Candidate68

Candidate68@gmail.com
(+1) 314 814 9041
St Louis, MO

PROFESSIONAL SUMMARY:

- Currently working for the client **AT&T** in St Louis, MO as **Manager-Testing** with 2 PMs reporting from onshore and a testing team of 10 from offshore. E2E testing/QA of AT&T **Mobile Apps** on different platforms – **iOS, Android** & **Windows**.
- **14+** years of IT experience which includes major contribution towards Project Management, Agile PMO, Quality Management, Analysis, Testing and Resource Management. Proactive, performance-driven IT professional, with **Project Manager** experience of more than 5 years.
- Extensive experience in SDLC using **Waterfall** and **Agile** (Scrum) methodologies.
- Well experienced in Creating Product Plan, Schedule, Estimation and monitoring.
- Extensive experience in different Tools **Quality Center, JIRA, Rally, TDP** - IBM Rational
- Having experience of working in the Global Delivery Model for more than 8 years and has experience in handling multiple projects at a time both at Offshore and Onsite.
- Extensive experience in Agile Ceremonies and Methodologies.
- Daily interaction with technology staff including Developers, **DevOps** Engineers, Product management (Product Owners), and Program management to identify scope of projects and engage in creating Project plan, schedule, monitoring & execution of projects till closure.
- Manage Large and big projects worth of $4 to $5 Million across multiple teams and different locations.
- Good Exposure to Global Delivery Model, done resourcing, planning, estimation, performance appraisal, team building for 20- 30 resources at Onsite & Offshore.
- Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team.
- Great understanding of Agile Manifesto, Frameworks and Principles.
- Exposure to Mobile Automation tool – **ZAP-fiX** for automating test scripts to be run on various mobile devices.
- Around 2yrs of experience on **VOIP** Protocol – **SIP**
- 4 years of experience in telecom switching projects in **Java**.
- 5+ years of **onsite exposure** at client locations in USA, UK.

TECHNICAL COMPETENCIES:

Project Management	MS PowerPoint, MS Excel, MS Visio, Waterfall & Agile/Scrum Methodology
Programming	Core Java
Database	LDAP, MySQL
Operating Systems	RHL 5, Solaris 8, Windows 7,10
Protocols	SIP, MGCP, TCP/IP
IDE	Eclipse4.7, FlexBuilder3
Requirements/Defect Management Tools	Rational Clear Case, Clear quest, RTC, QC, TDP,Rally,JIRA

SOFT SKILLS:

- Project planning & resource allocation.
- Very good customer interaction skills.
- Ability to multi-task, and work under project pressure.
- Excellent verbal/written communication skills, teamwork and interpersonal skills.
- Ability to apply creativity and intelligence to craft test suites that uncover product defects.
- Ability to debug complicated system-level issues.
- Reproduction and debugging of customer issues, handling of field queries.
- Preparation of Estimation, Effort Tracking , Customer Co-ordination, Test reporting.
- Scheduling, Defect Tracking, Metrics Reporting.
- Defect Prediction & Management.
- On time delivery of testing tasks.
- Team Handling (Goal Settings, Evaluation, Employee Development).
- Manage day to day operations for assigned staff and projects, including project management tasks such as resource allocation and prioritization, business case estimates, software quality assessments, and time reporting. Also includes anticipating needs and implications of decisions, proactively working to identify, clarify, resolve issues, and removing barriers within and outside the organization in a timely manner.
- Proven ability to engage and focus team members on highest priority, highest risk tasks.
- Self-motivated, apply good judgment, and willing and able to mentor others.

ACADEMICS:

- **MBA** in International Business (2010) through distance learning
- **Bachelor of Engineering in Computer Science** (2002), with an aggregate of 74%

PROJECTS SUMMARY:

1. **Integration System Testing of AT&T Mobile Apps on various mobile platforms**

Mar2013-Present

Role: Project Manager

Responsibilities: Plan, execute, and finalize projects within triple constraints working in an Onshore/Offshore delivery model - delivering on time, within budget and scope objectives, including acquiring resources and coordinating efforts of team members to deliver projects according to plan. Identify, effectively communicate, resolve project issues and risks and develop risk mitigation plans. Effectively communicate project health to stakeholders. Coach, mentor, and motivate team members, influencing them to take positive action and accountability for assigned work.

Environment: iOS, Android and Windows native apps for AT&T mobile, tablets.

With a team of 2 PMs reporting to me at onshore and 10 offshore testing resources, I'm responsible for delivering the AT&T mobile applications into the market on different platforms such as iPhone, Android & Windows. These apps are both in native and browser version. Every 3-4 months we work on new versions of the app and after several rounds of QA testing on the app, make it available to the end user.

Have in depth knowledge of E2E Mobile Application to support wider range of Mobile Operation System, Mobile Devices and Tablets, our project feasibility guidelines and, most importantly, our proprietary customizations to Enterprise Mobile Platform with users to assist in determining current operating procedures, clarify program intent, identify problems and suggest modifications to adapt existing programs to new requirements and to increase operating efficiencies.

Fair knowledge to automation tools such as ZAP-fiX and Mobile labs to automate test scripts. The myAT&T mobile experience has 4 different versions - 3 Mobile apps and a Mobile HTML web site. Every release has new features being added for AT&T mobile customers. Working in agile methodology demands continuous development and testing in parallel one sprint after another. Interacting with client right from the requirements stage, highlighting about the issues, risks, reporting daily status of project related activities, to delivery of the application.

2. **Development Integration Testing (DIT)**   July2011-Feb2013

Responsibilities   : Smoke testing of daily/weekly builds, Writing test cases, execution and
                          Reporting the status/defects to the management team both
                          Onshore/offshore.
Environment   : Eclipse Galileo, RTC

   Handling a team of 5 doing smoke testing of our client product UDA. UDA (Unified Desktop Application) is a PC based software application that is used by many Stock Exchange brokers around the globe who do world-wide trading by making calls, texting & voice mail features. Every release has a new set of features added to the product and the same will be tested offshore by my team before releasing the product for System testing. The team identifies the defect well before in hand and informs the development team about them before the Quality Testing team raises a bug. Ours is like an interface between the Dev and Quality Engineering team working together to report issues and the status first-hand to the management team both offshore & onshore.

3. **Interoperability Testing**   Jan2011-June2011

Responsibilities   : Interoperability testing with the third party vendor devices
Environment   : Audio Codes Media Gateway, Cisco Call Manager, Avaya PBX

        Testing our client's VOIP product with other vendors in the market like Cisco and Avaya. Also testing the SBC (Session Border Controller) functionality of the Media Gateway from Audio Codes.

4. Dunkin UDA Simulator   May2010-Dec2010

Responsibilities   : Development, Testing
Environment   : PHP, XML, HTML, AJAX, JSON, JQUERY, MYSQL

UDA stands for Unified Desktop Application. UDA is basically a client application on the user's desktop used to make/receive calls just like a physical telephone. There are two modules here client (UDAC) and server (UDAS). To test the individual UDAC and UDAS, PHP simulator was developed to verify the XML message exchanges between the components. This would aid in unit testing of the individual modules without any dependency on the other module.

5. Dunkin CDI Simulator   Feb2010 –May2010

Responsibilities   : Development, Testing
Environment   : Linux, C++, libCurl

During the initial iterations of Dunkin development, there was a need for testing the elements individually with the corresponding supported protocols. With the aim of testing Voice Application Server, the CDI Simulator is an attempt to develop and execute the Integration test cases automatically by simulating Turret & UDA using third party tools. CDI simulator will enable testing of all performance related capacities. The objective of this CDI simulator follows:

- Multiple instances of this automation software shall be invoked to simulate multiple Turrets
- Ability to respond to messages from A/S especially for various voice applications.
- Ability to update Line Status from Application Server.
- Ability to easily upgrade simulator to different Dunkin releases.
- Aid in system performance testing, especially for application/media servers.
- Provides the performance test report based on collected data e.g. CPU usage, successful calls, number of simultaneous calls, CPS, Line Status updates, call failure etc.

6. IQ/Impact: IPC Professional Services   Mar2009 – Jan2010

Responsibilities   : Development, Testing
Environment   : Windows, Core Java, Servlet, FLEX, Swing, SQL Server

IQ/Impact is a PC application that works in conjunction with the trader's turret. The application provides the trader, the ability to monitor and answer incoming calls as well as place calls on hold, transfer or divert them and retrieve or disconnect the call. The Trader can also make outbound calls from the directory, call list, and a follow up list or by manually typing in a number or a contact name. They can also intercom another trader as well as be aware of other trader's presence. The application can also invoke a screen pop within Outlook or any web browser based application.

7. **IPC: Switch/Network configuration and Demo**   Apr2008 – Feb2009

   Responsibilities   : Configuring, Installing, Testing & Bug Fixing.

   This job involved configuring the IPC's Alliance switch, TCS server and IQ/Impact application in the network, test it thoroughly and educating the end customer on the usage. Also involved co-coordinating with the offshore and onshore team during the installation task. Have installed/configured for 4 different clients, onsite.

8. **SIP Registration & Location Server for Release 3.0**   Sep2007 – Mar2008

   Client   : CopperCom, Florida, USA
   Language/Technology   : C++, LDAP Netscape Directory Server
   Team Size   : 4
   Duration   : 7 months

   Project Details: Registration server keeps track of the SIP users registered (called binding) with a database called Location services, provides authentication capabilities to registrations. Registration details are maintained to provide SIP access to only valid users. Whereas the Location Services contains a list of bindings of address-of-record keys to zero or more contact addresses

   Role: Involved in Design, Implementation and Testing.

9. **Implementation of COPS Protocol**   May2007 – Aug2007

   Role   : Involved in Design, Implementation, Unit Testing and Bug Fixing.
   Client   : Tech Mahindra, Internal Project
   Team Size   : 4
   Duration   : 4 months

   Project Details: Implementation of Common Open Policy Service (COPS) Protocol Frame work. This protocol is basically a Client/Server Protocol where the Server (PDP) analyzes the information, takes the decision, and relays it to the client (PEP)

10. **Implementation of SIP CALEA for Release 3.21**   Nov2006 – Apr2007

    Role   : Involved in Design, Implementation, Unit Testing and Bug Fixing.
    Client   : CopperCom, Florida, USA
    Team Size   : 4
    Duration   : 6 months

    Project Details: Law enforcement agencies are authorized to tap and record suspect voice conversations. This provision presently available with circuit switched networks needs to be extended to VOIP network, and trace signaling messages and tap into voice sessions that occur on the IP network as well.

11. MGCP CC Call Processing feature for Release 3.2   May2006 – Oct2006

Role   : Involved in Design, Implementation, Unit Testing and Bug Fixing.
Client   : CopperCom, Florida, USA
Team Size   : 12
Duration   : 6 months

Project Details: MGCP - protocol used to route packet calls over the IP network. The CSX2100 switch to route MGCP-to-MGCP, both to subscribers on the switch. Additionally, the CSX2100 will serve MGCP-to-PSTN, PSTN-to-MGCP, MGCP-to-SIP, and SIP-to-MGCP calls.

12. Regression Testing of all Rel 3.1 Features   Feb2006 – Apr2006

Role   : Involved in Designing of Test Cases and executing them.
Client   : CopperCom, Florida, USA
Team Size   : 4
Duration   : 3 months

Project Details: Testing was an onsite support at the client's place in Boca Raton, Florida, to help them in their testing activities and the FCS (First Customer Shipment) requirements.

13. BBG-IP Enhancements   Feb2005 – Feb2006

Role   : High Level Design, GUI and Database modification.
Client   : CopperCom, Florida, USA
Language/Technology   : Java
Database   : LDAP Netscape Directory Server5.1
Duration   : 12 months

Project Details:
- Call Transfer sub-features – Restricting Call Transfer to certain call types; e.g., intra group only, etc.
- Call Forwarding sub-features – Providing Call Forwarding variations tailoring for BBG usage.
- Intercom Dialing Expansion – Allowing 3-5 digit extension dialing, where the extension number needs not be aligned with the PSTN Direct Dialed address. Currently, the CSX system supports 4-digit extension dialing, where the 4 digits are the same as the last four digits of the PSTN DDD address.
- Assume Dial '9' options to 'escape' to PSTN dialing. In this case, special prefixes are assumed for Intercom Dialing.
- Variable length Inter-Digit Timing – Accommodating 'slow-dialers.'
- Increased number of lines per BBG system – Extending the BBG capacity to allow up to 1,000 subscriber lines per BBG.

14. DS3 Probe   Oct2004 – Jan2005

Role   : Writing test application for testing the framer driver.
Client   : Paradyne, USA
Language/Technology   : C, VxWorks
Team Size   : 3
Duration   : 4 months

Project Details: The product consists of DS3 Line Interface cards – one for incoming traffic and second for outgoing traffic. The DS3 lines carry ATM cells in which IP and Non IP traffic are embedded. The DS3 Line Interface Unit terminates the DS3. In the receive direction the DS3 header is removed and the Header Error check is performed and the ATM cells are transmitted on the UTOPIA Bus. In the Transmit direction the DS3 framer frames the ATM cells received from the UTOPIA Bus. The T3 driver in the physical layer will ensure that the DS3 line is configured and the Performance monitoring and Alarms handling activities for the DS3 are in place.

15. System Maintenance for Rel3.21   Jan2004–Sep2004

Role   : Integration Testing, Bug Fixing, Installations and Configurations.
Client   : CopperCom, Florida, USA
Team Size   : 4
Duration   : 9 months

Project Details: Fixing bugs as part of the Releases delivered so far. It's a maintenance activity supporting the customer with their customer's issues. Upgrading the switch software with the new releases and configuring the new network elements.

16. Updating database for all features from Release 2.2b   July2003 – Dec2003

Role   : Involved in Design, Implementation and Testing.
Client   : CopperCom, Florida, USA
Language/Technology   : Java, LDAP Netscape Directory Server
Team Size   : 2
Duration   : 6 months

Project Details: Creating new database objects and modifying the existing ones for feature interactions with the LDAP Netscape Directory Server. Also caching the required objects for faster access.

WORKSHOPS/TRAINING PROGRAMS ATTENDED:

Technical

- Flex3.0 Training – Edujini Labs – Oct'08
- SQL Training – ESG-B,Tech Mahindra – Aug'08
- XML Training - ESG-B, Tech Mahindra – Feb'08
- Professional training on Sun Java Programming (Java 2) from a Sun Authorized Training center - Oct05
- C/C++ - Apr'04

PERSONAL Details:

Email   : Candidate68@gmail.com
Mobile   : (+1)3148149041
Visa Details   : H1B/I-94 until July2018