetings with business.
- Designed Test Plan/Strategy.
- Introduced new testing approach to reduce the stress on the employees.

- Identified the appropriated test approaches to test the new feature.
- Prepared Test Scenarios based on the UC documents.
- Prepared the High-Level Test Cases to help the team members.
- Reviewed the test cases.
- Reported Status on Daily/Weekly/Monthly basis by following organizational hierarchy.
- Conducted Daily defect status meetings with related teams.

#### **Mahivar Inc- India- ABSA/ South African Airlines**

**Hyderabad- India- January-2004- May-2007**

- Worked as a QA Tester & responsible for analyzing & understanding the requirements.
- Took part in Requirements walkthrough meetings.
- Performed the detailed analysis of the requirements for designing of the test cases & any Ambiguities in the requirements/documents were resolved with the BA & SMEs.
- Responsible for creating the Test plan & the Test cases.
- Performed the execution of the test cases & tested the application features like My Bill, Plan, Features, Profile, support & Usage Info.
- Worked closely with the development team to get the QA activities done effectively.
- Extensively involved in Build Verification Testing, Functional Testing.
- Coordinated the defect review calls with the development team.
- Fully involved in Defect Triage meetings.

#### **Professional Trainings & Certifications**

- PRINCE2-Practitioner
- SCRUM Certified Master
- ITIL Certified.
- Six Sigma