Shrinibas R

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Is a highly Skilled QA professional offering a comprehensive **18+ years** of experience in Quality Assurance Eng. & Test Lead Professional. He brings over a vast IT industry experience encompassing a wide range of skill sets that includes **Test Manager, Test Lead, QA Manager and UAT Manager/Scrum Master** from the project development to post implementation. Worked on multi-vendor associated projects in **Telecom, Banking**, I**ndustrial Sector** & **Retail** domain of more than 30 plus FTEs across Geo delivery model. Trained Agile Professional for implementing Agile Framework in projects. Certified **Scrum** & **SAFE Agile** Professional, **CSM, CSPO, SSM, PO/PM, SP 5.1, TOSCA AS1 & AS2**.

**CAREER SUMMARY**

* 18+ Years of experience in software testing and involved in various roles as a worked on various roles QA Analyst/Manager, Test Manager, Test Lead & Scrum Master.
* 10 Years of AGILE QA/Testing experience in fast paced environments.
* Excellent understanding of Software Development Life Cycle (SDLC), Software Test Life Cycle (STLC) and Test Methodologies Software Testing (Manual and Automated) in **Retail, Telecom & Banking domain** projects**.**
* 10 years of experience leading the test & QA efforts from inception of large projects and leading the delivery team.
* Hands on Testing Experience with **Retail Management System (RMS,GST,MRT,Tapestry) of T Mobile Telecom.**
* Experience testing several complex Reports generated by Tableau including Dashboards, Summary reports, Master detailed, Drill down and Score cards in JIRA Software.
* Good understanding of Software development life cycle and QA Processes including requirements analysis, Testing, Defect Tracking and Test Results/Metrics Reporting.
* Good experience in working on Amdocs billing system testing.
* Worked on certifying Sprint (Telecom Client) Store setup (Peripheral testing) by testing Cash drawer, printer, and Signature Capture device.
* Good working experience on **Retail** **domain POS (Point of Sale**) system in large MNC clients.
* Established policies and instructional resources to keep team members, managers, and stakeholders informed about Scrum processes and **SAFE Agile frameworks**.
* Certified ScrumMaster, Product Owner with exceptional project management, delegation, and leadership skills.
* Experience in the design and implementation **of CI/CD pipeline** processes, automated build, and test systems.
* Experience with Test management tool **qTest, JIRA & ALM** used to create, manage, and execute test cases.
* Hands On Testing Experience with **Salesforce Admin Module & TSYS Payment systems.**
* Hands on experience on test automation of APIs (**SOAP and REST services**).
* Help Client by giving recommendations and developing strategies on how to improve quality in current functionality or processes which benefits the business analyzing & reporting.
* Managing and coordinating with onshore-offshore team to ensure the quality of work on the delivery aspect.
* Exceptional communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.
* Collaborated with team members to define project schedules, sprints, and tasks to fulfill.
* Managing System & Software implementations and enhancements in collaboration with Client Business and System Directors.
* Lead the development, engineering, and quality assurance teams through all phases of the project development process, from conception to implementation introducing SAFE artifacts to project solutions.
* Worked with largest and complex engagements, customer includes **T Mobile, NBS Banking, MetLife, Medtronic, KPMG, Bell Canada, Vodafone Ireland, AT&T, MetaSolv, eServGlobal & Motorola.**

# PROFESSIONAL EXPERIENCE

**March ’20 – till date, Senior Engineer SDET – T Mobile, USA**

* Working on TPAS team as an overall Test Lead for Postpaid (Manhattan), Prepaid (Metro) & Streaming Conversion (CAMO) teams.
* Working on **Cloud** Application & **Xcode**.
* Involve on requirement Analysis, Swagger Review & Validation of API changes.
* Team Lead, Analyzing the requirements & design documents, identifying the design issues and conduct initial knowledge transition for multiple applications and documenting testing requirements for the applications.
* Performed API service testing using REST-Assured and Postman by validating and verifying the JSON and XML responses.
* Tests systems with functional tests, regression tests, load tests, ADA/508c/AWGA compliance, Cross Browser Compatibility, Mobile Compatibility.
* Working Knowledge of Web Application Testing, Regression Testing, Mobile Testing, Security Testing, Accessibility Testing, Web Service/API Testing.
* Analyzed the data mapping documents and tested various SOAP and Restful Webservices using SOAP UI tool and logged defects in the defect tracking tool.
* Testing Tapestry application on iOS and validate the web services using iPad /Simulator.
* Participated in Bi-weekly user story grooming session and iteration planning meetings with scrum Master, Product owners and Agile Team Members.
* Defining the automation framework for new application automation.
* Attend project requirement meetings for multiple projects to understand & document testing scope for writing Test Cases
* Create test documents that include, but not limited to Test Strategy, Test Plan, Test Scenarios, Test Cases & Test Scripts
* Actively participate in all Agile Ceremonies that contribute to the overall quality of the product, this includes conducting demos and presentations.
* Establish the necessary quality assurance process to identify issues early in the project life cycle and avoid expensive defect fixing later in the project.
* Timely escalation to work-stream lead and stakeholders to ensure that potential conflicts are identified are resolved during project execution.
* As part of release activities, will do project estimation and derive the LOE (Level of Effort) and then do the resource assignment.
* Involve in Executive calls to provide overall release level status with the test metrics.
* Act upon the risk analysis and come up with a mitigation plan which is best feasible to meet the deliverable.
* To work towards the improvement process on the Testing strategy, QA (Quality Assurance) processes and Status reporting.
* Support as SME in POS (Tapestry) Application for helping the downstream microapp/webapp teams.

**Feb ’19 – Feb 20, Software Quality Assurance Mgr. – iDATALYTICS INC, (Sprint), USA**

* As an Onshore Test Lead and Data Analyst I am responsible for the following:
* Coordinate with client management and different application owner groups to gather the requirements/tickets due for every deployment.
* Work with ETDM, Pricing, EAI, OVM, Amdocs & Application Support teams to understand the specific data required for delivery of features in different projects.
* Involve on risk analysis of the impacting EPICs in every scheduled release calendar.
* Participating the ticket triage call & SWAT meetings to prioritize the open defect.
* Ensure the delivery team adheres to four key components effectively quality planning, quality control, quality assurance, and quality improvement.
* Work with Billing Ops team to ensure Bill and Invoice generated for requested Accounts.
* Support the different Agile Lanes/Scrum Masters to ensure regular update of requirements and PI milestones in Agile Centre.
* Analyse the gap analysis of Agile teams.
* Work with Scrum Masters to identify the roadblocks / impediments on scrum teams to deliver the epics on time.
* Supporting UAT team in their test execution with coordinating different involved teams
* Drive the tested defects in Post Deployment Validation with different involved vendors.  
  Analyse the different logs and spikes occurred in individual servers.
* Perform end to end transaction like activation of devices, exchange device, return device, and swap device, swap plan, and change billing date, to replicate the high priority tickets on time.
* Responsible for planning and executing testing activities across multiple projects includes creating test plans, test cases, and test scripts, executing tests, and analyzing and reporting on the results.
* Responsible for collaborating with cross-functional teams, including developers, product managers, and business stakeholders, to ensure that testing aligns with project goals and objectives.
* Responsible for identifying and mitigating risks related to the quality of the software, including identifying potential issues and developing contingency plans.
* Expertise in common tools used in SDLC for Requirement Management, Test Case Management, Defect Management, Software Configuration Management, Release Management and Deployment Management.
* Experience with multiple testing techniques for data, API & web application testing in the Cloud.
* Extensive experience working with and in Agile environments.

**OCT ’08 – Feb 19, Test Manager – IBM India Pvt Ltd**

* Lead, mentor, and grow a global team of QA Engineers and Agile Leads by clearly defining development goals, performance notes and performance measurements includes Sprint management and Release Engineering.
* Effectively managing the workload of the Leads and when applicable, the workload for the global test Engineers in the **Retail Management System ( RMS & GST)** Application of Sprint Telecom.
* Evaluate processes, anticipate problems, communicate suggestions to optimize effectiveness and efficiency; take corrective action, escalate as needed, to resolve and achieve commitments.
* Partner with Engineering leaders to modernize testing methodologies and tooling.
* Join the transformation initiative started by the VP of QA in building quality in testing, optimizing the process, starting a test automation practice from scratch, and building a testing center of excellence.
* Implement additional improvements to our overall software development processes to increase efficiency and quality.
* Be the liaison between the Delivery Stream Engineers, Tech Leads, Product Owners, Business Partners/Users, Platform Engineers, Developers, QA, and other team members to ensure coordination, synergy, and successful sprint/feature delivery.
* Experience with multiple testing techniques for data, API & web application testing in the Cloud.
* Develop testing plans and resource schedules for each phase in the software testing life cycle considering all factors impacting the success and completeness of the testing phase.
* Define needs and dependencies for each testing phase: resource, environment, data, code, etc.
* Effectively estimate and maintain project plan for test creation, execution, defect retest, etc.
* Lead efforts to develop and document testing scenarios to ensure completeness and traceability.
* Manage test execution and provide visibility to project management and project sponsors through meaningful metrics and dashboards.
* Provide thought leadership for repeatable test assets, continuous test team productivity, and be creative to ensure that committed test deliverables are met on time for projects.
* Hands-on test execution, lead and implement automation for improving delivery efficiency and test team productivity.

**Jan ’05 – Sep 08, System Engineer – Tech Mahindra**

* SME (Subject Matter Expertise) for Amdocs Billing Application (Ensemble), CSM, Billing, Collection & Account Receivables module.
* Responsible for delivering the Test requirement, Test cases and Test execution status to the customer from Offshore.
* During various releases worked on multiple complex applications and followed up for issues and completed the projects on time with excellent quality. (No major production issues) Worked as bridge between team members and the business for the clarification required by the team.
* Involved in preparing and execution of Functional/Regression Test cases based on SRS/FR (Functional Requirement)/Change request Specification.
* Worked with Enterprise test data management team to get the required data prior to the execution of any project. Hands on experience on toad (database) to retrieve the data for testing and verification after testing.
* Monitored testing progress by sending the status report and by organizing the status calls with Client.
* Status reports and the Issues on the Projects are documented, and it is mailed daily basis to the prior channel.
* Provided training and given KT session on Billing application and testing process for new team.

# EDUCATION / TRAINING

**Computer & Tools Proficiencies:**

* Language : C, C++, JAVA (Core), Swift
* Package Solution : SAP, CRM, & Seibel, Salesforce, BO-ODR,
* RDBMS : Oracle9i, SQL Server, MS-Access.MongoDB
* Telecom Billing : Amdocs Ensemble (MAF/MPS, CSM, AR & Collection),BSS.
* Telecom Protocol : SIP, SS7, MPLS, IPSA
* Operating System : UNIX, Shell Scripting, Perl Scripting, TSYS & Autosys
* Networking : TCP/IP, SNMP.
* OSS : Agilent, OSS, Netcool (Omnibus, ITCAM)
* Automation Tools : TOSCA, Selenium, Xcode
* Development Tools  : GIT, Eclipse IDE, Swagger 2.0, Gherkin, ELK
* Tools : JIRA Agile, Confluence, PowerPoint, Splunk, Share point.

##### **Academic Profile:**

* MCA (Master in Computer Application, BPUT, India): 73% Aggregate
* B Sc (Bachelor’s in Science (Physics), Utkal University, India):65% Aggregate

##### **Trainings & Certifications:**

* Certified SAFe Scrum Master
* Certified SAFe 5 Practitioner
* Certified SAFe PO/PM
* Certified Scrum Master (CSM)
* Certified Scrum Product Owner (CSPO)
* Oracle Database 11g: Develop PL/SQL
* Certified TOCSA Automation Specialist Level 1 (AS1)
* Certified TOCSA Automation Specialist Level 2 (AS2).