Apoorv Mishra

Email: apoorv.incridible@gmail.com   Ph.: +1 7208108803

SUMMARY:

- Over 11 years of professional IT experience in the Telecom Domain and successful in finding solution to customer needs.
- SAFe 5.0 Certified Software Engineer
- Experienced in analysis, design, development, Implementation and testing of end-to-end application.
- Experienced in Automation Testing, API Testing, UI testing, Middleware testing and DB Testing (SQL and Non-SQL DB's)
- Strong experience working with Web Service automation Tools: Parasoft SOAtest, SoapUI, Postman
- Strong experience in web UI automation using Selenium java framework.
- Extensive experience in bug tracking and test management tools like HP ALM (QC), Rally and Jira.
- Good working experience in Tools: Kafka, Mongo, Oracle SQL Developer, Eclipse IDE for Java and Postman.
- Excellent skills in understanding product/project requirements and converting them into technical solutions.
- Proactive and result oriented with excellent analytical, organizational, communication and presentation skills.
- Currently on H1B visa valid till Sep 2022, and with I140 approved application.

TECHNICAL SKILLS:

Languages	Java
Methodology	Agile, DevOps.
Sub Version	Git, gitlab, github
Database	Oracle, MySQL, MongoDB.
Testing Tools	Selenium, Parasoft SOA Test, SOAPUI, ALM (QC), Jira, Postman, Kafka, Kibana, AutoIT, Informatica
Design Approach	UML, Data Flow diagrams, Technical Design Document
Operating System	Windows, UNIX

WORK EXPERIENCE:

TCS   **Oct 2019 – Current**

Project	NSA project is to unify and overhaul the backend systems currently employing different scattered systems and to develop APIs to perform all the backend transitions and control the flows.
Client	Verizon Cable Communications
Location(s)	Piscataway, NJ, USA
Role	API and UI Automation Engineer

Job Responsibility

- Analyzing the Business Requirements and preparing test cases.
- Automating the APIs in the in-house API automation tool
- Executing test cases and creating defects in Jira and tracking.
- Attending scrum calls, design calls, requirement gathering calls, defects and war rooms calls
- Ensure Process Compliance and Quality Management
- Coordinating with the offshore and managing the work
- Sending Status report to development and QA management team

Carried out the following activities:

- Responsible for designing Test Scripts and E2E flow in the tool.
- Executing Debugging failed Automation Scripts

- Managing Sanity and Regression suites
- Active participant in client calls, design calls war room calls
- Closely working with development team and Business teams to resolve any functional or non-functional issues
- Coordinating with the offshore and the onshore team
- Analyzing kibana logs, to track the APIs flow.
- Ensuring the work is completed and reported correctly through proper channels
- Tracking of Defects to closure in time
- Performing Regression Testing and reporting as per the schedule.
- Responsible for Test Metrics preparation for the team for each release
- Weekly meeting with the Director on the Weekly progress
- Designing the Test Cases as per the User stories Requirement Specifications
- Conducting Test case Review with the stakeholders and get final signoff for the test design and status report
- Maintaining the timelines through IPMS, adhering to TCS quality processes, and doing peer reviews (IQA) for all the testing activities in IPMS.

Technology/Tools: SOAPUI, Jira, Kibana, Mongo, Oracle SQL Developer, My SQL workbench, Selenium, Eclipse IDE for Java and Postman, AutoIT for Desktop Automation

TCS   **Feb 2016 – Sep 2019**

Project   SAMS - TTS is a custom-developed application built on the BMC Remedy ™ Action Request System and java that provides an end-to-end trouble management system supporting all lines of business for customer and network events that provides built-in correlation features managed by markets to link customer and network reported issues to outages or planned maintenance events.

Client   Comcast Cable Communications

Location(s)   Denver, Colorado, USA.

Role   API Automation Engineer

Job Responsibility

- Analyzing the Business Requirements and preparing test cases.
- Working with the clients to understand the Pain areas and creating proposing the solutions on Automation.
- Working with the product owners and developers on the User stories and designing the Test plan for the Iteration.
- Preparing automation test scripts for the application using Parasoft.
- Creating Defects in HP ALM and tracking them to closer in timely manner.
- Attending scrum calls, design call, iteration planning calls, requirement gathering and defect clarification calls.
- Ensure Process Compliance and Quality Management
- Coordinate with offshore team to manage work.

Carried out the following activities:

- Responsible for designing Test Scripts in Parasoft SOA Test
- Debugging failed Automation Scripts
- Active participant in client calls such as status and progress updates
- Closely worked with development team and Business teams to resolve any functional or non-functional issues
- Tracking of Defects to closure in time

- Performing functional and Regression Testing of user stories.
- Responsible for Test Metrics preparation for the team for each release
- Coordinating with the offshore team.
- Designing the Test Cases according to the Requirement Specifications
- Conducting Test case Review with the stakeholders and get final signoff for the test design
- Maintaining the timelines through IPMS, adhering to TCS quality processes, and doing peer reviews (IQA) for all the testing activities in IPMS.

Technology/Tools	Parasoft SOA Test, SOAPUI, ALM (QC), Kafka, Mongo, Oracle SQL Developer, Selenium Eclipse IDE for Java and Postman

TCS   **Aug 2015 – Feb 2016**

Project   ITG - repository of guide and steps to help the customer support executives to resolve the issues faced by the consumer for Video, Data and CDV related services and features. The customer support executive will be able to make use of this guide, resolve, and direct the customer to resolve the issue that they faces in accessing the services that they are entitled too, ITGs access various webservices to pull the customer and Comcast data to identify the issue and guide the user to resolve the customer issues

Client   Comcast Cable Communications

Location(s)   Denver, Colorado, USA.

Role   Team Member

Job Responsibility

- Analyzing the Business Requirements and preparing test cases.
- Analyze Answer flow diagrams and recommend suggestions and recommendation.
- Functionally test the Answer flow diagrams, and ensure all the flows are covered and leads to proper flow completion
- Execute the flow through the UI and ensure the answer flow matches with the UI flow
- Functionally Test the underline APIs.
- Executing test cases and raising defects in QC.
- Preparing automation test scripts for the application using Parasoft.
- Attending scrum calls, Flow design review, defect clarification and requirement gathering calls.

Carried out the following activities:

- Responsible for designing Test cases for the UI and Answer flow.
- Functionally Testing the API and recording the responses.
- Adding the test to Regression suite
- Participating in the Prod Validation after deployment
- Analyzing the Answer flows and identifying the redundancies and gaps in the flows
- Integration test with the external systems and UIs
- Closely worked with development team and Business teams to resolve any functional or non-functional issues
- Tracking of Defects to closure in time
- Designing the Test Cases according to the Requirement Specifications
- Conducting Test case Review with the stakeholders and get final signoff for the test design and results

Technology/Tools	Parasoft SOA Test, SOAPUI, ALM (QC), Oracle SQL Developer, Postman, MS visio

TCS   **Sep 2010 – Jul 2015**

Project   CRIS – It is an In-Region Billing System of CenturyTel Supply Group, the primary responsibility of CRIS billing system is rendering the customer bill. The CRIS system can edit, rate, and prepare products and services for billing. The process involves maintaining and execution of all subsystem components of the CRIS Billing System end-to-end, ensure the software executes and data is passed correctly between subsystems to create good quality customer bill on time. CRIS Billing System involves On-site and Offshore coordination to perform according to user (client) requirements and meet the necessary operational standards.

Client   CenturyTel Supply Group

Location(s)   Chennai, India and Denver, Colorado, USA.

Role   Team Member

Job Responsibility

- Analyzing the Business Requirements and preparing test cases.
- Executing test cases and raising defects in QC.
- Test Plan/Design creation
- Perform Operations Activities, which included running mainframe Jobs and scheduling them
- Perform Test data set-up or Environment Set-up, relating to service orders
- Onshore / Offshore Coordination

Carried out the following activities:

- Capturing Business process requirements from the clients by attending client meetings and discussion calls
- Analyzing and understanding the Business requirements and provide appropriate solutions to clients
- Active participant in client calls such as status and progress updates
- Tracking and coordinating all software deliverables for every release
- Generating JCL for system test using tool and scheduling the Jobs
- Executing the Jobs and generating output files
- Tracking of Defects to closure in time
- Marinating the Test Plan and test cases in ALM (QC)
- Responsible for Test Metrics preparation for the team for each release
- Designing the Test Cases according to the Requirement Specifications
- Conducting Test case Review with the stakeholders and get final signoff for the test design and Test Results

Technology/Tools   Mainframes, JCL, Informatica, ALM (QC), Rexx, Mainframes CTM

CONTRIBUTIONS/ACHIEVEMENTS:

- Recognized as a Star performer of the team multiple times for continual learning and sharing of knowledge.
- Associated with the TCS CSR initiatives throughout, onshore and offshore years
- Received client appreciations for continuous and successful deliveries and Managing the team.
- Coordinated with Clients on the progress and new areas to explore and expand the support and work
- Getting Project and deliverables sign off from the clients and documentation of all the needed artefacts.
- Active in account responsible role, SPOC for resource management in CenturyLink / Comcast.
- Worked in value-adds for different areas.

Email: apoorv.incridible@gmail.com   Ph.: +1 7208108803

EDUCATION:

Degree	College	Year of Passing
Bachelor of Technology (Electronics and Communication)	Uttar Pradesh Technical University	2009
XII/HSC	Mercy Memorial School	2004
X/SSC	Mercy Memorial School	2002