**Sunil G C**

*Associate consultant*

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Career Snapshot:

* A technocrat with 3+ years of experience in Manual Testing + Automation Testing where in Selenium using Java at Capgemini Erstwhile IGATE
* Expertise in working with Selenium IDE and Selenium Web Driver using TestNG.
* Experience on developing a framework using Page Object Model.
* Experience in working on different Testing Methodologies like Agile – Scrum Model, V-Model, Waterfall model.

Technical Exposure:

|  |  |
| --- | --- |
| Language Proficiency | Core Java |
| Database | SQL Server |
| Tools | Selenium (Selenium IDE, Server, TestNG, Selenium Web Driver), Eclipse IDE. |
| Test tools / BUG reporting tools | HP QC 10, 11 & HP ALM 12.2 |
| Additional Proficiency | SQL, SVN, Maven, Jenkins, POI API. |

Industrial Exposure:

**1.Client Name:** Royal Bank of Canada(RBC)

**Project Name:** Sales Platform

**Project Duration:** Apr 2014 to Till Date

**Role/Title:** Automation Test Engineer

**Project Description:**

Sales Platform is a tool used by RBC personal bankers, specifically – Deposit and Investment Account as an enabler of the sales process. Entire Sales Platform application is changed to Web Based architecture and the major objectives are.

* Migrate identified Sales Platform components to a web–based architecture including consideration of expected functional improvements and timelines of CB Transformational and BAU initiatives
* Establish home of best fit for each component (in Sales Platform or as a shared service).

**Application**: Sales Platform Thin (Web) Application

**Technologies:** J2EE, Oracle 9i, Windows 7

**Used Tools:** Selenium (IDE, TestNG, Web Driver), HPQC, Eclipse Mars, Maven, SVN.

**2.Client Name:** Royal Bank of Canada(RBC)

**Project Name:** Contact Centre Maintenance – Server Upgrades

**Project Duration:** Mar’16 – Present

**Role/Title:** Quality Assurance Analyst.

**Project Description:**

The Key objective of the program is to validate the routing strategies, recording and reporting components are working fine when they undergo Server upgrades in the Contact Center system. The Server upgrades includes like Media Control Protocol, Load Distribution Server, Session Initiation Protocol, F5/VHT, T Server, CCPulse, RM upgrade, Stat Server URS and Reporting

**Applications:** Genesys Administrator V8.1.307.02, CME, Universal Call Control Application (UCC), Interaction work space(IWS-Genesys Dialer), Genesys Interactive Insights V8.1.001.01 – InfoMart, Real Time Monitoring tool – CCPulse+ V9.0.1, Verint - Impact 360 Recording tool, Moxie(Email , Chat).

**Domain:** Contact Centre (Telecom)

**3.Client Name:** Royal Bank of Canada (RBC)

**Project Name:** Internet Protocol Contact Center (IPCC)

**Project Duration:** Jul’14 – Mar’15

**Role/Title:** Quality Assurance Analyst

**Project Description:**

The Key objective of the program is about the migration of the legacy systems from Nortel (Symposium) Environment to Internet Protocol based Cisco Environment (Genesys). The main processes involved are Agent and List Object Management using Genesys Administrator, Call routing, Call Flow validations using Call Prompters, Call-Data Reporting using CCPulse and InfoMart, Outbound Call Simulation using IWS, validating Call data presentations using UCC and Verbiage (Message) validations.

**Applications:** Genesys Administrator V8.1.301.13, IVR Testing, CCPulse+ V8.0.1 (Real Time Reporting tool), Interactive Insights V8.1.001.01 (InfoMart - Historical Reporting tool), Configuration Management Environment (CME), Universal Call Control Application (UCC), IPCC Maintenance Activities, Interactive work space(Outbound).

**Domain:** Contact canter (Telecom)

**Roles and Responsibilities:**

* Understanding the Business Specification Document.
* Deriving Test Scenarios and Test Cases from the requirements using Fish Bone Diagram (FBD) and Test Decision Tree (TDT).
* Took ownership and responsibilities of the Design & Execution(FST, Regression) Activities and monitoring the same
* Feasibility analysis of manual test cases.
* Design and Execution of test scripts using Selenium.
* Developed the Automation Test Scripts.
* Performed data driven using Apache POI
* Reviewing the Test Reports using TestNG.
* Performed functional, compatibility testing on different browsers like Firefox & Chrome.
* Performed automation testing using Maven, SVN, Jenkins.
* Defect Tracking and Reporting
* Attending daily calls with onsite coordinators and clients and getting the work packets.
* Assigning task to the team and providing detailed explanation of the task.
* Point of Contact to the Team Members for any clarifications and suggestions related to Project.
* Providing KT – Knowledge Transfer sessions for the members joining the team.

Extra Activities::

Apart from the project, The Following Activities I have performed.

* Maintained project reports like Review Tracker and WSR.
* Prepared various KM documents specific to project.
* Maintained Trackers like Resource Allocation Tracker, Effort Tracker.
* Initiated to the team for reducing effort in QC and in Application.
* Worked closely with the Team Lead in all the Projects to maintain the team and for good & efficient team work.

Education:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Course of Study*** | ***Specialization*** | ***Name of University*** | ***Address of University*** | ***Year of Completion*** | ***Grade*** |
| B.E | TCE | VTU | Bangalore, KA | 2013 | 63% |

Professional Qualifications:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Prior Work Experience Details*** | | | | | |
| ***Organization’s Name*** | ***Designation*** | ***Dates of Employment*** | | ***Location (City & State)*** | ***Explanation for Interruption / gap***  ***(If Any)*** |
| ***From***  ***(DD-MON-YYYY)*** | ***To***  ***(DD-MON-YYYY)*** |
| Capgemini(IGATE) | Associate Consultant | April 2014 | Till Date | Bangalore, Karnataka | -NA- |

Personal Details:

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| Name | SUNIL GOWDRU CHANNAVEERAPPA |
| Date of birth | 27-01-1992 |
| Father’s Name | CHANNAVEERAPPA M.G |
| Mother’s Name | USHA |
| Languages Known | English, Kannada, Hindi, Telugu |

**Declaration:**

I hereby declare that the above particulars are true to the best of my knowledge.Given a chance, I assure you the best of my abilities.

**Place: Bangalore** **Sunil G.C**