**Mallikarjuna Reddy G Email:** **mallig8985@gmail.com Phone: 8985858826**

**WORK EXPERIENCE**

* Currently working in Cognizant technology solutions from July 4th 2023 to till date
* Worked with Servion Global Solutions as a Tester from 7th March 2022 to 18th April 2023.
* Worked with Wells Fargo Ind Pvt Ltd from 4th June 2018 to 4th March 2022

**PROFILE SUMMARY:**

* Having 5.11 years Software experience in Manual Testing and CYARA IVR Automation Testing with comprehensive understanding of all aspects of SDLC and STLC.
* Worked on Cyara Testcase(Inbound and Outbound), Agent Routing, Cruncher, Pulse modules
* In Depth knowledge on IVR Testing and Test Data handling
* Having good knowledge on banking domain
* Involved in complete understanding of QA methodologies, expertise in performing different kinds of testing like functionality testing, Regression testing, Retesting, Smoke testing and User Acceptance Testing (UAT).
* Created effective Documentations (Test scripts, Test Scenarios, Test data, Test results and Defect logs.)
* Having good work experience in agile testing process.
* Having experience on Defect Management and Tracking.
* Working experience on Genesys (WWE, GAX)
* Well Experience in IVR, Call Routing Testing.
* Having good combination of functional and communication skills. Which provide ability to effectively interact with the developers, stake-holders, UAT team throughout the SDLC lifecycle.
* I have good working experience with Clients
* Handled multiple projects simultaneously and delivered the projects on time.

**EDUCATION**

* MBA from Audisankara Institute of Technology afflicted to JNTU-A with Academic Period of 2015-17(Having 78%)
* B.COM from Srihari Degree Collage Kadapa afflicted to YV University with Academic Period of 2012-2015 (Having 67%)
* Intermediate From Board of Intermediate with Academic Period of 2009-12 (Having 52.5%)
* SSC from Board of Secondary Education with Academic period of 2008-2009 (Having 74%)

**SKILLS**

* CYARA IVR Automation Testing(Campaigns, Reports), Manual Testing, Rally, GAX and WWE

**PROJECT DETAILS:**

* **Project : UHC (optum)**
* **Role : Associate Projects**
* **Tools used : WWE, GAX, Rally and CYARA and Web simulator**
* **Duration : July 4th 2023 to Till date**
* **Project : Wells Fargo Internal Projects**
* **Role : Software Engineer**
* **Duration : June 4th 2018 to 4th March 2022**
* **Project : VI (Vodafone and Idea) Projects and Costco and currently**

**Working with CTS-AWS Email Survey Application**

* **Role : Tester**
* **Duration : March 2022 to April 18th 2023**
* **Responsibilities:**
  + Analyzed the User Stories
  + Written Test Cases and executed
  + Performed System Testing and System Integration testing
  + Validating the call variables in database for each call
  + Logging and tracking bugs in Jira
  + Identified bugs and interfaced with developers to resolve them and provided full support to the development team

I hereby declare that all the above details are true to the best of my knowledge.

Signature: Mallikarjuna Reddy Gajulapalli

Date: