Mathankumar Shanmugadas

IVR Test Lead/Test Manager RESUME

1951 Hunter Rd Apt 4206, San Marcos, Texas 78666 – [mathanhcl@gmail.com](mailto:mathanhcl@gmail.com) - +12107735509

# Experience Summary

* Highly motivated individual with 11+ plus years of proven record in Quality Assurance, Test Management, Project Management and Delivery in IT Industry.
* Extensive Experience in Contact center Technologies like Speech/ IVR , CTI and Call routing.
* Strong Domain knowledge in Banking , Insurance, Healthcare , Capital management and Retail industries.
* Responsible and Involved in all phases of Project Implementation such as Planning, Requirement Analysis, Design, Development , Testing and Production Implementation.
* Highly Adept at Delivering Business outcomes through effective Client , Project and People management.
* Extensive Expertise in Agile (Scrum\Kanban\SAFe) and Waterfall methodologies of Software Development Life Cycle.
* Experience working on Omni channel, Visual IVR, Conversational IVR, Voice Biometrics, NLU, Speech, DTMF, Virtual agent and Cloud IVR Implementations.
* Worked on Enterprise wide IVR Platform Migration and CTI Platform migration projects.
* Extensive experience working on both Cisco and Avaya Telephone Systems along with Nuance Voice system.
* Good Experience working on VXML , GRXML , Java and SQL.
* Experience in Designing IVR Call flow and creating applications using CLOUD IVR services providers like Twilio
* Extensive Expertise in Contact Center Testing using automation tools like CYARA, Emprix Hammer.
* Expertise in web, desktop and mainframe application testing using Automation tools like Microfocus Unified Function Test(UFT) , Tricentis TOSCA and Selenium.
* Experience in Mobile testing on Native apps and Mobile Browser. Mobile test automation through Perfecto.
* Extensive Experience working on ERP/CRM technologies like MS Dynamics 365 with expertise on Unified Service Desk. Experience in both in-house and Online implementation.
* Exposure to project management / monitoring tools like IBM Rational team concert, Microsoft TFS , Jira and HP ALM.
* Expertise in Planning, Designing and Execution of complex Testing Solutions including Functional, Integration,API, System, Regression and End to End testing . Also in Documentation and in Assisting Business users in UAT
* Adept at developing and managing error tracking / Defect triaging and analysis to improve the end user experience.
* Experience working on various Tools like SOAP UI, Nuance Voice portal ,NAS, Call log portal, Servicenow, Bortland Starteam, Splunk, Eclipse and MS Office.
* Experience working on System Analysis , Monitoring , Reporting and Post Production of analysis of implementation performance.
* Worked as a part and lead the team at both Onsite and Offshore locations and Experience in leading the Distributed agile teams of various sizes/vendor from 2 to 40.
* Performed various roles like QA, System Analyst, Test Lead, Test Manager and Scrum Master as well.

# Education

Bachelor of Technology in Electrical and Electronics Engineering (B.Tech EEE) from SRM University, Chennai- India. May 2007

# Certifications:

Tricentis TOSCA certified Automation Specialist 1 – AS1

Tricentis TOSCA certified Automation Specialist 2 – AS2

Tricentis TOSCA certified Test Design Specialist 1 ­– TDS1

Tricentis TOSCA certified Test Design Specialist 2 – TDS2

HP Certified QC and QTP Certified

Sun Certified Java Programmer – SCJP

## Employment Details and Experience:

## Decisive Technologies – Newark, Delaware May 2018-Aug 2018

### Role: Senior Automation Engineer / Test lead - IVR Test Solutions

Clients: Multiple

Responsibilities:

As an IVR Specialist, I am part of Testing solution team providing End to end contact center automation solutions/ strategies to contact center /IVR based projects using Cyara and Tricentis Tosca.

* Was Responsible for providing IVR solutions for Vendors / Partners use cases.
* Designed and Developed a Cloud IVR application and SMS Chat application using Twilio to demonstrate the Omni channel experience for one of our Healthcare client.
* Configured the application to respond to a customer in both IVR (with DTMF and Voice recognition) and Text channel in both in inbound and outbound mode.
* Preparing Status reports and Provided status updates to all levels of management.
* Performed Research and learned new developments in IVR Domain.
* Participated in other Company initiatives and Duties as required.

Team Size: 3

Tools Used: Cyara, TOSCA, Jira.

Platform: Cloud IVR – Twilio and Avaya

***HCL Technologies LTD (HCL America Inc.) Jun 2007 – Apr 2018***

As a IVR Domain lead /Test Manager, I was responsible for on-time delivery for multiple project teams working in IVR/ Contact center domain and Performed Staffing, Training, Monitoring and all other Management activities as required. Worked on many projects over 11 years. Listing some of major projects below.

**Client: AIG -Remote / Houston, TX (Feb 2018 to May 2018)**

Project: L&R DevOps Migration

For AIG’s Life and Retirement division, I was part of the POC team which worked on Proof of concept for migrating varies L&R application to DevOps Pipeline delivery model. After successful POC presentation, we successfully implemented the Devops pipeline model of CI-CD-CT to web and desktop applications. CT model was implemented for web application using selenium (Hybrid Framework) and Desktop application using Microfocus UFT (GTS framework). I also worked on CA BlazeMeter, a SAAS performance testing and integrated that as part of the pipeline for performance testing of web applications.

### Role: Quality Engineering Lead (DevOps)

Team Size: 4

Tools Used: Git, Maven, UFT, Selenium, TOSCA, BlazeMeter, Jira, Confluence,

**Client: BestBuy -Richfield, Minneapolis (Oct 2017 to Feb 2018)**

Project: ECC Symphony- CRM /Contact Center

ECC symphony was part of enterprise wide MS dynamics 365 CRM implementation project for BestBuy. Symphony team was responsible for migrating from existing in-house system to MS Unified service desk for BestBuy contact center. We had both In-house and Online implementation.

Role: Contact Center Lead / Analyst

Team Size: 5

Tools: TFS, Jira, Confluence.

Platform: IVR – Nuance, Cisco

**Client: USAA -San Antonio , Texas & Chennai, India(June 2007 to Sep 2017)**

***Pre-Call Digital- IVR: (HCL – USAA)***

From our data analysis, we found that 50% of the members who were on any digital channel like dotcom or mobile before calling Voice line tend to speak to MSR more and mostly related to the last action they did on Digital channel. We developed the capability to Notice the transaction the member was performing and offer him to speak to a representative for that particular transaction. This effort helped in increasing the customer satisfaction as we provided more personalization and less time to transfer to MSR.

Team Size:6

Role: IVR Domain Lead /Test Manager

Tools: RTC, Selenium, Cyara, Perfecto

Platform: IVR – Nuance, Cisco

***Bank and Insurance Disclosures in Voice line: (HCL – USAA)***

This effort is to move the disclosure voiced out by MSRs in banking and Insurance application to voice line. Instead of MSR reading out disclosure they will click a button which will conference MSR, Member and Voice line in a single call and Voice out the disclosure and update the status at end. This effort streamlined member experience, improved process by recording each time the disclosure was read, meeting legal recommendation as well as making it easy for MSRs.

Team Size: 6

Role: Domain lead /Test Manager

Tools: RTC, UFT, Cyara

Platform: IVR – Nuance, Avaya/Cisco

***Voiceline Personalization – IVR (HCL – USAA)***

Building capability within the IVR system to leverage different data sources to provide a more personalized user experience for customer interaction in voice channel This effort helped in increasing customer satisfaction. Customer Satisfaction Ratings went up by 10-15% on an average for every effort we implemented on this.

Team Size: 12

Role: Domain lead /Test Manager

Tools: RTC, QC, Cyara

Platform: IVR – Nuance, Avaya

***Debit card and Credit Card Migration from MASTERCARD to VISA – IVR: (HCL – USAA)***

USAA changed its vendor for card services from MasterCard to Visa. With millions of cards to be transferred. VL team developed capabilities to support this migration process all throughout. made enhancements to Activation, replacement and other self-service in a seamless way with high success rate for transaction completion.

Team Size: 6

Role: Domain Lead /Analyst/ Test Manager

Tools: RTC, HP ALM, Cyara

Platform: IVR – Nuance, Avaya/Cisco

***Debit card and Credit card servicing through Dedicated TFN: (HCL – USAA)***

To provide members with easier options to self-service their Debit or credit card transaction, the USAA voice line implemented this feature. This also helped in enhancing member experience and provide greater customer satisfaction

Team Size: 6

Role: Test lead / Lead Analyst

Tools: RTC, QC, Cyara

Platform: IVR – Nuance, Avaya

***Personal Finance Manager: (HCL – USAA)***

This project was a web-based effort on USAA dotcom that provides for the member to manage their finance portfolio. Starting with transaction categorization and providing reports on expenses by categories with options to customize them as well. This effort also provided products that provide credit monitoring services for the member.

Team Size: 4

Role: Automation Tester and Team lead

Tools: QC, QTP, StarTeam

***USAA Mobile App Implementation: (HCL – USAA)***

The USAA mobile App implementation for IOS and Android As it was the very first version of the mobile app developed by USAA providing the members with a new channel to interact and self-serve their basic day to interactions/operations.

Team size: 40

Role: Automation Tester and Test Lead

Tools: QTP, Perfecto, QC

***Mortgage Application in Dotcom: (HCL – USAA)***

USAA developed a in house application to convert mortgage loan application and processing, migrating away from a vendor application. This effort had multiple phases and huge teams. Was part of Phase 1 of the project where we migrated 1003 application form and product offering for the members to be complete in house App.

Team Size: 28

Role: Automation Tester and Test lead

Tools: QC, QTP, StarTeam

***IVR System Platform Migration: (HCL – USAA)***

Migration of IVR system to Nuance Voice platform, Providing Access to the latest and Industry leading speech recognition technologies such as Natural language understanding for enhanced user experience and Increased customer satisfaction.

Team size: 40

Role: Automation Tester

Tools: Hammer Call master, Starteam,QC

Platforms: IVR – TellMe / Nuance, Avaya

Responsibilities:

As a IVR Domain lead/Test Manager, I was responsible for on-time delivery for multiple project teams working in IVR space and performed Staffing, Training, Monitor and other Management activities as well.

• Responsible for Test Planning, Test Design, Test Execution, Defect Tracking & Closing phases of Testing Life Cycle

• Working with Business/Stakeholders on Requirement/ System Analysis

• Test Automation planning and strategy - Estimation, planning, creation, review, tracking, execution and reporting

• Involved in Test Scenario/Testcases creation, Review and Execution covering Both Functional and Non-Functional requirements

• Troubleshooting and working closely with the development team to bring Defects and outages to closure swiftly.

• Responsible for Defect Management – Identifying, Triaging, Logging, Tracking, Retesting, Closure and Reporting.

• Creating Status reports/Dashboards for Project Team/Stakeholders/Senior Management.

• Escalate Issues and Impediments earlier and get resolution sooner.

• Communication with all stakeholders as and when required.

• Review and Track all Testing deliverables as Planned

• Timely Sign-off for test planning and execution effort, Recommend Go/No Go Decision with valid case/supporting Documentation.

• Preparation and Assisting Business in UAT and Post Production Analysis/Reporting.

**Reference can be provided if needed.**

LinkedIn Profile - <https://www.linkedin.com/in/mathankumar-shanmugadas-b894a5a6/>

Skype ID - Mathanhcl