Ritesh Thakur

Ph: 09459259799, 01892-224509   **Email id:** rinku.ritesh@gmail.com

Summary of skills

- **7+** years of professional experience in IT, Software Quality & testing with good knowledge of Software Testing Life Cycle (STLC) Phases.

- Profound knowledge of various computer applications and ability to solve the technical problems.

- Excellent communication and written skills as well as ability to motivate the students.

- Ability to provide the best practices to make the students expert in using computer.

- Ability to exhibit patience while working with the students.

Educational Qualification

- 10th from H.P.B.S.E Dharamshala securing 71%.

- 10+2 from H.P.B.S.E Dharamshala securing 70%.

- B.A (Mathematics, Economics and English) from Govt. P.G. Degree College, Dharamshala securing 63%.

- **B.ed** from Govt College of Teacher Education, Dharamshala securing 60%.

- **Master of Computer Applications** from H.P.University, Shimla securing 68% in 2004.

Work experience

1) **7+** years of Work Experience in Aon Hewitt Associates India Pvt. Ltd.

2) One year (2012-13) of Teaching experience in Govt. College of Teacher Education, Dharamshala.

3) Presently working as Asstt. Prof. (Self Finance) of Computer Science in Govt. P.G. College Dharamshala since 15th July 2013.

Personal Achievements:-

1) Received **Spot Award** in March 2008 for excellent contribution in DOC1 team in Aon Hewitt Associates Pvt. Ltd.

2) Received **X-tra Miler Award** in January 2011 in Aon Hewitt Associates Pvt. Ltd.
3) Member of a team which received a **Premier Team Award** in March 2010 in Aon Hewitt Associates Pvt. Ltd.
4) Successfully completed the training of VBScript, QTP and Advanced QTP from 1st July 2010 to 9th July 2010 in Aon Hewitt Associates Pvt. Ltd given by CreshTech.
5) Successfully completed the role of **Mentor and trainer** of the new hired DOC1 associates and freshers (test engineers)**.**
6) Involved in recruitment process of Testing teams as a **SME.**
7) Participated in two days seminar on Consumer Protection & Empowerment organized by G.C.T.E Dharamshala in collaboration with Centre for Consumer Studies, Indian Institute of Public administration, New Delhi.
8) Participated in two days workshop on Ethical Hacking organized by Govt. P.G. College Dharamshala in collaboration with Network Bulls and E-Cell-IIT Bombay.

Areas of Interest:

- Working beyond the expectations of the organization and showing the concrete results.

- Giving the hundred percent performance and achieving the goals of the organization.

Employer Profile

Aon Hewitt is a world's largest outsourcing and consulting firm. Aon Hewitt Technologies have been instrumental in developing innovative solutions that helped its clients to become some of the most successful companies in the world. Today, Aon Hewitt roster includes more than half of FORTUNE 500 companies. It handles more than 54 million HR-related customer interactions a year from more than 17 million participants. Aon Hewitt Technologies has 84 offices in 36 countries.

Project Undertaken:

1) DOC1 Client Delivery Support

Client	More than 100 US based MNC's
Environment	DOC1, OS 390(TSO/ISPF), JCL
Team size	36

Description

DOC1 client Delivery support provides the PCS (Personal Communication Statements) development and maintenance support to more than 100 clients of Aon Hewitt Associates Ltd. in their HR business by which they could let their employees

know about their HR policies and benefits they are eligible for or benefits they can enroll in. It includes Health and Group management benefits, Defined benefits and Defined Contributions. PCS's are developed using the CRM-CCM (customer communication management) - Document composition, design and Management tool DOC1 undergoing the phases of SDLC.

DOC1 provide interactive environment to customize, maintain and develop the personalized statements, letters, invoices and billing statements both in paper and online format used for online as well as paper communication.

Responsibilities

- To analyze the client requirements, design, develop and unit test the PCS's (Personal Communication Statements) using the Tool **DOC1** for the Clients.
- The development life cycle of a PCS involves analysis, Coding (using the DOC1 Tool) and unit testing using the JCL and mainframes tools like TSO, OS 390, ISPF and Control D.
- **Involved in Mentorship and trainings of the new hired DOC1 associates.**

Achievements
- Training of the new hires and transitioning of the work from Gurgaon TDC to Chennai TDC.
- **Successfully imparted training to the latest batch of new hires at Aon Hewitt.**

2) Communication Makeover -

The main motive of this project was to enhance the participant experience of our electronic and print communication. Specifically, the first phase of this project was focused on:
- Addressing feedback about our current emails looking like SPAM
- Delivering electronic and print communication for a few statements

Expected Benefits
- Increase participant confidence that benefits related emails are from Aon Hewitt and not SPAM
- Improve the look/feel of electronic and print communication.

Scope: GUI testing, Web Application testing , PCS and email testing through GUI and batch Jobs
Role: **Test Analyst**

3) Encryption

Client	:	Encryption Base Team
Location	:	Aon Hewitt, Gurgaon, India

Description -
Encryption of Data at Rest for PII on TBA project is focused on encrypting additional data elements on TBA, including:

- SSN
- Taxpayer ID
- Financial Institution Account

The project is focused on finding a way to restrict these data elements on TBA so they can only be accessed by limited batch procedures running under the production scheduling system (as well as online) or by associates with role-based access to view the unmasked. The system still needs the ability to allow reports (SAS, SQL, Business services) to access the data, but only through restricted batch jobs, and to allow associates to view unmasked data, but only through unrestricted GUI panels if the associate has role-based access to the data.

Scope: GUI testing, Web Application testing
Role: **Test Analyst**

4) <u>Visual Atta for PCS:-</u>

PCS mistakes are highly visible to participants and significantly impact the clients' perception of Aon Hewitt's quality. Thus, regression testing is a critical step in ensuring the quality of the output we create and deliver.

The main purpose of this project was to test the functionality of this new PCS tool "**Visual Atta for PCS**.

   Role: **Sr. Test Engineer**

5) <u>Operationalize Returned Email:-</u>

The main purpose of this project was to provide an automated solution for processing undelivered e-mail. Capabilities include identifying/classifying an undelivered e-mail and taking action as appropriate.

Generally speaking, this project was to target e-mails that are undeliverable due to an invalid e-mail address. In this case, we set a bad address indicator on TBA and will trigger a PCS to the participant informing him that we attempted to send something via e-mail but it was returned.

Role: **Sr. Test Engineer**

6) <u>Identification Affidavit:-</u>

The main purpose of this project was to test the two new GUI activities and four new PCSs.

Scope: GUI testing, PCS testing
Role: **Sr. Test Engineer**

Personal Details:

Date of Birth	18 Jan 1978
Marital Status	Married
Interest	Watching TV and Stamp Collection
Address	Dogra Niwas, Shiv Vihar, Ramnagar, Dharamshala(H.P)