

# Kartik Singh

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## Thales Group

July. 2020 – Present

### Product Owner

Noida, India

- Managing the product backlog, which is a list of features and tasks that need to be done for the product.
- Prioritize the backlog items according to the business value and customer needs and communicate them to the development team.
- Collaborating with the product manager, who is responsible for creating the product vision and strategy, align work with the product manager's goals and expectations and provide feedback and input on the product roadmap.
- Working with the developers, designers, and other stakeholders to deliver the product.
- Create and refine user stories and product specifications, review the completed work, and ensure that it meets the quality standards and customer requirements.
- Used data and customer feedback to prioritize the backlog items and make informed decisions.
- Communicated clearly and frequently with the product manager and the development team to ensure alignment and collaboration.
- Delivered high-quality products that met or exceeded customer expectations and business objectives.
- As a product owner at Thales, I evaluated the work of a software scrum team that developed a microservice based platform for clients. I defined and prioritized the product backlog based on customer feedback and market research, managed product issues and roadmaps using Jira, and led sprint planning and reviews using Scrum Master tools. I delivered a high-quality product that increased customer activation volume by 25%.
- As a product owner at Thales, I managed and optimized the product backlog for a Web-based solution that integrated various business functions such as POS, L2 Operations and Clients reporting. I supported the scrum team by providing clear and concise user stories and product specifications using JIRA and Confluence. I implemented a user-friendly and scalable solution that improved operational efficiency by 30% and user satisfaction by 20%.
- Analyze consumer needs, current market trends, and potential partnerships from an ROI and build vs. buy perspective
- Assess current competitor offerings, seeking opportunities for differentiation
- Analyze product requirements and develop appropriate programs to ensure they're successful achieved
- Develop, implement, and maintain production timelines across multiple departments
- Optimized product delivery time from dev to production ; Developed installer for install application on cloud platforms
- Reduced production bugs by 60%; Created automation test framework which covers UI, API and Functional Tests.
- Developed python installer for GSMA eSim Service Discovery manager based on Kubernetes application this installer required a Helm chart to deploy Application and installer provides different inputs to deployment, secrets and config.
- Achieved 90% Test coverage by Automation Test Framework; Created and Managed Automation framework which is having UI+ API+ Mobile + Performance+ Functional Test cases.
- Increased performance of Testing +Operation team) by 40%; Created CI/CD pipelines for Test and delivery and created alerts for transition failure.
- Integrated Robot Framework Test framework with new BDD Test framework; Achieved integration of old and new Test compatibility.
- Leading the Project by planning resource and Organizing and Motivating the team which is having 10 members.
- Monitoring of the product development and deliveries on each phase.
- Managing an Agile team and switched on Kanban as per project need.
- Automated and optimized Micro services flows which covers CI/CD to Test report generation based on Solenoid Dockerized GRID on Google Cloud Platform
- Setup robot framework, python, selenium, selenium grid, Grinder, Docker, Kubernetes on different platforms e.g. Mac, windows Linux and container based applications.

## Tata 1mg Technologies

Mar. 2019 – July. 2020

### Senior Software Engineer

Gurgaon

- Worked as QA Team lead and temporary Product Manager.
- Drive the execution of all product lifecycle processes for products, including product research, market research, competitive analysis, planning, positioning, roadmap development, requirements development, and product launch

- Translate product strategy into detailed requirements for prototype construction and final product development by engineering teams
- Create product strategy documents that describe business cases, high-level use cases, technical requirements, revenue, and ROI
- Analyze market data to develop sales strategies, and define product objectives for effective marketing communications plans
- Developed Test Framework for 1 Mg E-com platform; Created Test framework in robot Framework.
- Integrated Mobile Test cases with Existing test framework; Created Test Automation framework which based on Appium and python.
- Created test framework for Android and IOS apps; Used Appium and python to run Mobile Apps automation test cases.
- Maintains existing API Test framework; Adding and creating new test API Test cases with help of request lib of python.
- Provided RCA for many bugs; Debugging of production bug and validating them based on requirements.
- Conducted A/B Testing for end user behavioral analyzing ; Helps 1 Mg to grow subscription by 35%
- Helped developers to get ANR reports for different app versions; Includes App versions in automation suit and launch them one by one.
- Automated E-com Application use cases based on different platforms Web App, Mobile Web, Android App and IOS App using Robot Framework, Python, Selenium and Appium.

## **Xavient Info system**

Sep 2018 – Mar. 2019

*Sr. Software Test Engineer*

Noida

- Achieved 100% API test coverage; created a SOAP UI API Automation test framework by using groovy scripting.

## **Amdocs India**

May 2016 – Sep. 2018

*Automation Test Engineer*

Gurgaon

- Worked on Amdocs Billing system to generate billing for mobile subscribes to insure correct invoicing and charging.
- Created a functional UI automation test suit for developers to check sanity of application.
- Created CI/CD pipelines to run Automation suit periodically to achieve application regression.
- Automated Telecom billing system (Amdocs Billing system) and CRM Application based on Desktop App with help of Python, Robot Framework and selenium.
- Optimized Test cases with diff tags Sanity, Smoke, Regression and Functional with BDD, TDD based Framework.
- Drive Testing and RAN (4G LTE) Testing with different time zones.
- Created API Automation based on payloads e.g., Authentication, different Test Data with using Java and rest Assured.
- Developed pipeline for Datadog Monitoring tool to report different metrics of Kubernetes pods application

## **IBM**

Sep 2014 – Apr. 2016

*Technical Operation Analyst*

Noida

- Debugging of production bug; providing RCA for bugs.
- Created Traceability matrix for functionalities ; Breaking feature in small unity and tagged them with test coverage matrix
- Written and executed sanity ,smoke regression ,functional and non-functional test cases ; Test cases writing and maintained
- Documentation of Application user action and shared with different teams.

## **SKILLS**

**Langages :** Python, Java, SQL (PostgreSQL, MySQL), Cassandra(Datastax)

**Tools:** Jira, Confluence, Test Rail, Quality Center, Google Analytics, Mercurial, Fortify.

**CI/CD Tools** – GitHub, Datadog, New Relic ,GCP, AWS, Kibana, Kubernetes, Docker , Podman, Hashicorp Vault , Keycloak ,Kong, Helm

**Testing Tools** – Selenium, Selenium web driver, Robot Framework, Protractor, Appium, rest Assured, pytest, TestNG, pyUnit. pyATS, Soap UI , Postman.

**Type of Testing** -Functional, Manual, Integration, Regression, Sanity, Smoke. Non Functional Testing, Black box Testing, White box

**Testing Domain-** Healthcare, Telecom, IOT

**Product Skills** – GSMA ,SMDS,SMDP+,Telecom Billing ,Telecom Rating ,Mediation ,eSIM, eUICC

## EDUCATION

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**Uttar Pradesh Technical University**

Jul. 2009 – May 2013

*Bachelor of Technology – Information Technology*

Gr Noida

- **Coursework:** Data Structures, Algorithms, Databases, Computer Systems,
- **Completed with 2<sup>nd</sup> rank in College** (75.92 %)