

# RESUME

**MALLIKARJUN HIREMATH**

Test Engineering Specialist,

NTT Data Info. Processing Services Pvt. Ltd., Bangalore.

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## Objective:

Seeking a position to utilize my skills and abilities in Information Technology industry that offers me security and potential growth while being resourceful, innovative, productive & successful.

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## Professional Summary

- ✓ **11+ years of Relevant experience in Manual QA Testing.**
- ✓ Proficient in all versions of HP Quality Center.
- ✓ Proficient in devising Test Cases from SRS, BRS & Use Case specification documents.
- ✓ Efficient in Test Designing, Test Execution, Verifying Defect fixes & Feature/ Enhancements Testing.
- ✓ Extensive working experience on System, **Functional**, Integration, UAT & **Regression** Testing.
- ✓ Intermediate level experience in Database Testing through executing simple SQL Queries.
- ✓ Good Working Experience in Black- Box Testing, Smoke, Ad-Hoc & Positive/Negative Testing.
- ✓ Excellent understanding of **SDLC & STLC** concepts & Bug Life Cycle.
- ✓ Knowledge on preparing **Test Plan & Test Strategies**.
- ✓ Strong knowledge of Testing Concepts, Test Processes & Test Methodologies.
- ✓ Experienced in **Agile Testing** methodology using **Scrum model**.
- ✓ Exposure to Healthcare, Telecom, SCM & Automotive Systems Domains.
- ✓ Well versed in UI Testing of BPM PEGA Applications.
- ✓ Good Written & Verbal Communication Skills
- ✓ Good Analytical & Problem Solving Skills.
- ✓ Good knowledge of **RDBMS** Concepts & SQL.
- ✓ Good knowledge of Operating System Concepts.
- ✓ Knowledge of Automation Tools: **QTP/UFT, Selenium**
- ✓ Extensive experience in Testing **Web** applications.
- ✓ Good knowledge of Computer **Networking** Concepts.
- ✓ Knowledge of Web Services & REST API Testing
- ✓ **ISTQB Foundation & Advanced Levels certified.**
- ✓ **DELL Champion Award** winner for the Year 2014-15.
- ✓ **DELL Certified Test Level 1/ Automation (Level 2) Test Engineer.**
- ✓ **NTT Data certified SDET Engineer.**
- ✓ **NTT Data certified Agile Test Engineer.**

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## Employment Summary

- ✓ **14+ years** of Post Qualification Experience from *Jun-2003 to till Date*.
- ✓ **11+ years** of Relevant Experience in Manual QA Testing using HP-QC.
- ✓ **1.3 Years** of Experience as Test Engineering Specialist at **NTT Data, Bangalore** from *Aug-2016 to Oct-2017*.
- ✓ **6.5 Years** of Working Experience as **Test Engineer** at **Dell, Bangalore** from *Feb-2010 to Aug-2016*.
- ✓ **2 months** of working experience in "**Oracle Apps - Manual Testing**" at **Patni Computer Systems (PCS), Navi Mumbai** from *Nov-2009 to Dec-2009*.

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- ✓ **1+ years (15 months) "TESTING TOOLS"** Course Certification in Testing at **"Winners InfoTech, Computer Training Center, Bangalore"** from *August-2008 to Oct-2009.*
- ✓ **1+ years (15 months) "TESTING CONCEPTS"** Course Certification in Testing at **"Winners InfoTech, Computer Training Center, Bangalore"** from *April-2007 to August-2008.*
- ✓ **3+ years** of Relevant Experience in **"Manual Testing"** at **"Accenture, India Delivery Centre, Bangalore"** from *Jan-2004 to Apr-2007.*
- ✓ **4 months** of Experience as a **Project Trainee** in **Source Code Implementation** using '**C**' at **SLN Technologies Pvt. Ltd, Bangalore** from *Feb-03 to Jun-03.*

#### Educational Qualification

Course	Educational Institution/School/College	Year of Passing	Board	Percentage
<b>BE (CSE)</b>	MVJ College of Engineering, Near Whitefield, Bangalore-67	Jun-2003	VTU, Belgaum	<b>65.3%</b>
<b>PUC II</b>	S.J.V.P. College, Harihar-577602, Karnataka	Apr-1999	State	<b>82.0%</b>
<b>SSLC</b>	M.K.E.T. School, Harihar-577602, Karnataka	Apr-1997	State	<b>74.7%</b>

#### Technical skills:

Operating Systems	Windows XP, Windows 7, Windows10
Testing Tools	HP Quality Center 9.0, 9.2, 9.5, HP-QC ALM 11.0/ 12.5, TFS-2008
Defect Tracking Tools	Bugzilla, Ontime-2008
RDBMS	Oracle 8i/10g/11i. TOAD for Oracle.
Web Technologies	Java, XML, HTML

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## **PROJECT SUMMARY:**

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### **Project No 1**

**TITLE** : C&C, PMTK, COA, COI, PIE, MARS, EAX, eCATS, BSAR, PCN Forms, BES, SACE etc., (Pega Applications)

**DOMAIN** : Healthcare

**Client** : Tenet Corporation

**Project Duration:** Apr-2012 to Oct-2017

**Software used** : HP ALM Quality Center 11 Edition, Ontime-2008, & ADAM Web.

### **DESCRIPTION:**

TENET is a Dallas based healthcare provider aiming at best possible care to every patient who comes through their doors, with a clear focus on quality and service. Tenet has strong hospitals that are serving communities across America with 14,651 licensed beds, 56 acute care hospitals owned and operated by Tenet subsidiaries in 12 states. They offer a wide array of medical services and serve as the anchors for health care delivery networks. Dell is engaged in providing development, support and enhancement type of projects with various technologies. All applications are basically Workflow based Approval applications where in Tenet HR/Approver/User handles requisition, approval & review of Tenet based Forms by creating a Work Object that undergoes approval by various ADAM Approvers maintained in ADM Web till its resolution.

### **RESPONSIBILITIES:**

- Designing Test Cases by reviewing BRS and Use case Specification documents.
- Test Design and Test Execution for Pega Workflow Scenarios using HP ALM QC v11.0/ 12.5.
- Verifying Defect Fixes using Ontime 2008 tool.
- Defect & Feature Testing of various Application Releases using Ontime Tool.
- Performing System, Functional, Integration, Ad-Hoc and Regression Testing on Pega Workflow Modules.
- Mapping of Business/ Functional Requirements to Test Cases in ALM QC 12.5.
- Mentoring & Guiding New Team Members.
- Logging/ Tracking Defects till their closure.
- Improving Test Coverage towards working through all assigned areas of Application.
- Creating Functional Test Plans & Test Cases
- Generating Test Reports
- Participation in Technical Forum Discussions by delivering Presentation on Pega App.
- Documenting Test Results
- Analysing & Reviewing Business Requirements
- Handling Web Automation Tasks using Selenium IDE & WebDriver Tool.

### **Project No 2**

**TITLE** : "GFX"

**DOMAIN** : Logistics

**Client** : DELL

**Project Duration:** Aug-2011 to Apr-2012

**Software used** : Quality Center 9.2, WinSCP, SOAPUI, JMS Hermes

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### DESCRIPTION:

GFX is a Global Fulfillment eXchange application developed for regionalization of IT projects that sells Dell Branded Hardware and Dell Non-Branded Hardware & Software Peripherals. GFX consists of 4 modules: Fulfillment Tab, Recon tab, Vendor Processing tab, & Send message Tab & is interfaced with 3 modules. Purchase Order Interface, Ship Notice Interface & Invoice & Credit Memo Interface. Here the customer's shipping & billing address details, SKU details will be sent through an EDI 850 XML file to vendor post which Dell Order Number, Vendor PO ID & Purchase Order Number will be created. Later the Order will get accepted, shipped & invoiced by the Vendor. Vendor has 3 options to select before shipping the order: Accept, Backorder or Reject. Testing the functionality of GFX modules by sending Order details for regions such as Americas, LA, Canada, EMEA & APJ & letting to know him how the Orders gets successfully processed till Invoice was the major part of the testing job.

### RESPONSIBILITIES:

- Functional Testing, E2E/Integration Testing, Smoke Testing, Regression Testing of various GFX modules using HP Quality Center 9.2.
- Database Testing through executing simple SQL queries for different GFX tables such as VENDOR, SHIP NOTICE, INVOICE etc.,
- Checking Log files of GFX through WinSCP tool for Order Acknowledgement & Obtaining SKU Details of Vendor through SOAPUI tool for successful Order placement.
- Checking Order download status to GFX through JMS Hermes Tool.
- Creating & Releasing Orders through different sources such as DOMS, Gii Omega & Nexus Tracker applications.

### Project No 3

**TITLE** : "BOSS"

**DOMAIN** : Logistics

**Client** : DELL

**Project Duration** : From May-2011 to Jul-2011

**Software used** : Quality Center 9.2, INOVIS, HOMER

### DESCRIPTION:

BOSS is an internal Dell IT application meant to provide system services to its customers when they place the Order through sending EDI 850 PO XML file which contains Shipping, Billing address & SKU details. Later Vendor sends 855 PO ACK back to BOSS. BOSS then sends 870 Scheduled, Build Started, SHIP Staged messages to vendor. Next Vendor sends AS-Built message to Dell. BOSS (Dell) replies back with positive AS- Built ACK. Vendor sends Pre-ASN message to Dell. BOSS replies back with positive Pre-ASN ACK. Vendor then sends ASN message to Dell. BOSS replies back with positive ASN ACK. Finally Vendor sends 810 Invoice message & BOSS replies back with positive 810 Invoice ACK. Here the tester's role is design the Test Scenarios/ Test Plans for different vendors like Augmentix, Compal, Quanta, etc., to determine how the message communication takes place between Vendor & BOSS through INOVIS for their Desktop/Laptop enablement

### RESPONSIBILITIES:

- Writing Test Cases, Test Plans & Test Scenarios for different vendors.
- Logging Defects through HP Quality Center 9.2 & Vendor Integration Testing of BOSS application.
- Checking Order workflow through Oracle BPEL Workflow for determining whether the Orders sent through EDI 850 XML file has successfully reached OFS & downloaded to BOSS.
- EDI 850 XML file sending to the relevant message queues through HOMER tool.
- Utilized Inovis as the main tool for checking the various statuses of 850, 855, 870, 856, 810 EDI XML messages sent between BOSS & Vendor.

### Project No 4

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**TITLE** : “ROPS (Rental Operations)”

**DOMAIN** : Travel Insurance

**Client** : EHI (Enterprise Holdings Inc.,)

**Project Duration** : From Oct-2010 to May-2011

**Software used** : IBM Rational Clear Quest, Hummingbird Connectivity S/W.

**DESCRIPTION:**

EHI (Enterprise Holdings Inc.,) the largest Car Rental Service provider provides Car Rental Services to its customers under brand names like National, Alamo & Enterprise for Personal & Business needs. Enterprise Holdings Inc., (EHI) is an online Vanguard Car Rental & Travel Insurance Corporation which provides Car Rental services based on satisfying certain conditions like Minimum Age & Fee to drive the Car, Age Range From & To of a Driver, Vehicle Category & Description of a Rentable Car, Young Renter Fee details etc., Here the tester's role is to test the Vanguard's Car Rental (Odyssey Modernization) application by transforming all of its legacy features into a SOA compliant Java/J2EE platform so that online effectiveness of issuing the cars to its customers on rental basis is enhanced in much more effective way. EHI-Odyssey Modernization application is comprised of 4 modules: Fleet Operations, Contractual Payment Module, and Rental Operations & Billing. Here the tester's role is to test the EHI -Odyssey Modernization 'Rental Operations' module by testing Change Quotes (CQs) specified by Business.

**RESPONSIBILITIES:**

- Testing of Rental Operations Module using Oracle Forms & Reports containing Vehicle Usage instructions.
- Change Quotes Review & Testing.

**Project No 5**

**TITLE** : “Replenishment Planning (RP)”

**DOMAIN** : Logistics

**Client** : DELL

**Project Duration** : From Jul-2010 to Oct-2010

**Software used** : HP Quality Center 9.2, TOAD for Oracle EE.

**DESCRIPTION:**

RP is a complex supply chain application that consists of 3 supply chain plan items namely BTP (Build To Plan), BTS (Build To Stock), & BTO (Build To Order). Whenever a customer places an order through these items, System will generate a Supply Plan along with the forecasted Demand data captured from UI. Here the Tester's job is to understand the flow of Data & test across RP segments such as Finished Good Planner IO (Inventory Optimization), SCDHUB (Common Interface Data Hub for RP) & upstream / downstream interfaces such as Proteus, e-Req, Glovia, Domino, FG IO, DM MPP, DM MSP applications etc.

**RESPONSIBILITIES:**

- Review of System Requirements Specification (SRS) & Test Design Specification (TDS) Documents & generating test cases based on them.
- TCE (Test Case Execution) for RP Modules & Interfaces.
- Database Testing through executing SQL queries for RP, IO, SCDH & SnOP tables.
- Functional Testing/Regression Testing of various RP Modules using HP Quality Center 9.2.
- Root Cause Analysis (RCA) of the Defects through providing Corrective & Preventive Actions for the underlying Problem Sources..

**Project No 6**

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**TITLE** : “NextGen - CMS”

**DOMAIN** : Storage

**Client** : DELL

**Project Duration:** From April-2010 to Jul-2010

**Software used** : Quality Center 9.2, TFS-2008.

**DESCRIPTION:**

NexGen – CMS is a content management website owned by Dell International Inc Corporation, earlier called by Storm which mainly offers its customers rich online shopping experience through selling Laptops, Desktops, Notebooks, Processors etc. under Home & Home Office, Public, Small & Medium Enterprises etc., categories. CMS is a content managed web application created for Dell International Inc to sell its wide range of products right from mini notebooks to large scale servers & network connectivity products.

**RESPONSIBILITIES:**

- Working on User level Stories under TFS-2008 & creating HL Test cases & Test Scenarios in Quality Center 9.2.
- Regression testing/Smoke Testing/ E2E testing with Mercury Quality Center 9.2.
- TCE (Test Case Execution) using Quality Center 9.2.
- Agile testing using Scrum methodology through working on Product Backlog Items under various Sprint Releases.
- Attending Sprint Planning/ Review/ Retrospective Meetings
- Attending Daily Scrum Calls.

**Project No 7**

**TITLE** : “LifeSys”

**DOMAIN** : Insurance

**Client** : Perot Systems (

**Project Duration** : From Feb-2010 to April-2010

**Software used** : HP Quality Center 10, Citrix Mainframe Client, Windows Server -2003

**DESCRIPTION:**

PSIS-Lifesys is an Insurance product developed for PSIS customers/employees which provides a class of services to its customers such as view/maintain policy details, Billing Details, Navigate through Plan Policyholders tables, Loan Coverage details etc., the product stands as an independent Mainframe Text based application. Here the tester's role is to test PSIS-Lifesys Insurance package on TN 2670 by gaining access through Citrix Server.

**RESPONSIBILITIES:**

- Mainframe Testing of Insurance App. on TN 2670, ISO/TSPF Screens connected through Citrix Client.
- Back-end testing of Policy Plan Holders tables using TOAD for Oracle.
- HP-QC Implementation – Implementing to HP-QC 10.0.

**Project No 8**

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**TITLE** : "MyCPW"

**DOMAIN** : Telecom

**Client** : CarPhoneWarehouse PLC.

**Project Duration** : From Nov-2009 to Dec-2009

**Software used** : Quality Center 9.2, TOAD for Oracle EE.

**DESCRIPTION:**

CarphoneWarehouse Plc is a private owned voice, data, telecommunications services provider based in UK, Europe. It provides diversified range of services such as Broadband Services, Laptop & Accessories, Mobile handsets, landline Phone Connection, Billing, Invoicing, etc., It operates under 6 important applications namely: 1) MyCPW 2) MyTT 3)TalkTalk, 4) Portal Admin, 5)Dolphin Intranet site 6) LLU Queue. MyCPW is an independent application which provides class of services to its customers such as: 1) Add or Manage More than One Account, 2) Credit/Debit Card Payment 3) Special Number Call rates 4) View Bill/Print Bill 5) Online Payment etc.,

**RESPONSIBILITIES:**

- Regression testing/Smoke Testing/ E2E testing with Mercury Quality Center 9.2.
- Knowledge Transition of CPW units from Team members.
- Working on Customer Account tables utilizing basic knowledge of SQL Queries & Performed Back-end testing with TOAD for Oracle.
- Performing Front-end/Web GUI Testing on my CPW Modules.
- Defect tracking through Bugzilla.

**Project No 9**

**TITLE** : "SMS –ARTES Integration"

**DOMAIN** : Finance

**Client** : Mercury ITG

**Project Duration:** From Oct-2005 to Feb-2007

**Software used** : Quality Center 9.2

**DESCRIPTION:**

SMS (Service Management Suite) forms part of the Outsourced Delivery Assets (ODA), a set of delivery assets that collectively aim to improve productivity within the outsourced delivery units and industrialize SM Suite within new outsourced units. SMS is a part of Accenture's implementation package for Mercury ITG providing a range of operational processes to support the management & integration of Financial Time Reporting Data with SMS. SMS includes a range of pre-configured workflows, implementation guidelines, and adjusted data model, support, hosting and deployment solutions.

**RESPONSIBILITIES:**

- Preparation of test data & test cases as related to specifications & defect reporting through Defect Tracking System.
- Planning & Testing according to the proposed enhancements for client verification purposes.
- Monitoring the performance of the application testing throughout the Implementation Process.
- Functional testing, Regression Testing & Integration testing of financial Modules of SMS-ARTES.
- Testing of Financial Order Data through pre-configured workflows.

**Project No 10**

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**TITLE** : "CRM (Customer Relationship Mgmt)"

**DOMAIN** : Telecom

**Client** : Bellsouth

**Project Duration** : From Oct-2004 to Oct-2005

**Software used** : Test Director 7.6 SP4, Oracle Apps 11i, Embedadero Rapid SQL, JInitiator

**DESCRIPTION:**

CRM is an online customer interaction system developed for BellSouth. The purpose of the system is to allow customers to choose for Bellsouth ADSL Broadband Internet plans such as DSL Lite, Ultra & Extreme along with accessories such as Ethernet Adapters, Routers etc., through providing their Landline Telephone Number prior to the Order Submission after which they can go for either Self / Professional Installation post which customer is assigned Bellosuth.net e-mail address & Order Number is generated. Once the Order No. is generated, the order flows through various interfaces such as SOEG (Service Order Entry Gateway), SDP (Service Delivery Platform) etc., till the Order is shipped to the Customer Premises. Querying the Backend Database tables to ensure that Order Submission Details are intact & correct was the major part of the tester's job. Customer's Resale TNs, Presale TNs & PSTNs were used as Test Data to test the Application.

**RESPONSIBILITIES:**

- Manual Product testing through execution & preparation of Test Cases, defect Logging & Tracking through TD7.6 SP4.
- Utilized Tools: Test Director 7.6 SP4, SQL \*Plus, Embarcadero Rapid SQL (as Backend Tool), Oracle Apps 11i.
- xDSL/ ADSL-CRM testing of various Bellsouth Product schemes.
- Regression Testing of CRM application under different iterations cycles for various CRM Releases (2004.03, 2005.01 Releases etc.).
- Database Testing through executing simple SQL queries for CRM Account tables.

**Project No 11**

**TITLE** : "e-Repair"

**DOMAIN** : Telecom

**Client** : BellSouth

**Project Duration** : From April-2004 to Oct-2004

**Software used** : Test Director 7.6 SP4

**DESCRIPTION:**

This is an online Trouble Management System developed for BellSouth. e-Repair system comprises of several components such as Ticket Management, Login/Logout, Authorization, Authentication, Customer Management, Admin User Management, e-Mail Notification, UI Messages Management, Data Access Component – eFront & eGate, Customer & System Authorization, Legacy System Interface (LSI) etc., The Tester's role here is to understand the flow of data throughout the entire system, checking the functionality of the system components & managing the queued in tickets of customers through eRepair. Working with some of the latest CRs. (Change Requests) is one of the primary role of the job.

**RESPONSIBILITIES:**

- Worked on customer specified CRs like: Prevent Transaction Loss, Search by MCID Functionality, Change Verbiage on Pop-up Box, Cancel IN Ticket Source Button, etc.,
- Utilized Tools: Toad for Oracle, FTP Client etc.,
- Reviewing the M130 Master Requirements document, e-Repair Test Approach & Conceptual design documents.

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#### Project No 12

**TITLE** : "Environmental Data Logger"

**DOMAIN** : Aerospace

**Client** : ISTRAC- ISRO

**Project Duration:** Feb-2003 to Jun-2003

**Software used** : Turbo C Compiler 3.0 version.

#### DESCRIPTION:

Environmental Data Logger System is an embedded software system project developed for ISTRAC. The main function of Environmental Data Logger System is to identify & work under 3 parameters namely Temperature, Humidity & Voltages at 3 different locations namely East Antenna, West Antenna & Epicenter.

#### RESPONSIBILITIES:

- Implementing application source code of the different Env Logger modules.
- Programming Language: C
- Hardware & Software Devices Used: RS232 Serial Port Connection Socket for connecting Hardware Devices, EDE Tasking Compiler, Regulated Power Supply, Digital Voltmeter, Windows 2000 OS.

#### Personal Details:

Date of Birth : 10-07-1981  
Gender : Male  
Marital status : Married  
Nationality : Indian  
Current Location : Bangalore  
Passport No. : F5713043 (Valid up to 2015)  
Languages Known : English, Kannada and Hindi

I acknowledge that, all the information provided herein, is accurate & correct to the best my knowledge.

Mallikarjun Hiremath

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