

Devendra Pillay

Pune, India | +91 7397851390 | pillaydevendra3@gmail.com

LinkedIn - <https://www.linkedin.com/in/devendra-pillay-812865157/>

Profile

Quality-focused **QA Engineer** with **3.5 years of experience** automating test suites, optimizing defect tracking, and ensuring telecom application reliability, leading to a **40%** reduction in production issues. Adept at utilizing **Shell scripting, API Testing** and **web automation** to streamline testing processes, reduce manual efforts, and improve overall efficiency. Proven expertise in **telecom systems**, including **rating, charging and configuration of online charging systems (OCS)**, and **prepay systems**, ensuring seamless functionality and customer experience. Strong track record of working with cross-functional teams to meet tight deadlines, resolve production issues, and improve testing coverage. Passionate about delivering reliable products that exceed customer expectations.

Key Skills

- **Test Requirement Analysis and Stakeholder Communication:** Experienced in participating in client calls to gather and analyze requirements, plan comprehensive testing strategies, and ensure seamless alignment with business objectives.
- **Agile Testing and SDLC Expertise:** Proficient in delivering detailed test updates in SCRUM meetings, collaborating within Agile teams, and leveraging in-depth knowledge of the **Software Development Life Cycle (SDLC)** to drive high-quality deliverables.
- **Test Planning & Estimations:** Experienced in creating comprehensive **test plans**, performing initial assessments for applications under **change requests**, and providing accurate test **estimations**.
- **Test Calendar & Scheduling:** Creation of test calendars, ensuring proper scheduling and execution of test scenarios, test cases, test steps, and test suites to manage and execute at every granular level.
- **System, Component, & Regression Testing:** Skilled in executing thorough system testing, component testing, and regression testing to ensure product stability and performance.
- **Defect Tracking & Problem Management (PMs):** Proficient in tracking defects through tools like JIRA and QC, and handling problem management (PMs) for smooth defect resolution.
- **Test Evidence & Reporting:** Experienced in compiling test evidence, creating detailed test exit reports, and ensuring documentation for work requests is thorough and complete.
- **Work Requests & Change Management:** Skilled in handling work requests, assessing testing needs for change requests, and adapting test strategies to meet new requirements.

- **Environment Handling & Debugging:** Adept at setting up and maintaining linux based test environments, debugging issues, setting cron jobs and ensuring proper functioning across different systems.
- **API Testing:** Proficient in testing SOAP and RESTful web services using ReadyAPI. Expertise in creating and executing test cases, validating responses, and automating API tests.
- **Telecom Rating, Charging & Prepay Systems:** Skilled in testing rating and charging modules and online charging systems (OCS) for prepay telecom services.
- **Web Automation Tools:** Proficient in using **Ginger** to automate web-based application testing, improving overall accuracy and efficiency.
- **Object-Oriented Programming and Data Structures:** Solid understanding of OOP concepts and fundamental data structures for efficient problem-solving.

Career Highlights

- Automated **50%** of manual test cases using Shell scripting & Ginger, reducing testing time by **40%**.
 - Led the testing effort for **British Telecom's Nexus payment gateway**, executing a high volume of test cases with a substantial reduction in defects during production.
 - Resolved **95%** of critical production incidents within SLA, reducing downtime by 30% through efficient root cause analysis (RCA) and proactive defect prevention.
 - Implemented **API automation best practices using Ready API**, improving test coverage and reducing time by large margin.
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Work Experience

Functional Test Engineer

Amdocs | Pune, India | July 2021 - Present

- Experienced QA Tester with over 3.5 years of expertise in **functional & configuration testing of prepay applications** for **EE-BT Group (Everything Everywhere)**.
 - Skilled in testing **SOAP** and **RESTful APIs** using **ReadyAPI**, with a strong focus on **test case creation, execution, and response validation**.
 - Collaborative team player with a proven ability to ensure quality assurance and deliver results within strict timelines.
 - Tools: Oracle Enterprise Linux, HP-UX Unix, Oracle SQL Developer, Jira, Ginger, HP-QC, ReadyAPI, Shell Scripting, Groovy Scripting, RHEL.
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Education

- **S.B. Jain Institute of Technology | Nagpur, MH**
B.E. in Electronics & Telecommunications Engineering | 06/2017 – 05/2021 | GPA: 8.8
 - **BITS Pilani | Pilani, RJ**
M.Tech in Software Systems (Pursuing)
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Certifications

- AWS Cloud Practitioner