**Resume**

Akshay Suresh Tapre

Senior System Engineer,Infosys,Pune

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\* **Manual Testing** \* SQL \* Waterfall model \* Agile \* JIRA\***Salesforce** \* Salesforce.com Platform

**Domain/Component expertise** : \*Telecom BSS \* Salesforce CRM \* Salesforce.com

OBJECTIVE:

With the main objective being towards satisfaction, both for myself and the company, I strive to work towards the high standards of loyalty and dedication which has been consistent throughout, thereby making work a pleasure.

EXPERIENCE SUMMARY:

* **1.5 years** of experience inSoftware testingas a **System Admin.**
* Certified in **Salesforce Platform Developer 1**
* **6 month** training in Oracle PeopleSoft
* **6 month of** experiencein Microsoft BTS
* Very good experience in **Telecom BSS** and **Salesforce CRM**  domain .
* Perform both **Functional** and **GUI Testing** process & good knowledge of **SQL**
* Experience in analyzing business specification documents, developing **Agile Sprint test plans**, **designing** test cases, **executing** test case.
* Worked on **waterfall Model** as well as **Agile Methodology.**
* Expertise in Defect Tracking and Bug Reporting Tools like **JIRA**
* Experience in Validation of **Functional, Integration, Regression, Manual Performance, Back-end,** and **Globalization Testing.**
* Knowledge of **Triggers, Apex Classes and VF pages**
* Very strong concept of **Billing Engine mechanisim** .
* Experience in the entire Software Development Lifecycle (**SDLC**) from requirements gathering to releasing to production.
* Good Knowledge about **STLC**
* Participated in **test case review** and sent review comment to team member
* Prepared **Traceability matrix** to map use case and Test Case and send it to BA to perform review.
* Worked on **Agile** methodology and participated in **scrum** meeting.
* Prepared **Weekly status Report** Using **Pivot Chart** and send to higher authority.
* Involved in **Production Issues** and **CR.**
* Strong written and verbal communications.
* A results-driven, customer-focused, articulate and analytical Software test Engineer who can think “out of the box”.

TECHNICAL SKILLS:

Operating System : **-** Windows-98/2007/XP

Back End : **-** SQL Server 2005.

Languages :- C, C++, MS-office SQL

Too l : - SQL Devloper,Notepad++ ,JIRA, Data Loader ,Reports

EDUCATIONAL QUALIFICATION:

B.Tech In Electrical Engineering from SPCE, Mumbai

PROFESSIONAL EXPERIENCE SUMMARY:

* Worked as a **Senior System Engineer** with **Infosys, Pune** since Sept 2019

**Project-1**

**Project Title :-** Microsoft BTS

Client :- Microsoft Users

**Project Details:-**

Business Tools [BTS] – BTS is a Microsoft project which provides a variety of plans to help you get the assisted business support you need.

D4B tool : Here we use to get tickets from customers, We use to analyze the issue and provide the solution to the user

Issue : Account issue, Service-Level Agreement(SLA), Purge Email, Email Sync Issue, Restricted Access

Agent Management tool : In this tool we used to create accounts of the customer , or manage their accounts . Done user bulk upload in this tool

**Project-2**

**Project Title :- Main Tail Rating**

Client :- KPN Netherlands, Netherlands

**Project Details:- :-**

The core of any telecommunications billing solution is its rating engine. The rating process involves converting call-related data into a monetary equivalent assessment. Call-related data is evaluated at various points in the network. This processed data is proven and authentic and can be used for charging. Rating engine typically uses some or all the following types of data about a call

: This solution Having 3 tiers.

1) Tier 1:- Tier one is the interface for external users. Clients, remote hosts, and external applications can enter,

inspect, modify data, and initiate processes in comprehensive billing.

2) Tier 2:- Tier two manages transactions, and returns results to, the first tier, as well as manages all database access.

3) Tier 3:- The database tier comprises any RDBMS database, which stores business, administrative, and configuration data used in estimation of billing.

Various modules are

Event normalization, event rating, event output, Billing and Invoicing, balance management, Transaction management

Cache management, Connection authentication, Multiple client access, Asynchronous alerts

Tasks:

* Analyze and understand the SRS, Design and User Interface Specifications documents
* Preparation of Test Scenarios and Test cases
* Performed Manual Testing at Application level.
* Sending the customer request from billing system to the external system.
* Reporting and Closure of Defects submitted in Defect Tracking tool
* Interaction with development team in defect fixing process and regression testing
* Preparation of Test Traceability matrix and Test reports after completion of test execution.
* Participation in project status review meetings

PERSONAL DETAILS:

Father’s Name : Mr .Suresh B Tapre

Gender : Male

Languages Known : English, Hindi, Marathi .

Date of Birth : 29th April 1997

Passport : Yes

Current Address **:** Sant Tukdoji Ward, Gajanan ward Hinganghat