**SIVA PRASAD**

**-------------------------------------------------------------------------------------------------------------------------------- Mobile: +91 8884339444 dssvp111@gmail.com**

* **A performance & goal oriented IT Professional** with **9 +** years of **IT** Industry experience in **Quality Assurance** in the Software Engineering and Siebel CRM, AWS Cloud migration applications testing and experience in Automation testing .
* **Bachelor of Engineering** with specialization in **Computer Science**
* Demonstrated excellence in handling all aspects of Quality Assurance during various phases of Software Product Development
* Proven expertise in working as **Team Lead**
* Possess strong problem solving, analytical & critical thinking skills to provide data-driven and result-oriented solutions to complex business problems, resulting in Cost Optimization and Revenue Growth
* Strong solution centric approach, with process orientation; an effective communicator with excellent analytical, problem solving, organizational abilities and flexible attitude
* An experienced **Self Starter and Team Management** with keen attention to customer needs and details

**Professional Summary:**

* Good Exposure on **SDLC & STLC**
* Involved in **Functionality, Integration, System and Regression** testing.
* Involved in **AWS could Transformation program, Siebel CRM testing**
* Experience on **Sales, Retail** & **telecom** Domains
* Experience in using testing tools Octane, **ALM, Quality Center 10,** Good knowledge on QTP.
* Having experiencein **Agile Testing Methodology**
* Having good judgment skills while reporting and prioritizing software bugs.
* Developed Keyword Driven Framework Using Selenium Web Driver and Java.
* **Holding UK Tier 2 Long term Work visa**

#### Onsite Experience:

* London UK, Worked as Team lead for SGN (Scotia Gas network) client. From March 2018 to Sept 2019

**Experience Summary:**

* Currently working with HCL Technologies as **Team Lead** since May 2010 to till Date.
* Worked as Sr. Test Engineer for Tech Mahendra from Nov 2009 to May 2010

**Technical Skills:**

**Testing Tools :** Selenium, Octane, QTP, QC, ALM, JIRA.

**Database** **:** MS-SQL Server 2005 (SSAS, SSIS, SSRS)

Domain Knowledge : Telecom, Retail, Siebel CRM SAP applications

**Personal Attributes:**

* Reliable: Commended reliability demonstrated by completion of all rostered shifts as well as availability for non-preferred shifts to assist during peak seasons.
* Enthusiastic: Always willing to build morale and improve work environment by showing enthusiasm for all tasks and responsibilities.
* Adaptable: High levels of flexibility allow adaptation to demands of a highly competitive and demanding industry.

### Achievements/ Training / Certifications

* Attended Agile Process Training
* Achieved AWS Cloud migration certificate.

#### Projects Profile:

**Project #1**

Client : SGN (Scotia Gas Network)

Project : CLOUD Native - Transformation - APPS SGN

Period : 10/02/2018 – Till Date

Work Location : London, UK

Role : Team Lead

Team Size : 10 members

**Description:**

SGN (Scotia Gas Networks) is a UK gas distribution company which manages the network that distributes natural and [green](https://en.wikipedia.org/wiki/Green) gas to 5.9 million homes and businesses across Scotland and the south of England. SGN has not undertaken large scale IT programme that impact the whole business, therefore a dedicated bespoke delivery framework is required to undertake the transformation. Selected Amazon Web Services (AWS) as the strategic cloud hosting provider and is the platform on which the migration and transformation of on Premise applications.

**Responsibilities:**

**As a Test lead**

* Participate in Business requirement meetings, understand requirements and provide functional and technical analysis to the team
* Involved in user requirement study and Quality Assurance activities. Ensure programs meet standards and Functional requirement.
* Prepared Test Strategy Documents for all Font office migrated applications
* Review and execution of Test cases for System and Integration Testing
* Involved in preparation of test plan and test strategy for cloud migration applications
* Attended onsite client calls and co-ordinate with offshore team to complete the tasks.
* Involved in functional testing for Front office cloud migration applications (Maximo, Click, Agentry etc)
* Involved in Defect Management, Reporting and defect analysis using Octane
* Involved in Maximo application cloud migration testing which is integrated with more than 40 interfaces
* Involved in Agentry application Handle device testing (Tablet and Mobile)
* Involved in design and development of keyword-driven automation framework using Selenium Webdriver.
* Analysis of test requirement and automation feasibility.
* Automate new features for reducing time and cost.
* Coordinated with peers in the team for clarity on the requirements.

**Environment:** Amazon Web Services

**Testing Tools:** ALM Octane Vs 12.60.52

**Project # 2**

Project : MacAfee Siebel CRM Sales

Period : 11/10/2015 – 10/02/2018

Work Location : MacAfee, India

Role : Team Lead

Team Size : 6 members

**Description:**

McAfee uses Seibel CRM sales application to manage everything right from the start of account to order placement by internal users and maintenance of the order. This is developed in Siebel CRM 8.1.

**Responsibilities:**

* Participate in Business requirement meetings, understand requirements and provide functional and technical analysis to the team
* Involve in the user requirement study and Quality Assurance activities. Ensure programs meet standards and Functional requirement.
* Involve in Siebel functional testing and co-ordinate with offshore team to complete those tasks and deliver on time.
* Involved in testing of all modules of Siebel Sales
* Preparing System Test Case Document using Design Documents
* Involved in Testing Documentation and Change Control Management
* Review and execution of Test cases for System and Integration Testing
* Defect Management, Reporting and defect analysis using Quality Center

**Environment:** Siebel CRM, Windows 7, 8.1, MS-SQL server, Oracle

**Testing Tools:**  ALM 11.2, HP Quality center 9.2, Rally 2.1

**Project # 3**

Project : MacAfee Seibel CRM call center

Period : 10/05/2013– 11/10/2015

Work Location : McAfee, India

Role : Team Lead

Team Size : 5 members

**Description:**

McAfee uses Siebel CRM Call Center application to support to manage all customer-facing Operations for the purchased products from McAfee. This is developed in Siebel CRM 8.1.

**Responsibilities:**

* Participate in Business requirement meetings, understand requirements and provide functional and technical analysis to the team
* Involve in the user requirement study and Quality Assurance activities. Ensure programs meet standards and Functional requirement.
* Involve in Siebel functional testing and co-ordinate with offshore team to complete those tasks and deliver on time.
* Involved in testing of all modules of Siebel Call Center applications
* Preparing System Test Case Document using Design Documents
* Involved in Testing Documentation and Change Control Management
* Review and execution of Test cases for System and Integration Testing
* Defect Management, Reporting and defect analysis using Quality Center

**Environment:** Siebel CRM, Windows 7, 8.1, MS-SQL server, Oracle

**Testing Tools:**  ALM 11.2, HP Quality center 9.2, Rally 2.1

**Project # 4**

Client/Project : On Demand

Period : 06/06/2012– 10/05/2013

Work Location : McAfee, India

Role : Siebel Senior Tester

Team Size : 5 members

**Description:**

McAfee uses On Demand application to create opportunities and quotes by sales reps in cloud

**Responsibilities:**

* Participate in Business requirement meetings, understand requirements and provide functional and technical analysis to the team
* Involve in the user requirement study and Quality Assurance activities. Ensure programs meet standards and Functional requirement.
* Involve in Siebel functional testing and co-ordinate with offshore team to complete those tasks and deliver on time.
* Involved in testing of OD Application
* Preparing System Test Case Document using Design Documents
* Involved in Testing Documentation and Change Control Management
* Review and execution of Test cases for System and Integration Testing
* Defect Management, Reporting and defect analysis using Quality Center

**Environment:** Siebel CRM, Windows 7, 8.1, MS-SQL server, Oracle

**Testing Tools:**  ALM 11.2, HP Quality center 9.2, Rally 2.1

**Project # 5**

Project : MacAfee Insight PRM

Period : 10/05/2011– 06/06/2012

Work Location : McAfee, India

Role : Siebel Senior Tester

Team Size : 5 members

**Description:**

McAfee uses Insight PRM application to create deal opportunities and placing an order by partners. This is developed in Siebel CRM 8.1.

**Responsibilities:**

* Participate in Business requirement meetings, understand requirements and provide functional and technical analysis to the team
* Involve in the user requirement study and Quality Assurance activities. Ensure programs meet standards and Functional requirement.
* Involve in Siebel functional testing and co-ordinate with offshore team to complete those tasks and deliver on time.
* Involved in testing of PRM Application
* Preparing System Test Case Document using Design Documents
* Involved in Testing Documentation and Change Control Management
* Review and execution of Test cases for System and Integration Testing
* Defect Management, Reporting and defect analysis using Quality Center

**Environment:** Siebel CRM, Windows 7, 8.1, MS-SQL server, Oracle

**Testing Tools:**  ALM 11.2, HP Quality center 9.2, Rally 2.1

**Project # 6**

Project : eService portal

Period : 10/05/2010– 10/05/2011

Work Location : McAfee, India

Role : Siebel Senior Tester

Team Size : 5 members

**Description:**

McAfee uses eService portal application to create service requests and manage all customer-facing Operations for the purchased products from McAfee.

**Responsibilities:**

* Participate in Business requirement meetings, understand requirements and provide functional and technical analysis to the team
* Involve in the user requirement study and Quality Assurance activities. Ensure programs meet standards and Functional requirement.
* Involve in Siebel functional testing and co-ordinate with offshore team to complete those tasks and deliver on time.
* Involved in testing of SPR Application
* Preparing System Test Case Document using Design Documents
* Involved in Testing Documentation and Change Control Management
* Review and execution of Test cases for System and Integration Testing
* Defect Management, Reporting and defect analysis using Quality Center

**Environment:** Siebel CRM, Windows 7, 8.1, MS-SQL server, Oracle

**Testing Tools:**  ALM 11.2, HP Quality center 9.2, Rally 2.1

**Project # 7**

Client/Project : One Siebel

Period : 1/09/2009–10/05/2010

Work Location : Tech Mahindra, India

Role : Siebel Tester

Team Size : 6 members

**Description:**

The CRM Application One Siebel is used by British Telecommunications PLC, for management of their business both internally and through portal. Application manages everything right from the start of order placement by a customer to delivery and maintenance of the order.

**Responsibilities:**

* Conduct regression, Sanity and Component system testing on one Siebel application manually
* Deployment/Pre deployment testing on live environment
* Support the live/Business confidence testing
* Following the Agile frame work to accomplish tasks assign to me
* Design test journeys /cases from user stories requirement and ensure that it satisfies acceptance criteria
* Reported defects timely manner and logged the sane into quality center data base
* Updated user stories, test cases and execute the test cases manually and updated the sane in QC
* Tacking up calls with BA, Designers and developers to discuss requirements
* Construct test cases based on user stories provided by the client side
* Understanding new products and requirements
* Provide knowledge transfer to other teams (development, automation, design etc)
* Train new tester by providing KT sessions and monitoring their performance

**Environment:** Siebel 7.8, Windows XP, Quality center 9.2, Oracle 11i.