**CURRICULUM VITAE**

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**PROFESSIONAL SUMMARY**

• Having overall 5 Years of experience in testing project and possessing a very good knowledge in SDLC and Testing Practices.

• Analysing and Understanding the business Requirements and proposed new service improvements to the clients.

• Excellent knowledge in Software Development and Testing Lifecycle (SDLC & STLC) with good exposure to life cycle Models like Waterfall, Agile (SCRUM).

• Good exposure to Web based and IVR applications.

• Hands on Experience in WFM (Workforce Management Systems).

• Hands on Experience in test management tools like Dish Promo, Rumba, Rally and SQL Developer.

• Extensive experience in Manual Testing and expertise on HP ALM.

• Good knowledge and expertise in Functional Testing, Web Application Testing, Integration Testing, Exploratory Testing and Regression Testing.

• Having a basic knowledge in Selenium Automation Testing.

• Globalization testing for an application in different languages and different format specifications.

• Expertise in scripting the test cases using test case design technique and executing them.

• Preparing Requirement Traceability Matrix for test cases.

• Experience of close analysis & test case preparation/business rule modifications.

• Experience in Defect Tracking and Reporting.

• Performed Black Box, Web based application, Regression, and Functionality Testing.

• Preparing Test Plan, scripting, writing test Cases in QC.

• Good knowledge on DB Testing.

**CAREER PATH**

Joined Wipro Technologies as Student Computer Applications in 15 JAN 2013and later progressed as Senior Project Engineer with a higher band in 03 APR 2017.

**EXPERIENCE**

* Engaged in data centric testing training program in **Wipro Technologies**, from Jan 2013 – Mar 2014.
* Worked as Manual Test Engineer for IVR Application in **Wipro Technologies**, from Feb 2015 – Aug2018.

**SKILL SET**

* Manual testing in IVR & Application testing.
* Tools: HP ALM, Snipping tool (windows), SQL developer, Dish Promo, Rumba, Rally.

**PROFESSIONAL EXPERIENCE**

Project Details:

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| **Project Title** | **Interactive Voice Response (IVR Application Testing)** |
| **Tested** | Manual Testing |
| **Database** | SQL Server |
| **Client** | Dish Network |
| **Role** | Senior Project Engineer |
| **Team Size** | 6 |

Overview

The position is held responsible for interfacing with business to work through new requirements, help organize IVR releases, and communicate often with development and onsite test teams. Testing of DISH **Interactive voice response (IVR)** application through series of releases. **IVR application testing, reporting, and call routings** are also part of the responsibilities. The team supports regular IVR application releases that include development and test cycles requiring defect resolution and code drop coordination. It also involves the **up gradation of IVR schema** which involves testing of different IVR applications like Billing, Payment, Equipment upgradation, Technical support, etc.

**Roles & Responsibilities:**

* Gathering and Analyzing work requests/requirements from Stakeholders.
* Verification of DishNetwork IVR Application (**DTMF option**), testing each and every functions of IVR system.
* IVR application testing includes **DTMF, call flow, reporting and call routing services.**
* Testing of **Scheduling/Rescheduling /Assigning Work orders** to Technicians via **DISH WFM (Workforce Management System).**
* Tested for **IVR Functional and Regression Testing.**
* Requirement Mapping, Test Case Design, Test case Management and Defect Tracking using

**HP ALM/HP QC**.

* **Individually contributed for testing a TFN application** meeting tight deadlines with 100% quality.
* Worked effectively with teams across various vendors/stakeholders of IVR application.
* **Investigating on other IVR applications** and **proposing new business improvements** to the stakeholders.
* Worked with **Stakeholders, vendors** and test teams to clarify new requirements and **organize release items** for code drops to **test and production environment**.
* Reporting the **progress of the Project** on a **Daily/ Weekly/Monthly** basis to QA Lead and **Stakeholder**.
* Conducting **weekly project checkpoint meetings** and addressing issues related to test activities

**EDUCATONAL DETAILS**

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| **Qualification** | **Year** | **Institution** |
| M.S (Software Engineering) | 2017 | Vellore institute of technology, Tamil Nadu |
| BSc (Bachelors Science) | 2012 | Basaveshwara Science collage, Bagalkot |
| 12th (Higher Secondary School) | 2009 | Basaveshwara Science PU collage, Bagalkot |
| 10th (Secondary School) | 2007 | Basaveshwara Higher Secondary School, Bagalkot |

**PERSONAL INFORMATON**

**Date of Birth**: 10th March 1990

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