

## TESTING GROUP LEAD

### Profile

To enthusiastically and effectively manage, lead and motivate diverse groups of people in a fast paced environment; using the principles of supervision, leadership, communication and superior organizational skills to improve operational efficiency and effectiveness while consistently meeting company goals.

### Core Qualifications

- Highly motivated Test Lead with over 14 years of experience in manual and automated testing activities
- Managing the entire delivery of project from testing perspective
- Proficient in designing and planning test activities
- Act as an expert for AMDOCS Products for CRM,OMS(Order management System),Enabler(Billing)
- Very proficient in customer management activities
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output
- Experience in functional analysis
- Good understanding of SDLC, quality and testing life cycles
- Strong analytical, trouble-shooting, and problem-solving skills
- Effective interpersonal skills
- Ability to learn new concepts quickly
- Detail oriented
- Able to work independently with general instructions

### Technical Skills

Skills	Experience	Total Years	Last Used
Test Management	Expert	14	

### Professional Experience

Verizon Communications February 2011 to Current Testing Group Lead

Great Falls , MT

- Led a global team of 10-15 Quality Engineers tasked with the delivery of Billing and Ordering Functional Testing in the delivery of end user testing in support of AT&T's wireless and wireline products and services.
- Testing activities include the validation of business flows across 110 IT systems and Network components, simulating real world situations.
- Amdocs's CRM, OMS & Billing products are being extensively used for the project.
- Below are some of my the roles & responsibilities.
- Department Management Managing the entire delivery of project from testing perspective by meeting quality along with exit criteria's with all deliverables Act as an expert for AMDOCS Products for CRM,OMS(Order management System),Enabler(Billing) Working with Application/Infra/Development Teams for smooth delivery Working with customer in requirement discussions and joint testing Lead a knowledge base creation activity and making the Testing Unit ready for future releases from Product group for Billing and CRM products Set-up of application security testing group from scratch Build knowledge and get work for application security testing group Performed Application security testing for NA clients for Amdocs Self Service product Working with Application/Infra and CDU teams for smooth delivery Performing reviews of Test ware Building new tools for Testing Unit Identifies monitors and seeks to mitigate risk.
- Manage the overall operational, budgetary, and financial responsibilities and activities of the department.
- Plan and implement systems that perform the work and fulfill the mission and the goals of the department efficiently and effectively.
- Plan and allocate resources to effectively staff and accomplish the work to meet departmental productivity and quality goals.
- Plan, evaluate, and improve the efficiency of business processes and procedures to enhance speed, quality, efficiency, and output.
- Make business decisions that are financially responsible, accountable, justifiable, and defensible in accordance with organization policies and procedures.
- Establish and maintain relevant controls and feedback systems to monitor the operation of the department.
- Review performance data that includes financial, sales, and activity reports and spreadsheets, to monitor and measure departmental productivity, goal achievement, and overall effectiveness.
- Manage the preparation and maintenance of reports necessary to carry out the functions of the department.
- Prepares periodic reports for management, as necessary or requested, to track strategic goal accomplishment.
- Communicate regularly with other managers, the director and other designated contacts within the organization.
- Leading improvement activities in the Testing Unit Generating progress reports for management Testing Management Manages and leads testing process from plan to execution.
- Make sure that all deliverables are in good quality and meet TIS methods and standards Defines and approves timelines and test plans for new projects in a software release.
- Monitors and meets Service Level Agreements (SLA) for Amdocs applications.
- Plans the budget and assures the budget plan is met.
- Identifies monitors and seeks to mitigate risk.
- Seeks ways to improve testing processes and performance Participate in cross account testing efforts- contributing methodology, tools, methods and techniques.
- Customer Focused Work with client and Amdocs teams to develop and deliver business and technical solutions to client satisfaction Implement techniques to improve engagement productivity, ensure deliverables are on-time and within budget, increase efficiency, resolve issues and achieve cost savings for Amdocs and our clients Represents Amdocs in managerial meetings with the client.
- Develop & deliver customer focused presentations and demonstrations of Amdocs solution-set (products and services) which are the best fit to SPs challenges & expectations & needs.
- Establish and maintain trusted advisor relationships with customer.
- Acquire comprehensive understanding of the customers BSS/OSS environment, challenges and opportunities.
- Able to analyze and understand existing customer architectures, able to provide suggested areas where Amdocs products and solutions can

bring value to our customers.

- Manages and leads team for business and technical requirements.
- Design, verify and present Amdocs solutions, including advanced product concepts, future directions and complementary products/solutions where appropriate Handles production issues which arise during the day and prevents potential crisis by resolving critical issues quickly to reduce business impact to the customer.
- Negotiates changes with the customer and ensures customer satisfaction.
- Reviews and presents solutions and estimates for new proposals to the client for Amdocs application software.
- Prepares and conducts meetings about new proposed projects to clients regarding enhancement in Amdocs applications to improve revenue or business processes.

Amdocs Inc September 2007 to February 2011 Testing Group Lead

City

- Led a team of 10-12 Quality Engineers, which were a part of a global team of over 200, tasked with the delivery of End-to-End Testing in support of AT&T's wireless and wireline products and services.
- Testing activities include the validation of business flows across 110 IT systems and Network components, simulating real world situations.
- Customer Management Establishes communication and relationship with client.
- Represents Amdocs in managerial meetings with the client.
- Manages and leads team for business and technical requirements.
- Handles production issues which arise during the day and prevents potential crisis by resolving critical issues quickly to reduce business impact to the customer.
- Negotiates changes with the customer and ensures customer satisfaction.
- Testing Management Manages and leads testing process from plan to execution.
- Make sure that all deliverables are in good quality and meet TIS methods and standards Defines and approves timelines and test plans for new projects in a software release.
- Monitors and meets Service Level Agreements (SLA) for Amdocs applications.
- Plans the budget and assures the budget plan is met.
- Identifies monitors and seeks to mitigate risk.
- Seeks ways to improve testing processes and performance Participate in cross account testing efforts- contributing methodology, tools, methods and techniques.
- Growth Management Reviews and presents solutions and estimates for new proposals to the client for Amdocs application software.
- Prepares and conducts meetings about new proposed projects to clients regarding enhancement in Amdocs applications to improve revenue or business processes.
- Team Management Leads daily team meetings.
- The PM leads his or her onsite team and is accountable for all people issues within the application team Assumes responsibility for both local and expat employees' life cycle.
- Provides on boarding support for newly recruited/relocated employees, including adequate facilities, training/on-the-job coaching, and other relevant activities Evaluates performance and creates future goal settings while working with his or her team in creating personal development plans.
- Coaches and trains Group Leads Delegates relevant tasks.

TechMahindra LTD April 2003 to September 2007 Test Delivery Manager

City

- Responsible for the test estimation, planning and coordination activities in support of British Telecom's (BT) project to migrate to an Enterprise Middleware Platform, which was part of the overall solution providing online services to BT customers for billing, customer care, order handling and problem tracking.
- Captured new requirements Created test estimations Determined test scope and defined test plans Responsible for client coordination Performed impact analysis for new testing requests Coordination of test activities with other teams (I.e.
- End-to-End Testing, Development) Participated in release planning activities.

NAL December 2000 to February 2003 Software Engineer

City

- Led a team of three Software Engineers tasked with the implementation of FIREWALL software using Packet Filter at the National Aerospace Lab.
- Involved in all aspects of the system development cycle.
- Led a team of two Software Engineers tasked with the coding, debugging and testing of a user defined font design.
- The project was developed in C under Window-95.
- Designed and conducted code reviews Responsible for End-to-End Testing Defect Analysis.

Education

Berhampur University 2000 Master : Computer Application

Computer Application

Skills

Hardware: Intel Pentium based system

Operating Systems: Unix, Windows 95 and 98, MS-DOS, Windows NT

Programming Languages: J2EE, C, C++

Databases: Oracle

Testing Tools: Quality Center

Products - AMDOCS Products CRM, OMS & Billing