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| --- | --- | --- | --- |
|  | **RESUME** | | |
| Name: Sandeep Kumar |  |  | Address: |
| Mob: 7709123136 |  |  | #01, Jp Paradise, |
| Email:sandeepmishra0002009@gmail.com |  |  | Vadgoan sheari, |
|  |  |  | Pune-411014 |
|  |  |  |  |

**OBJECTIVES**

To achieve a challenging position in software testing and quality management in a company where acquired skills will be utilized towards continued growth and advancement.

**SKILLS SUMMARY**

|  |  |  |
| --- | --- | --- |
| Manual Testing | Database testing | Log debugging |
| API Testing | Functional testing | Defect/Bug Tracking |
| SOAP UI | Integration testing | Regression testing |
|  |  |  |
| System Testing | ALM/JIRA | Application Support |
|  |  |  |

**Professional Summary:**

* 2.8 years of experience in Retail Telecom software testing at Microtelecom System in quality assurance.
* Working as Quality Analyst in MicroTelecom since October 2016.
* Working for **Amdocs** on behalf of Microtelecom System to support User acceptance testing.
* Extensive experience in Manual Testing and Black Box Testing.
* Experience in Testing Web based applications.
* Experience in Sanity testing, Functional testing,Regression & Re-testing, SoapUI and SIT testing.
* Having strong working experience of RDBMS concept/SQL queries.
* Having strong working knowledge of Database testing and ability to write DB Test cases.
* In-depth knowledge in writing medium and complex queries using joins.
* Good knowledge of procedure, function sub- queries and grouping functions.
* Good grasp of data warehousing and such processes as extracting transforming and loading.
* Involved in writing SQL queries, Creating and scheduling SQL Job and placing alert system in case of failures to meet various requirements of client.
* Good knowledge of JSON, XML.
* Good knowledge of Software Testing Life Cycle and Bug lifecycle.
* Handle no of projects and multiple deliveries simultaneously.

**Education:**

BE in Electrical & Electronic Engineering from Nagpur University (2015)



Professional Experience

**Project Detailed:**

|  |  |  |
| --- | --- | --- |
| **Product Name** | MT-POS POS Application |  |
|  |  |  |
| **Client** | **1.Singtel** |  |
|  |  |
|  | **2.United States Cellular Corporation** |  |
| **Description** | MicroTelecom Systems are designed to manage, simplify and improve key |  |
| aspects of the business operations and include Point of Sale and ePOS systems, |  |
|  |  |
|  | Master and private catalogues, Inventory replenishment automation, reservation |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | from multiple channels, Order Fulfillments, Shipment Tracking, Commission | |  |
|  | Processing, Finance, e-Commerce and Mobile POS solutions. | |  |
|  |  |  |  |
| **Responsibilities** | **** | Prepare checklist, Test Cases from the HLD(High Level Document), |  |
|  |  | IC(Interface Document), CR(Change Request Document) |  |
|  | **** | Perform GUI, Functional, Regression, API testing on the different MT- |  |
|  |  | POS modules. |  |
|  | **** | Perform SoapUI testing, testing of Export & Import job by connecting |  |
|  |  | to RDP and sharing database logs/results with Developers. |  |
|  | **** | Coordinating with Developers and Project Managers. |  |
|  | **** | Track and maintain Project Plan sheet with the help of Project Manger. |  |
|  | **** | Create JIRA tickets, close the RFST(Ready For Testing) issues, |  |
|  |  | tracking of JIRA tickets and update status |  |
|  | **** | Testing of the MT-POS modules and check impact of the transactions in |  |
|  |  | the database. |  |
|  | **** | Perform Positive and Negative testing |  |
|  | **** | Try to share as much as findings regarding issues with developers. |  |
|  |  | |  |
| **Environment** *&* | ** Languages*:*** *.***Net** | |  |
| ** DB: Microsoft SQL Server Management** | |  |
| **Database** |  |
| ** Hardware Devices*:* Desktop*,*iPhone*,* iPad*,*** | |  |
|  |  |
| **Testing Methods and** | Manual testing, Regression Testing, DB Testing,API testing using SoapUI, | |  |
| Database Validation, SIT testing, Report validation and report scheduler testing | |  |
| **tools** |  |
| JIRA/ALM for Bug tracking | |  |
|  |  |

**Managerial Abilities**

* Client interaction and deliverables. Direct Client interaction, participation in business review, gathering user stories, Restoration times Problem determination, workaround resolution, root cause analysis, major incident management.
* Constantly maintain high levels of accuracy for product and process. Ability to translate business processes into clear and comprehensive test scenarios.
* Ensuring handover to the support team and mentoring system functionality.
* A flexible attitude with positive approach to deliver right products.
* A result-oriented team player and skilful in coordinating with development team and problem-solving abilities.
* Capable of working under time constraints in a target-oriented environment, Self-motivated, Pro- Active and Quick learner of new concepts and technologies.
  1. **Wipro pvt ltd — Pune, Technical support**, June 2015 to Sep 2016

1. Project Name: - Telstra Digital

Client: Telstra, Australia

Client Description: Telstra is Australia**’**s leading telecommunications and Technology Company, offering a full range of communications services and competing in all telecommunications markets. It provides the customer services in the field of phone, Tv, Net bundles or cable plans.

**Contribution:**

* Responsible for Incident, Problem, service request and change management.
* Ensuring issues are managed within agreed SLA.
* Manage email, hotline queries and ticketing systems.
* Provide end to end technical support and problem resolution.
* Maintain the service level agreement of all the operational incidents.
* Responsible for knowledge base maintenance.
* Responsible for system stability monitoring, Application and server restart.
* Provide pre-production & post production support to client.
* Provide support for change and release management.
* Worked closely with SME**’**s/L3 team on recurring/trend issue.
* Problem escalation and ownership to resolution from customers.
* Responsible for on job trainings for new joiners in team.

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| **Personal details:** | |  |  |
| 1. | Father name | : | Jainarayan Mishra |
| 2. | DOB | : | 09/08/1992 |
| 3. Language | | : | English, Hindi |

**Declaration:** I hereby declare that all information mentioned above is true to the best of my knowledge.

Date:

Place: Pune

[Sandeep Kumar]