### Kalaivani Palanisamy

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**Professional Summary**

* Having **9** **years** of experience in the field of IT on **Telecommunications and Banking domain** with focus in **Functional, Integration , End 2 End Testing and development activities**
* Extensive experience in testing of **Order Management & fulfillment applications (OSS)**
* In-depth experience on **End to End product testing**
* Good experience in Functional, Integration and API testing.
* Expertise in handling E2E testing and well versed with agile methodologies.
* Having Good knowledge in Testing Life cycle and Defect Lifecycle management
* Having extensive experience on **AMDOCS** **product testing**
* Experienced in Test Management Tool **HPALM 12 and JIRA**
* Seasoned testing professional in **agile and waterfall environments**
* Certified as **SAFe® 4 Practitioner** and in **TOSCA (AS1 & AS2)**
* Having Good Understanding in **TOSCA Automation** involving Web Applications
* Worked as Developer on Banking Projects
* Basic understanding and hands on in Selenium and Cucumber framework

**Areas of Competency**

* Good Knowledge on AMDOCS Product testing
* Customer Order Creation in Cloud sense
* Customer Order Fulfillment in AMDOCS
* E2E knowledge on telecom product testing
* Web Application automation using TOSCA
* Individual contributor for complete feature
* Experienced in Test Environment management
* **A self-starter** with a positive attitude, willingness **to learn new concepts & to accept challenge**
* **Fast-learner and a self-motivated** team player with good communication skills
* **Good leadership, management skills** and proven track record in Quality, Delivery, Customer communication, Onsite offshore management/coordination

**Training & Certifications**

* Certified **as SAFe® 4 Practitioner**
* **Have obtained TOSCA (AS1 & AS2)**
* Have obtained **OCJP External Certification**.
* Have obtained **Telecommunication L0 and L1** – Domain Certification– Provided by Cognizant
* Have obtained **BFS L0** – Domain Certification– Provided by Cognizant
* Have obtained **Core Java level 0** Certification- Provided by Cognizant

**Technical Skills**

Applications **Salesforce, AMDOCS, Oracle Siebel (CRM), Oracle OSM, Oracle Web Logic**

Tools **JIRA, HP ALM, Zephyr, Postman, Putty, Subversion, Oracle SQL Developer, Eclipse, SOAP UI, Win SCP**

Methodologies **Agile, Waterfall**

Domain **Telecommunications (BSS), Banking and Financial Services**

Databases **Oracle10g**

**Education**

* Bachelor of Engineering in Electronics and Communication Engineering (2007-2011) from **Bannari Amman Institute of Technology, Sathyamangalam, Erode**.

**Employment Experience**

* **Cognizant Technology Solutions, Bangalore** , **Associate** Aug 2011 - Till date

**Professional Experience**

**Client: Telstra Communication Limited, Australia Nov ’19s - Till Date**

**Project : B2B Program (E2E)**

**Team Size : 7**

**Role : Test Lead**

**Methodologies: Agile**

**Description:**

Telstra Corporation Limited (known as Telstra) is Australia's largest telecommunications and Media Company, which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services. Telstra is offering a full range of communications services and competing in all telecommunications markets.

The EDGE project focused on migration of business applications from legacy platform to strategic platforms (salesforce) and the integration solutions built around it. The main business processes available in Telstra are Customer management, Billing account management, Order management and Service Requests/Maintenance that are being migrated to Salesforce.

**Environment:**

The technologies implemented and tools used in this project are **Salesforce Classic/Lightening, AMDOCS, JIRA, Zephyr and Postman.**

**Key Responsibilities:**

* Executing and validating the integration functionalities between all the O2A systems are working as expected by doing API testing and the scenario is working E2E.
* Understanding the Business & functional Requirements by involving in the solution walkthrough meetings
* Coordinating with Feature team to triage the bugs on time.
* Involved in Daily stand-up call, Sprint review, Sprint retrospective, Sprint Planning, Sprint Demo and Defect Triage calls.
* Involved in E2E Automation enhancement with the existing BDD framework.

**Client: Telstra Communication Limited, Australia Jan ’18 – Oct ‘19**

**Project : B2B Program (O2A)**

**Team Size : 10**

**Role : Functional Tester**

**Methodologies: Agile**

**Description:**

Telstra Corporation Limited (known as Telstra) is Australia's largest telecommunications and Media Company, which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services. Telstra is offering a full range of communications services and competing in all telecommunications markets.

The B2B project focused on migration of business applications from legacy platform to strategic platforms (salesforce) and the integration solutions built around it. The main business processes available in Telstra are Customer management, Billing account management, Order management and Service Requests/Maintenance that are being migrated to Salesforce.

**Environment:**

The technologies implemented and tools used in this project are **Salesforce Classic/Lightening, AMDOCS, JIRA , Zephyr and Postman.**

**Key Responsibilities:**

* As an Order fulfilment tester Involved in PI Planning /User Story/Scope finalization call with Product Owners and other stakeholders
* Understanding the Business & functional Requirements by involving in DSM (Daily Spring meeting with Feature Team)
* Involved in Integration testing assessment of User stories planned for current sprint with BA, Design and Dev teams
* Involved in creation of Test Planning, Test Strategy and System Test Report
* Involved in Customer Management, Order Management and Service Requests testing through Salesforce and AMDOCS
* Responsible for knowledge transfer and mentoring the newly joined members of the team
* Leading the offshore team as part of the EDGE program until timely deliveries
* Coordinating with Dev team for resolving bugs on time

**Client: Telstra Communication Limited, Australia Nov ’14 – Dec ‘17**

**Project : UNICOM - Order 2 Activate**

**Team Size : 5**

**Role : Test Lead**

**Methodologies: Waterfall**

**Description:**

Telstra Corporation Limited (known as Telstra) is Australia's largest telecommunications and Media Company, which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services. Telstra is offering a full range of communications services and competing in all telecommunications markets.

A unified business process management framework that orchestrates, automates, and manages the Service Fulfilment process, aligning people, processes, and technology for all LOB’s like Consumer , Business and Wholesale Telstra customers with different Technology types like FTTP, FTTB, FTTN and Fixed Wireless.

**Environment:**

The technologies implemented and tools used in this project are **Siebel CRM, Oracle OSM,**

**Oracle WebLogic, HP ALM, Oracle SQL Developer, Putty and Win SCP.**

**Key Responsibilities:**

* Perform Test case review and execution
* Send Daily Status Report to Client
* Work allocation to team members
* Log Defect related issues in the defect tracking tool identified for the project
* Interacting with product team to get clarification on requirement and clarify the same to onshore team members
* Performing Defect creation, Defect validation and Defect closure
* Involved in UAT Dry run testing & performed Ad-hoc testing
* Participating in daily handover calls and defect triage calls
* Involved in Regression Testing of existing functionalities

**Client: JPMorgan Chase & Co., USA Dec ’12 – Dec ‘13**

**Project : JPMC -HRT Applications DEV & MAINT–My Rewards**

**Team Size : 10**

**Role : Developer as team member**

**Methodologies: Agile**

**Description:**

My Rewards is a portal application, which provides the JPMC employees a comprehensive. Picture of compensation and financial benefits, along with references to related tools and resources, for Employees around the globe using timely and robust information available in one easy-to-navigate Portal.

**Environment:**

The technologies implemented and tools used in this project are**JSF, FAST AS Tomcat, FAST IDE 3.2.0 Developer Desktop, CTSI Web service, Tortoise SVN.**

**Key Responsibilities:**

* Created and modified **Packages** for several modules
* Involved in **developing** all functionalities.
* Involved in accessing data and communicating with **web service**.
* Involved in fixing defects
* **Harvest / SVN Tortoise** for Version controlling and **Quality Center** for defects
* Involved in preparing technical support and release notes document.
* Regression testing of all modules
* As a team member for this project, was involved in the analysis, design, development and testing of critical modules

**Client: JPMorgan Chase & Co., USA Apr ’12 – Nov ‘12**

**Project : JPMC -HRT Applications DEV & MAINT– Performance Management Central**

**Team Size : 8**

**Role : Developer as team member**

**Methodologies: Waterfall**

**Description:**

Performance Manager Central (PMC) is a tool for the annual appraisal process. The tool supports a continuous cycle of data input but has peak periods at the end of each quarter and year beginning/end. At a high level, it allows employees and managers to create and edit goals, accomplishments and summary data for the year. It also has competency ratings and quarterly discussion tracking. It has functionality to allow for:

* Annual and Mid-Year Appraisal Document
* Ability to request Feedback from other individuals
* Development Planning
* Talent Management (at a very basic level)
* Reporting (Online and Business Objects Universe)
* Broadcast messages

**Environment:**

The technologies implemented and tools used in this project are **Java, spring, Struts, WebLogic Server, FAST IDE 3.2.0 Developer Desktop, Toad for Oracle, Tortoise SVN.**

**Key Responsibilities:**

* Involved in development of **Change Requests** for existing Functionalities.
* Involved in fixing defects
* Involved in writing **SQL queries for Oracle Database using SQL Developer**
* Regression testing of all modules
* As a team member for this project, was involved in the development and testing of critical modules

**Client: Cognizant Technology and Solutions Aug ’11 – Feb ‘12**

**Project : Cognizant Internal Training**

**Role : Trainee**

**Description:**

Involved in cognizant technology internal training as a java developer and trained under various technologies like Core Java, Oracle 11g, HTML, JSP, and Advanced java technologies.

**Environment:**

Eclipse, NetBeans.

**Key Responsibilities**

* As a Trainee, grasped the application knowledge efficiently within short span of time
* Build small project as part of training and cleared all the certification that are required to complete training

**Personal Details**

**DOB :** 17th June

**Marital Status :** Married