

GauriRuplag

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OBJECTIVE

To contribute to the world of Information Technology, in a most challenging & motivating ambience where, performance & professionalism are the fundamental criteria for growth and to assimilate my knowledge & skills with my perseverance & dedication.

CAREER SUMMARY

- ❖ Sound knowledge of Software Development Life Cycle (**SDLC**), Software Testing Life Cycle (**STLC**), and Defect Life Cycles.
- ❖ Good experience in Functionality Testing, GUI Testing, UAT Testing, Regression Testing.
- ❖ Worked in the **Agile and V models** of Software development and testing.
- ❖ Strong exposure of test management tool **HPQC**.
- ❖ Configuring and manually testing software applications and developing Test Plan.
- ❖ Expertise in creating, executing and maintaining Test Plans.
- ❖ Experience in Preparing, Developing, and executing the Test Cases.
- ❖ Identifying, analyzing and retesting defects, errors.
- ❖ Preparation of Test Reports in each phase.
- ❖ Well versed with the Testing types:
 - Functional,
 - Integration,
 - UAT
 - Regression
- ❖ Handling Client interaction for Status Calls.
- ❖ Equipped with good interpersonal skills, commitment, result oriented and zeal to learn new technologies.
- ❖ Experience in Remote Support, System Support (L1 – L2) & Desktop Support L1 Engineer.
- ❖ Working knowledge of Remedy & MDM (Mobile Device Management).
- ❖ Handling Sensitive Client's direct escalation.

EXPERIENCE SUMMARY

Total Experience-2 years.

Worked as Associate with **Tech Mahindra Ltd.**

Worked as Technical Support Representative with IBM India Pvt Ltd.

Domain-

Telecom Domain- (BT Wholesale).

TECHNICAL SKILLS

- ❖ Test management Tool : Hewlett Packard Quality Center (HPQC)
- ❖ Operating Systems : Windows 2000, XP, NT, Win 7, Win 8
- ❖ Programming languages : C, C++, Java, C#, VB, ASP.Net
- ❖ Databases : SQL, Oracle 10 g

EDUCATIONAL QUALIFICATION

- **Master of Computer Science** – 2011, from Solapur University with 61.33 %.

AWARDS AND CERTIFICATIONS:

- Awarded with “**Cookies**” for Quarter Q1, by **Tech Mahindra Ltd.**
- Appreciated by managers and delivery directors for the best performance.
- Successfully completed Certification course in ASP.Net from SEED InfoTech, Pune.

PROJECT SUMMARY:

Tech Mahindra Ltd

Project Title	:	Harlequins
Client	:	British Telecom
Project Duration	:	Dec 2011 to Jan 2013
Testing Tools	:	Hewlett Packard Quality Center
Domain	:	Telecom Domain (BT- Wholesale)
Designation	:	Test Engineer
Team Size	:	20
Role	:	Test Engineer.

Project Description:

British Telecom (BT) is one of the oldest and largest telecommunications services companies in the world and has operations in over 170 countries; through its BT Global Services division it is a major supplier of telecoms services to corporate and government customers worldwide. Its BT Retail division is a leading supplier of telephony, broadband and subscription television services in the UK. BT has its own 4 LOB's as BT- Retail, BT- Global, BT- Wholesale and Openreach (OR).

Harlequins (HQ) –Harlequins contract was signed between Orange and BT. It's a web based application for BT main services like Lines, calls and Broadband. Harlequins deals with mainly 5 vertical Lead to cash (L2C), Trouble to resolve (T2R), Data ware housing (DWH), Management information system (MIS) and Billing.CMC portal and SCP portal these are the main applications of HQ. Harlequins program mainly takes care of taking the customers orders as per there requirements, like different order types as provide, cease, cancel, modify, home move, regrade, amend. Each order type had its own order journey. SCP is the main end user application which takes the customer's requirements as orders or troubles by giving their all information and using that information agent raise the order on CMC portal and complete it till the end. Harlequins give solutions of BT's main 3 products Lines, calls and Broadband.

Roles and Responsibilities:

- Analyzing and understanding the Requirements thoroughly using the Requirement and design documents.
- Involved in the testing of L2Cand T2R vertical.
- Writing and Executing Functional, Integration Test Cases.
- Responsible for performing the sanity testing for the L2C and T2R.
- Raising Defects in Quality Center and reporting it to the Development Team.
- Involved in Defect and Issues meetings with project team and reporting to the Team with defects severity and priority.
- Verify the defect fixed and retesting the defects at each releases
- Daily Status Reporting.
- Extensive use of the Quality Center 10.0 for Test Management, Defect Reporting and Test Execution.
- Taking continuous follow up with the Team to resolve the major issues as soon as possible and to complete testing on time.
- Document the Test Results and review with the project management team.
- Attending daily testing status calls and giving updates to client.
- Coordinating between offshore & onsite for Daily, Weekly status report & other deliverables.
- Giving KT to the new joiners in the Team and helps them to understand the System.

IBM India Pvt Ltd

Project Title : **Idea Cellular Pvt. Ltd**
Client : **Idea**
Tools : **Remedy, MS-Outlook**
Domain : **Telecom Domain**
Designation : **Engineer**
Team Size : **15**

Roles and Responsibilities:

- Assignments of Tickets through mail.
- Reset the Password of Oracle, I-Expend and MS-outlook.
- Having Knowledge of **Remedy Tool Version 8.1** web version.
- Ensure conformity to the ITIL process & procedures.
- Providing all kind of support to IDEA employees regarding their software and hardware issues/requests using Call, Email, and Web and also resolving them by taking Remote of their system. Achieving all the SLA's within the agreed timeframe.
- Troubleshoot client issues and escalated tickets if needed or placed a service call if the matter was identified as a hardware concern; followed-up with clients to ensure satisfaction with action taken.
- Knowledge to MaaS360 application for Mobile Device Management (MDM)
- Providing Support for MaaS360 application PAN India for Idea client
- Troubleshoot MaaS360 related issue like mail sync issue, Secure browser, Secure viewer, device limit exceed issue
- Support over call and mail.
- Plan & Coordinate implementation tasks and interface with the managers.
- Having knowledge of CSAT calling.
- Discussion with client concerning requirements
- Excellent skills for knowledge transfer and documentation combined with focus on minimizing downtime and verification of results during production (after implementation).

PERSONAL DETAILS:

Permanent Address : Flat No.501,5th floor, Wing D, Sumitra Stars, SNo 204,Wakad, Pune- 411057
Date of Birth : 31st Aug 1987
Gender : Female
Marital Status : Married
Nationality : Indian
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Languages known : English, Hindi, Marathi