LAVANYA RAJAGOPALAN

FUNCTIONAL TESTING – OMS

Email id: krlavanya88@gmail.com
Phone no: 9597774569
Designation: IT Analyst.

DOMAIN EXPERIENCE:

Worked for 'Marks and Spencer (UK)' Retail client with strong knowledge in order life cycle, customer journey, stock management and overall related processes, design and enhancement for Marks and Spencer .com website. Strong exposure to both Agile Methodology and Waterfall Model. Have been working in Agile Mode for the past 6 years constantly.

PROFESSIONAL SUMMARY:

- Senior Test Analyst at Tata consultancy services with total 11 years of experience in Software testing in Retail domain.
- Worked as Tester / Test Analyst for Multi-Channel Foundation Programmer which became a milestone in the history of TCS Retail domain and the M&S's IT Journey
- Experienced in System Integration testing, system Testing, E2E Testing, Compatibility testing Regression.
- Experience in Retail –Ecommerce, Merchandising, POS methodology.
- Worked extensively in Agile(Scrum) and Waterfall methodology.
- Worked in Order Management System, which includes Inventory management, Order Processing, Payment validation, Return order Management.
- Experienced in POS Testing and strong Knowledge in OMS End to End flow and validated the order journey from order placing to fulfilment from Vendor/Supplier/Store/WMS.
- Experienced in JIRA for requirement, Story creation and Defect management.
- Proficient in Managing and leading the testing team in Planning, execution and reporting defects.
- Working collaboratively with development and business to gather and analyses the requirement.

APPLICATION SKILLS:

ORDER JOURNEY SYSTEMS INCLUDING

- Order Management System (OMS) – IBM Sterling Console & Mainframe based Console
- Contact Centre Applications (CCA) – IBM Customer Order Management (COM)
- Warehouse Management System (WMS) – Red Prairie System, JDA System, SPPD and Mainframe based Applications
- Fraud Check System – Accertify Services and Payment system – Postilion, Paypal and Ingenico System.

CUSTOMER JOURNEY SYSTEM INCLUDING

- Ordering Platforms – IBM Web Commerce Suite (WCS), In Store Application Site (ISA), Customer Service Web Commerce Suite (CS WCS)
- Amazon Ordering Platform, Zalando/Anatwine Ordering Platform, Demandware Ordering Platform

REPORTING JOURNEY SYSTEM INCLUDING

- Reporting Systems – SAP/ ESAP system
- Middleware Applications – Enterprise Middleware, PIGW, CIGW and API flows.

ASSOCIATED APPLICATION KNOWLEDGE INCLUDING

- Payment systems like Postillion, Cybersource, World pay, etc. handling different Payment types such as Credit / Debit Card, other Retailer owned cards, Cash transactions and even customized payment types.
- IBM Datastage (ETL Tool), IBM Datapower Components (XB62 and XI52)
- Website applications like WCS, Amazon, Demandware, Sparks, etc.

TOOLS INCLUDING

- JIRA – Scrum Management tool– Monitoring different cycles of User Stories
- CONFLUENCE – Scrum Documentation Management tool
- Legacy tools such as HP Quality Centre (QC), Application Lifecycle Management (ALM).

Project 1: Multi Channel Foundation Programme (MCFP)

Project Description:

- Multi-Channel Foundation Programme is the biggest Retail Programme in TCS and in UK at that time and it involved complete visibility from TCS Global Management and different Retailers across UK
- Phase by phase approach was taken during the Programme, migrating the Order Management System first followed by the migration of the Website from Amazon Domain to IBM hosted Web Commerce Suite by implementing Switch and Flag concepts.
- Involved in critical Testing such as Orders routing to dual Management System, Inventory Publishing and Syncing to dual Management Systems and Dual e-Commerce Platforms, Warehouse Transhipment, etc.
  Duration: June 2012 to May 2014.

Project 2: 5353 GM project:

Project Description:

- General Merchant product and fulfilled from RP and delivered to customer all over UK.
- This flows are processed via Enterprise middleware, Order can be raised by Legacy system whichwill be flow via Purchase order and Transfer order and transferred through Mainframe jobs.
  Duration: June 2014 to March 2015

Project 3: ICOSDecommission:

   Project Description:

- Customers devised a strategy to increase their markets in Europe by acting as Sellers in leading Marketplaces such as Zalando (Europe based), La Redoute (France based), Amazon (Only on Belgium) for Phase I
- Customers were extending their Online Markets to a United States of America, NewZealand, Australia and a few more countries where Euro and Pounds were not used as Currencies
- Continuous Development & Testing were designed so that Future Marketplaces & Countries (Non Euro & Non Pound) can easily be integrated with minimal efforts
  Duration: April 2016 to April 2018

Project 4: Ireland Re-Platform.

   Project Description:

- In Ireland, General Merchant (Clothing Product) and Furniture orders are raised from Demandware, and orders are processed to OMS via Enterprise middleware.

- In Ireland Replatform – GM and Furniture orders are raised from WCS, and the flow will be sameas existing. Only order raised platform has changed to WCS instead of Demandware.

Duration: May 2018 to October 2018.

Project 5: IBM Landscape to Azure Services.

   Project Description:

- Engaged in the testing and the management of all the incoming and outgoing functionalities of IBM Sterling Order Management System (OMS) & IBM Web Commerce Suite such as Inventory Journey, Order Journey, Payment Journey, Reporting Journey, etc.
- Engaged with Operations and Business team on promoting the changes to the Production environment and monitoring the Production environment as part of Hyper care support
- Engaging with IBM and Microsoft on open testing tickets with related to the Projects in the areas of testing
  Duration: October 2018 to April 2019

Project 6: Dot Com End to End testing:

   1. **International Local Fulfilment:**
          Project Description:

- Customers were extending their Online Markets to different European system with two different DC such as Czech and Greece and fifteen different countries orders are processed based on inventory against Czech, Greece and UK.
- Greece orders are fulfilled by Gold Air and customer will receive by UPS/Easy mail carriers.
- Czech orders are fulfilled by ESAP system and send to customer by WEDO carrier team.
- Normal UK orders are fulfilled by Red Prairie and dispatched through GLOBALE carrier.
  Duration: April 2021 to March 2022

2. **Nomensa Email template validation and CMWA validation of UK, Ireland and International.**

    Project Description:

- Decommissioned the OMS control M job and access via API job to send the mail content to ET
- More than 30 templates are validated based on customer request for both UK and Ireland.
- Contact me when available(CMWA) notification mail sent to customer when stocks are available in Stock service. Two different email sent to customer such as CMWA 1 and 2.
- CMWA 1-Once the stock back in stock service which has customer registered. Email and SMS notification will send to customer
- CMWA 2-During the retention period, if there is no stock available. Notification mail will send to customer "There is no stock available".
    Duration: April 2022 to July 2022.

Act as Tech Lead for all initiatives in this project from July 2022 to till now.

    Roles and Responsibilities in this project:

- Hiring and training technical personnel.
- Delegating work and assignments to team members
- Collaborating with their team to identify and fix technical problems
- Guiding their team through technical issues and challenges
- Helps to remove blockers. This may involve chasing down answers to questions for the product owner, UX designer, or engineers from other teams
- Establish deadlines for team members to achieve milestones for the projects.
- Scrum activities like Daily standup, Sprint planning, Sprint retrospective and client meeting/walkthrough, support walkthrough for required testing

PERSONAL DETAILS

- Employment: Currently Serving TATA CONSULTANCY SERVICES, CHENNAI, INDIA Since 2011 November
- Hobbies: Listening Music, Watching Movies and Craft
- Marital Status: MARRIED
- Date of Birth: June 11 1988
- Education Background: Graduated in Master of computer application from VLB Janakiammal college of engineering and technology

DECLARATION: The information furnished above is correct to the best of my knowledge.

Date: 16 / 11/ 2022   Yours Sincerely,

                                                                                                                  Lavanya KR