

Summary

PMP trained & Six Sigma trained, ITIL & ISTQB certified professional with 14 Years of experience as analytical and solutions familiarized IT technical and consultant in guiding teams through the SDLC to prove the efficiency of state-of-art systems delivered on time and under budget. With Proven expertise improving business processes and contributing strong project management to the team, hands – on technical acumen, and business analysis skills to define business objectives and project scope, Core expertise and experience includes below :

- ✓ 10+ years of expertise in Functional testing involving test plan creation & execution
- ✓ 3+ years of experience in Project & Delivery Management with good expertise on developing project schedules, Estimation, Establishing milestones, Define scope, tracking, etc.
- ✓ Expertise in the E2E delivery of the Infrastructure & Application projects with risk management, quality management, Issue/problem management & Scope change management.
- ✓ 5+ years of Test Management experience involving test strategy creation & Team Mgmt.
- ✓ 5.5 years of BSS/OSS domain expertise on leading telecom service provider in Australia
- ✓ 7 years of healthcare domain expertise on major UK & Indian software's
- ✓ 3+ years of experience in test automation tools Selenium Java, QTP & Win runner.
- ✓ 1+ year of experience in performance testing with Load runner tool.
- ✓ 5 + years of experience in Production incident & defect management, RCA & prevention plan.
- ✓ BSS CRM & Billing System Test & UAT Test planning, execution & Incidents management
- ✓ OSS NTT application E2E delivery management, Change & Incident Management
- ✓ Project scope and management, Team building and communication
- ✓ 5 years of expertise in agile methodologies with Iterative delivery, Estimation, Resource profiling, Scrum management, conducting daily stand up meetings & Client Communications.
- ✓ Able to manage large project teams and known for high-quality deliverables that meet or exceed timeline and budgetary targets.

Professional Experience

Worked as **Associate Manager** with **Accenture Services Pvt. Ltd.**, Chennai – **Sep 10 to Mar 16**

Project Delivery & Incident Manager for Telstra - **NBN Transition Tool Project** **Dec 14 – Mar 16**

Technology Used: UI Layer - .NET, Business Layer- Data Stage & PL/SQL, Data Layer – Oracle DB, Interfaces Layer – Java XML, .CSV , Batch Scheduler – UNIX

About the Client and the Project:

Telstra, or Telstra Corporation Limited, is an Australian telecommunications and media company, formerly owned by the Australian government and privatized in stages from the late 1990s. Telstra is one of Australia's top 10 listed companies and is a Fortune 500 company. Telstra's copper network is being decommissioned and replaced by NBN Co's fibre network. By losing the network, Telstra will:

- Have to lease the fibre network from NBN Co.
- Have to transition its customers to the fibre network.
- No longer have a network to lease to other Telco companies.

To compensate for the loss of revenue, NBN Co will pay Telstra for each of Telstra's qualifying path/line disconnections. The NTT Solution is made up of several "interactions" which detail the communications between Telstra and NBN Co.

➔ Managed the overall NTT Project delivery from offshore

- Direct and manage project development from beginning to end of the project.
- Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
- Develop full-scale project plans and associated communications documents.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.

Designation :

Associate Manager @ Accenture Services Pvt. Ltd.

Tech. Skills:

- Oracle Siebel CRM ,TIBCO, JMS, MQ, HTTPS, SFTP, SOAP UI, HL-7, Comverse Kenan BP 11.7
- C, C++, Visual Basic, .NET, C#, Java, J2EE, J Meter
- PL/SQL , SQL Server
- Unix, Linux, Solaris, Citrix
- QTP, Load Runner, Selenium, Ruby Cucumber
- DEVOPS, Callidus
- Quality Centre, Clear quest, RTC, JIRA,VSS & SharePoint
- MS Project, MS Visio
- Agile & Scrum Methodology

Functional (Domain) Skills :

- IT Telecom (BSS/OSS) experience for over 5.5 years in below areas: -
 - Good experience on the BSS domain related to CRM space on Order Management of PSTN, ADSL, Broadband and also on Customer Management.
 - Possess very good experience in the below mentioned Billing functionalities
 - ❖ Account Management,
 - ❖ Collection & Payment
 - ❖ Invoicing & Billing
 - ❖ PDF Generation
 - ❖ Online Billing.
 - Good experience on the OSS domain related to
 - ❖ Processing of NBN fibre.
 - ❖ Address Matching & Bench Marking,
 - ❖ Service determination & tracking
 - ❖ Disconnections & Invoice reporting
- Health care expertise of 7 years in the below area
 - Five years of E2E experience & expertise in ISOFT's UK healthcare products mentioned below
 - ❖ Lorenzo - Primary Care
 - ❖ Lorenzo - Regional Care
 - ❖ Lorenzo – Clinical
 - Have been expertise and

- Liaise with project stakeholders on an ongoing basis.
- Estimate the resources and participants needed to achieve project goals.
- Draft and submit budget proposals, and recommend subsequent budget changes where necessary.
- Identify and manage project dependencies and critical path.
- Plan and schedule project timelines and milestones using appropriate tools.
- Manage the daily & weekly progress of the release deliverables across the Design, Build, Test and UAT and ensure necessary mitigations taken on risks highlighted from Evolve & CAT team.
- Develop and deliver progress reports, proposals, requirements documentation, and presentations.
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.
- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements.
- Develop best practices and tools for project execution and management.
- Coach, mentor, motivate and supervise project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Responsible to collaborate with Client PM/Business Stakeholders for Scope/Budget/ SOW Approval.
- Manage the Test Environment & Prod Environment deployments
- Initiate and lead project planning activities such as defining project scope, objectives, schedules, baselines, and work
- Agile testing and implementation of Streams/Releases
- Taking care of Change control & Incident management.
- Work closely with the team to develop the solution, estimates, schedules, technical responses etc. to complete the proposal

Test Architect & Manager for Sol.Arch(Test)/Test Planning/Release Management/CR Governance/Environment Manager for Telstra - Customer Care & Billing Project Dec 11- Nov 14

About the Client and the Project:

Telstra is the Australia's major telecommunication and information services company including mobile, internet, PAYTV, landline services. The Project for Telstra is one of the largest and complex SI & IT transformation project involving design and solution from various legacy systems [used for various services] to single bundled Siebel CRM – Comverse Kenan Billing system and provide improved service to customers as well improved maintenance of business making more competitive among others.

Technology Used: Front End - Siebel CRM, PRM & TCM, Backend – Billing(Comverse Kennan), Middleware – TIBCO, Online Billing – Java & . Net, RIFDI - .NET, Control M Scheduler– UNIX

Role & Responsibilities in the Project :

- Lead the CAT Planning, Execution & Sol. Arch team to deliver all the business requirements (CRs) on CRM, Billing, Integration, OLB and RIFDI.
- Have experience in leading up to 22 member team for CAT, AT, DNE & Sol. Arch.
- Have leaded quality team to enforce all the quality process and reduced defects in test phases which results out low DTCR of 0.02 [Defects per Test Ratio].
- As the Application Testing Release Management lead, working with various stakeholders like Release Manager, Delivery Managers, Stream RM's, CTU & Development teams in packaging the scope for the specific release based on the timelines and the scope of the IR's.
- Closely tracking the Enablement of the IR to the AT & CAT testing, progress of the planning & Execution of IR's and highlighting the risks to senior management if any issues on the IR's Enablement/Planning/Execution.
- Managing the CTU CR governance which closely works on behalf of CTU with the central CR governance on the submission of effort & pricing for the IR's assessed by CTU planning.

handled the E2E implementation of below modules

- ❖ Inpatient
- ❖ Out Patient
- ❖ Accident & Emergency
- ❖ Advanced Bed Mgmt.
- ❖ MHAA
- ❖ Patient Leave
- ❖ Journals

- 2 years' experience in Inventory software for Pharma wholesale, C&F and retailers.

Lead Skills :

- Managing the overall offshore delivery covering Scope management, Budget approval, Business endorsement, Design, Build, Test, UAT, FDR, Production deployment and Incident Management in the current project which holds around 80+ resources
- Managing the Test Planning, Execution, Estimation, Stakeholder communications. Metrics management, Incident Management
- Lead 21 members team for CRM & Billing AT/ CAT, Release Management, Solution Architecture, CR Governance and Test Environment in my earlier role

Key Clients worked so far:-

Telstra [Major Telecom Service Provider – Australia.

NHS (National Health Services) – UK

Professional Experience in companies so far :

- Accenture Services Ltd, Chennai, India [Sep 2010 to March 2016]
- ISOFT (currently acquired by CSC) – Chennai from Dec 2005 – Sep 2010 as Quality Analyst
- Igenik Info way Technologies -Jan 2005 – Dec 2005 as Test Engineer
- Virtual Technologies from June 2003 – Dec 2004 as Test Engineer
- Wondersoft PTE Ltd
- from Mar 02 – May 03 as Customer Support Exec - IT

- Managing the approval from TCOE strategy team on the scope assessed and pricing. Also providing the justification for pricing or the technical queries from TCOE strategy team / Telstra PM/Accenture PM.
- Forecasted budget reporting for the releases with FIT view report.
- As the CC&B CTU planning lead, was responsible for the entire planning activities (SD Assessment & DTP) of all the IR's for AT & CAT Testing across various releases.
- As part of SD assessment, we assess the impact to CC&B applications (CRM, Kenan, OLB and RIFDI) and come up with the High-level Test Scenarios for both AT & CAT Testing. Prepare the impact assessment document based on the BRD and also prepare the test approach document and publish it to the stakeholders.
- Managing the review of the SD assessment with TCOE team & clarifying their both technical queries & financial queries and securing the approval from client.
- As part of the DTP, managing to produce the detailed test planning from the high level scenarios, securing the signoffs from the Business stakeholders to ensure that they are aligned with the Business & Functional requirements.
- Managing the delivery of DTP, by securing the required signoffs, budgets and transition to the Execution teams prior to the agreed Enablement dates.
- Managing the team by assigning the tasks to the team and track it to delivery completion on various complex applications and also assisting the team on various technical queries.
- Managing the RCA for Production, AT, CAT test phases defects and also to co-ordinate and provide the preventive plan from CTU perspective.
- Resource management of the entire team and also planning the capacity based on forecasting the upcoming scope of IR's for the releases.
- Preparing & Updating the Master Test Strategy document for the Agile & TDP model.
- Preparing, Updating the Master Test plan of AT & CAT for each release and publishing the same to the stakeholders.
- Attending and providing current status in the Weekly Status Review managed by the internal Leadership.
- Daily Status reporting of the deliverables for that release to all the stakeholders.
- Lead the automation team for smoke & regression test cases using selenium & Java.
- Daily execution of automated core scenarios in test environment & pre-prod env.

As Billing Test Lead & Defect coordinator Role.

- Managing the CAT (Combined Acceptance Testing) execution for the Billing scope for various releases.
- U2C covers various complex functionalities covering the Billing- Kenan applications, RIFDI application, OLB application & MO application.
- CAT testing involves combined E2E testing along various applications involving various vendors within the Telstra Project.
- Planning the execution schedule aligning with all other dependent vendor applications and tracking the execution of IR to closure within the Release timelines.
- Responsible for assigning the defect to the team in QC
- Close watch on defect progress for Billing team
- Analysis the solution / RCA and take it for closure.
- Arrange a bridge call with other work stream and close the defect
- Coordinate with other work stream on the closure of the CAT/Production defects
- RCA report to the management with resolution details
- Review with Client on the resolution and take a sign off.
- Arrange a priority call with Client on the defect and plan for fix
- Based on Clients priority drive the CAT/Production defect
- Circulate the CAT/Production defect deployment plan to Client

PMO Lead/PLA Program Lead for Telstra - Products Oct 10- Dec 11

- Was handling the PMO Offshore team with a size of 5 resources.
- Successful transitioned the entire Products PMO team from Onshore to Offshore
- Managing & reporting the metrics of ER & PCR deliverables
- MSP task management & Budget management for both the onshore & offshore team.
- Drive the Products Learning Academy program from offshore for the new joiners
- PLA program planning, training scheduling, content creation and training the trainers
- Managing the budget for the program
- Status reporting of the program deliverables and achievements made.

Features in Profession :

In Accenture

- Empanelled interviewer for Testing, Selenium, CMT and Health Care.
- Represented for TMMI level 4 appraisal assessment of the Project.
- Lead Quality team which received various awards from TAQO (Telstra Audit & Quality Org) for Quality deliverables.
- Represented the testing team in Senior Management RCA & delivery discussions.
- Implemented the lessons learnt from each delivery as Continuous Improvement and improvised the Project delivery & Cost efficiency.
- Lead the Products Learning Academy project and created project assets (KT docs) on all the topics of the project functionalities which helped a lot in reducing the transition lead time for the New Joiners in the project.
- Played a major role in developing the New Estimation Model for the testing team.
- Received ACE (Accenture Centre of Excellence) award from CMT lead in Accenture.

In iSOFT :

- Single point of testing POC to Client & Dev team on the modules of Inpatient, Mental Health, Accident & Emergency, Bed Mgmt.
- Played a major role in E2E implementation of the solution in Univ. of Morkambey – UK.
- Been to UK and played a major part in Product reqmt gathering & demo to all the NHS hospitals.

Education & Certifications:

- **Bachelor of Engineering (ECE)**, Madras University. 2001 Pass out
- **PMP trained & certification inprogress**

Worked as **Quality Analyst** in **ISOFT R&D Pvt. Ltd.** (Currently CSC) Chennai – from **Dec 05 – Sep 10**

Lorenzo is a world leading patient centric health care Product developed by iSOFT for implementation in various hospitals in UK under NHS Program

LORENZO Regional Care is iSOFT's strategic offering as an enterprise solution for large integrated healthcare economies which comprise natural health communities in which patient flows take place in pursuit of single treatment pathways or which are managed to some extent and at some point in the hierarchy as a single entity

- I had gone to UK NHS hospitals – University of Morkambey, Kent Hospitals, Lancashire hospitals for Product Demo to the University/Hospital Senior Management and also for gathering the new requirements. Played a major role in implementation of LORENZO Product in the University of Morkambey and other trusts which has around 2000+ users.
- Handled a team of 11 members.
- Was managing the testing for complex functionalities related to Inpatient, Advanced Bed Management, Outpatient and Mental Health.
- Was Managing almost around 250+ Care activities which clubs to around 3000+ features
- Analyze requirements during the requirements analysis phase of projects.
- Attend the regular client call and discuss the weekly status with the client.
- Send the Status Report (Daily Weekly etc.) to the Lead / Manager.
- Preparation of test summary and documented the FD review comments in the Change synergy.
- Track and report upon testing activities including testing results, test case coverage required, resources defects discovered, and their status performance baselines etc.
- Review of test summary and test scripts prepared by testers.
- Worked as Incident manager for the production defects and tracked until to deploy.

Iqenik Info way Technologies, Chennai

Designation – Test Engineer

Jan 05 to Dec 05.

Role in the Project :

- System Study and Creation of Functional, Smoke Test Cases.
- Executing the Test cases.
- Responsible for Smoke Testing, Business process test scripts.

Virtual Technologies, Chennai

Designation – Test Engineer

June 03 to Dec 04.

Role in the Project :

- Documenting and tracking of the issues.
- Issue tracking and report generation.
- Preparation and execution of Smoke, Regression, Business Process and system test cases.

Wondersoft PTE Ltd, Chennai

Designation – Customer Support Engineer (IT)

Mar 02 to May 03.

About the Product:

Pharmapack & Shopaid are inventory software for the retail pharmacies & supermarkets and also for the Pharma stockists. It covers all the modules right from drug details capture, invoicing and all kind of reports required for stocking as well as sales.

Role in the Project :

- Provide onsite support to the customers.
- Implementation & demo of the s/w in the customer site.
- Involved in pre-sales demo to the customers on the product.
- Work with the customer in resolving the issues post implementation

- **ISTQB - Foundation**
- **ITIL V3 certified**
- **Foundation Certificate in Business Analysis**
- **Six sigma Green belt** from MSME (Govt. of India)
- **Certified Communications Industry Generalist** from Accenture
- **Dr. Edward De Bono's Six Thinking Hats**

Personal Profile:

Father Name : Munuswamy

Sex : Male

Marital Status : Married

Languages : English, Tamil,
Spanish

Nationality : Indian

Passport No : Z3308620

Passport Validity : 26th Nov 2025

Notice Period: NILL. Immediate
Joining

Communication Address :

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