CURRICULUM VITAE

Ajit Singh
Xavient - Powered by Telus International
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Career Objective :

Seeking a position to utilize my skills and abilities in the industry that is offering a professional the freedom for implementing its ideas in making work more innovative. To work with your organization is a pleasure. I am looking for a long-term relation with this organization. I intent to contribute positively towards the growth and prosperity of the organization.

Academic Qualification:

- Higher Secondary School- Board of Sec. Edu. Rajasthan, Ajmer 2006
- Senior Secondary School- Board of Sr. Sec. Edu. Rajasthan, Ajmer 2008
- Bachelor of Computer Application- University of Rajasthan, Jaipur 2011
- Master of Computer Application- Sikkim Manipal University 2015

Technical Exposure:

- Having good knowledge of Manual Testing and Automation Testing.
- Having almost 9 years professional experience in Telecom, Banking and Finance Domain.
- Good knowledge in Test Activities e.g. Test Planning, Analysis, Design, Execution, Test Management, Defect Lifecycle, Business Requirements, Release Management, SR/CR documentation, Resource management etc
- Having work experience on following tools-
    - Easy Framework
    - Siebel CRM, OSM, Tibco
    - JIRA
    - HP Application Life Cycle Management - HP Quality Center
    - IBM Rational Quality Manager, ClearQuest, ClearCase
    - SOAP UI, WinSCP
    - HP Quick Test Professional
    - Intermediate knowledge of Selenium WebDriver, Maven and Jenkin

Experience:

Current Organization – Xavient Powered by Telus International, Noida since 4th Oct 2019

Current Project - Telus Communication
Role - Software Quality Assurance Module Lead   Domain – Telecom
Project Environment – Sprint Hardening, End to End Test   Duration- Oct 2019 to Present

Description: Telus international partnered with Telus communication to take transition of it's Sales & Distribution, Billing, Self serve and CCC portfolio's application testing and enhance the testing

practices with value added in the delivery. Transition started from October 2019 from other vendor to Telus international and afterwards TI QA teams directly working with Telus D&S teams for the DoD, Major releases. There have been two types of engagement model for each sub-portfolios first, Sprint and Second, End to End.

Responsibility:
QA Priming responsibility for Telus Retail & Corporate Store applications, Being a QA prime for the Store application directly responsible to assess the impact in responsible application and engage the QA team with the Development & Support team for all the project testing (Sprint and End to End test). Ownership to estimate QA efforts for each project for Sprint + End to End test and submit the QA assessment to project PM and interlock the QA resources in Telus defined application.
Responsible form the very first day of project to UAT for all testing activities e.g Impact assessments, Estimates, Test planning for Sprint/End to End or both, Test Execution, submission of project deliverable/s, engaging best suitable QA resource from the QA reportees for the project testing/defect retesting etc

Responsible for testing standards adherence within the team, Manage internal and external audits with account defined SLAs. Responsible for preparing resource plan, project plan, test strategy/plan, DSR/WSR etc.
Drive Defect triage meeting, Estimates clarification meeting, Scrum meetings, Release meetings etc.

Skills / Tools Used- JIRA, HP ALM, WinSCP, SOAP, Unix and Database etc.

Previous Projects -

SFR France

Role- Test Lead   Domain – Telecom
Project Environment – UNIT, SIT and UAT   Duration- Sept 2018 to Oct 2019
Organization: Wipro Technologies

Description:
Application development and maintenance for French telecom account SFR. Wipro is responsible of the maintenance of the application GCPP. This application allows SFR end users to reload their phone pre-paid accounts using vouchers, ATM etc. Core team of 5 Developers and 3 Testers working to replace old GCPP functions to the new WebServices, TCP and MQ etc.

Responsibility:
Being the Test Spoc person responsible for all test activities, Planning, Implementation of Test Tools. Ensuring that the quality met and the processes followed during the test and no defect slippage in delivery and delivery within the timeline. Design test strategy, test plans and test cases/scenarios. I am responsible for maintaining the Regression Test suite also automate the reg. suite to save manual efforts in future. Mentor team members on technical and communication aspects. Open defect meeting with development and define action owner for defects to manage timelines.

Skills / Tools used- Selenium WebDriver, JIRA, GitLab, WinSCP, SOAP, Unix and Database etc.

Vodafone Turkey

Role- Test Analyst   Domain – Telecom
Project Environment – SAT, ETE, and UAT Support   Duration- Oct 2016 to Aug 2018
Organization: Wipro Technologies

Description:
Wipro was selected as a Testing partner for Vodafone Turkey responsible for mobile & fixed line project testing and to manage the non-prod environments. During the 3 years of engagement, Wipro is expected to re-align the existing test processes, bring in tools and methodologies to drive productivity enhancements and to ensure that project delivery is

completed on time with expected quality. Several SLAs related to project delivery time-lines and Quality are expected to be adhered.

Responsibility:
Responsible for End to End test of the project from all the shared systems from start system to End system. Responsible for identify the root cause of the environment problem and fix it on environment level. Responsible for identifying and defining the required tests, monitoring detailed testing progress and results in each test cycle and evaluating the overall quality experienced as a result of testing activities. Prepare the status report of testing activities. Interactions with customers.Updating project manager, Client and other stakeholders regularly about the progress of testing activities.

Skills / Tools used - JIRA, Siebel CRM, Tibco, OSM, SOAP UI and ALM etc.

Telefónica O2, Germany

Role- Test Engineer   Domain – Telecom
Project Environment – SIT, UAT, and ETE Testing   Duration- Dec2014-Oct2016
Organization: Wipro Technologies

Description:
Telefónica, Spanish broadband and telecommunications provider with operations in Europe, Asia, North America and South America. Operating globally, it is one of the largest telephone operators and mobile network providers in the world. This product enables companies to optimize value, CRM tools and other shared systems which help to provide the Telecom services of its customers.

Responsibility:
Adhere to standard process while raising incidents and defects in terms   of   giving description,   appropriate   order   details, steps to reproduce, severity and priority. Prepare the SR/CR documents   after   each   release in   adherence to   the standard format and in timely manner. Maintain the quality of the Test Scripts, Artifacts and other documentation. Complete all the   tasks (Pre- estimation to UAT) without any single escalation. Defect Analysis (Focus Group). Assisting the Manager in preparation of Daily & Weekly reports, data collection.

Tools Used- RQM, ClearQuest, ClearCase, JIRA, Kenan Billing System etc.

Standard Bank of South Africa
Role- Test Engineer   Domain – Banking and Finance
Project Environment – SAT and UAT   Duration- Jun2014-Nov2014Organization: Wipro Technologies

Description:
Standard bank Retail Banking is delivering retail products for Savings, Transactions and Investment. Different type of Partner systems were tested and Retail banking work packages were tested.

Responsibility:
As a Test Engineer, you should be able author Test Plan, design complex test cases, review the test cases and automate the test cycle process. You should be able to achieve test execution productivity, ensure defect management as per process and timely release of test dashboard. You should ensure quality interaction with clients and timely response to stakeholders. You should be able to prepare traceability matrix.

Skills used- Functional Integration Testing, End-to-end testing, Test Estimation, Test Design Testing, Test Planning, Analysis, Test Management, Release Management, Defect Tracking through Quality Centre.

Tools Used- QC, QTP and Easy Automate etc.

Airtel BlackBerry- IND

Role- Technical Support Engineer   Domain – Telecom
Organization: Wipro BPS Services   Duration- July 2012 to May 2014

Description:
Airtel signed the contract with Wipro for Operation support in its BlackBerry services in India.
Wipro Tech Support team responsible to resolve Blackberry services problem in defined SLA.

Responsibility:
Work as L3 Tech support engineer to resolve call-center highlighted tickets. Adhere the SLA
timeline and resolve the user's problem proactively. Take follow-up of escalated issue and
make customer and user updated about the latest status. Prepare the daily Open vs Closed
ticket report and share with Client and leadership.

Personal Profile:

Date of Birth:	10th July 1992
Sex:	Male
Father's Name:	Ramkumar Singh
Marital Status:	Married
Spouse Name:	Kiran Kanwar
Language:	English & Hindi
Nationality:	Indian

Strengths:
➢ Calm and Composed personality.
➢ Teamwork, Supportive & Positive thinking.
➢ Smart & Hard working, ready to take responsibilities

Interests:
➢ Travelling.
➢ Driving.
➢ Experience a new culture.

Declaration:
I hereby declare that the above-mentioned information is true to best of my knowledge and belief. I
sincerely hope that you will find me as a deserving candidate and consider my application favorably for
a suitable post in esteemed organization.
Date:
Place: Delhi   Ajit Singh