

Joshua Joseph Jefries Bottu

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EDUCATION

Dalhousie University

Halifax, Canada

Master of Engineering in Internetworking

Sep 2021

- Relevant Coursework: Operating Systems, Network Engineering, Switching, Routing, Protocols, Telecom and WAN, Network Security.
- **GPA: Merit (3.7/4.0)**

Jawaharlal Nehru Technological University

Hyderabad, India

Bachelor of Technology in Electronics and Electrical Engineering

May 2015

- Relevant Coursework: Computer Networks, Electronics Devices and Circuits, Circuit Analysis, Antenna Wave Propagation, Cellular and Mobile Communications, Electromagnetic Theory and Transmission.
- **Percentage: Distinction (70.4/100)**

PROFESSIONAL EXPERIENCE

IBM

Halifax, Canada

Test Specialist – Quality Engineering Consultant

Sep 2022 – Mar 2025

- Conceptualized and spearheaded the development of an **automated regression testing** suite for PNC banking applications, enhancing test coverage by 45% and reducing critical defects in production by 30%.
- Developed and maintained automation test scripts using **Java, Selenium WebDriver, and TestNG/JUnit**.
- Created comprehensive test plans and test cases based on detailed analysis of software requirements, functional specifications, and user stories.
- Performed various types of testing, including **functional, regression, integration, system, smoke, and usability testing** to ensure that the software meets all specified criteria.
- Managed a testing suite of over **2,000+ test cases** with a focus on scalability, ensuring efficient execution, maintenance, and continuous test coverage expansion.
- Optimized test data management processes, **reducing data provisioning time** by 50%, improving test efficiency and accelerating release cycles.
- Ensured compliance with industry best practices and quality standards by implementing robust coding guidelines, resulting in improved software reliability and maintainability.
- Collaborated with developers, business analysts, and QA teams to create and **optimize test strategies** in an Agile environment.

IBM

Hyderabad, India

Incident Management Analyst

Jan 2017 – Dec 2019

- Managed and resolved high-priority incidents, ensuring minimal business disruption and timely recovery.
- Monitored and analyzed incident trends, proactively reducing potential system outages by 35% through preventive measures and process improvements.
- Utilized ITSM tools (ServiceNow, JIRA, BMC Remedy) to track, manage, and report incidents.
- Escalated and coordinated with Level 3 support team, **reducing mean time to resolution (MTTR) by 40%** through efficient incident handling and streamlined communication.
- Acted as the primary point of contact for major incidents, ensuring **SLA adherence** and **effective resolution**.
- Trained teams on incident response protocols, improving first-response efficiency and resolution time.
- Associated incidents with related records (Changes, Problems, Knowledge Base, Known Errors) for efficient tracking.

SITEL

Hyderabad, India

Customer Support Professional

Nov 2015 – Jun 2016

- Provided real-time technical assistance to customers via voice support, resolving internet connectivity issues.
- Monitored DSL and ADSL network operations, inputting system commands to troubleshoot connectivity issues.
- Diagnosed and resolved issues related to DNS, IP, SMTP, HTTP, and antivirus configurations for customers.
- Assisted customers with router/modem setup, firmware updates, and network security settings.
- Consistently met/exceeded KPIs, including Average Handling Time (AHT), First Call Resolution (FCR), and SLA compliance.
- Assisted in training new agents on network troubleshooting best practices and customer handling techniques.

PROJECT EXPERIENCE

Client: PNC Bank, Pennsylvania, USA – Banking Project

- Developed a robust regression testing suite for multiple banking workflows (ATM, VISA, Zelle, Mobile, and POS) using Selenium, ensuring seamless functionality and reliability for banking applications.
- Worked in an Agile/Scrum environment, participating in sprint planning, stand-ups, and retrospectives.
- Performed manual exploratory and ad-hoc testing, identifying critical issues not covered by automation.
- Led the team of **20+ FTEs** across 3 geographies for the project wherein I have managed **E2E automated and manual testing**.
- Implemented the features using: **Selenium, Java, Fiserv, Postman API, HP ALM, Jira**

Client: SaskTel, Saskatchewan, Canada – Telecommunications project

- Created a web application on Salesforce CRM that streamlined the order management workflows (Add, Change, Move, Delete, Move-Add, Move-Delete) for the telecommunications.
- Led the team of **4+ FTEs** across 2 geographies for the project wherein I have managed **E2E manual testing**.
- Implemented the features using: **Salesforce CRM, MS Excel, HP ALM, Jira**

SKILLS

Computer Languages: C, Java, HTML, Python

Operating Systems: Linux, Windows

Technologies: MS Office Suite, Git, AWS, Selenium, Selenium IDE, JUnit, TestNG, Postman, Jira, BugZilla, X-Ray, Confluence, Jenkins, Docker, HP ALM, Salesforce

Testing Skills: Manual Testing & Automation Testing, Test Case Design & Execution, Bug Tracking & Defect Management, Functional & Regression testing, API Testing, Agile & Scrum Methodologies, CI/CD & DevOps Fundamentals.

Languages: Fluent in English, Telugu, and Hindi.

Soft Skills: Analytical, Quick Learning, Communication, Adaptability, Problem Solving, Teamwork.

CERTIFICATIONS AND PUBLICATIONS

- “ITIL Foundation Certificate in IT Service Management”, AXELOS.
- “ISTQB Certified Tester”, Indian Testing Board
- Salesforce Certified AI Specialist
- Salesforce Certified AI Associate
- Cloud Test Practitioner
- Certified ScrumMaster, Scrum Alliance
- Salesforce Certified Associate
- AWS Cloud Practitioner, AWS
- IBM Cloud Foundations V1, IBM

PROFESSIONAL DEVELOPMENT

- ISTQB Advanced Test Analyst | Currently in progress
- Katalon Studio | Currently in progress

ADDITIONAL EXPERIENCE

Graduate Teaching Assistant

Dalhousie University

Halifax, Canada

August 2020 – Nov 2020

- Conducted tutorials, lab sessions, and discussion groups to reinforce course concepts for Telecom and WAN.
- Assisted professors with lectures, classroom activities, and instructional material preparation.
- Responded to student inquiries via email, office hours, and discussion forums.
- Helped with course material preparation, slide decks, and online learning platforms (Brightspace, Blackboard, etc.).
- Assisted in setting up labs, projects, and software tools for students.

ACHIEVEMENTS

- Recognized as best performer for month of April 2018, February 2019.
- Received many ‘Appreciation mails’ from clients, managers, leaders and Vice Presidents’.
- Received ‘Shining Star Award’ for being best employee of IBM Global Accounts.