

Murali C**Mobile:** +91-9741375800**Email:** hicmurali@gmail.com#100, 1st Floor, 9th Cross, 20th Main,
BTM 1st Stage, Bangalore -68.

- Result Oriented & Self Motivated Software Professional with 10 of years of experience in managing Product quality, Build & Release, Support, Sustenance maintenance across both product line and projects under multiple domains (CRM, Travel & Expense, Retail and Banking).
- Presently working with **Symphony Services Corp. (India) Pvt. Ltd.**, Bangalore, India, as Manager Product Development
- End to End **Project, Product Management** across projects, products deliverables across projects.
- Worked and contributed to process improve/implementation for Agile, Product Development Methodology (PDM) models across the organization.
- Involved in **Pre Sales Activities** like feasibility studies, estimation, POC development, proposals, staffing and execution plan for functional and automation testing
- As a people manager with skills in building, leading and managing highly motivated & performing teams that are distributed across cross functional group.
- Managed **~7+ people** for product called Enterprise Banker for 4.5 years.
- Managed Client requirement, expectation and achieved Client delight across **US** customers
- Contributed enormously towards managing multiple product line and projects for greater value creation (both for clients and the organization),
- In-depth understanding of **SDLC**, Metrics Driven Quality Processes & Structured Methodologies.
- ISTQB Certified and Pursuing PMP Certification.

Education

Degree	University	Specialization	Year
Bachelor of Engineering	Bangalore University	Computer	2001

Productivity Tools	
Test Management Tools	: Test Director, Quality Center
Automation Tools	: Selenium Webdriver, TestNg
Performance Tool	: Jmeter
Security Tools	: MIMT Tools as Paros Proxy, ZAP, Wireshark
Bug Tracking tools	: CMVC, JIRA, Bugzilla,
Configuration tools	: Perforce, VSS, SVN
Middle Ware	: Weblogic, Websphere, Tomcat

Web Server	: Apache, IIS
Authentication Tools	: LDAP, RSA, AroctID, GOID
Report tools	: D2K
Operating System	: Windows2000, Windows NT, Windows XP
Database	: Oracle, MS SQL server including DBA
Scripting Languages	: VB scripting,(UNIX basics)
Web Technologies	: HTML, ASP

Professional Experience

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| ○ Symphony Services Corp. (India) Pvt. Ltd, Bangalore
Manager Product Development | May 2012 – Till Date |
| ○ ACI World Wide Solutions Pvt. Ltd ,Bangalore
Test Lead/Senior QA Engineer II | Jan 2008 – May 2012 |
| ○ First Indian Corporation Pvt. Ltd, Bangalore
Senior QA Engineer | Feb 2007 – Dec 2007 |
| ○ Intacct Software Pvt. Ltd, Bangalore
Senior QA Engineer | Apr 2004 - Feb 2007 |
| ○ Synova India Pvt. Ltd, Bangalore
Software Consultant for IBM Global Services. | Oct 2003 – Apr 2004 |

MAJOR PROJECTS

Symphony Services for a Client Arcot Systems (CA).

Domain : Security Domain
 Team Size : 7
 Languages : Java
 Data base : Oracle 10 G
 O/S : Windows 2k.
 Role : Individual Contributor.
 Period : May-12 – Till Date.

Description:

Arcot is the Cloud Authentication Leader. Our solutions make Web transactions and online access safe for millions of consumer, enterprise, and e-Commerce users. Organizations can transparently deploy fraud detection and authentication solutions without changing user behavior or requiring hardware tokens. Arcot fraud prevention, strong authentication, and e-Document security solutions can be deployed with SaaS, internal or mobile applications delivering the right balance of cost, convenience and strength.

Responsibilities:

- ❖ Participated in Functional Specification Review's, Defect Review's and project schedule/estimation meetings.
- ❖ Involved in Task assignment and Reporting to onsite on timely manner.

- ❖ Involved in Writing Test Cases and Test plan for Changed Requirement/New Projects.
- ❖ Deploying the application using Apache Tomcat, setting up the environment.
- ❖ Performed Functionality Testing and Manual Security testing by using web Proxy Tolls.
- ❖ Involved in Authentication testing using ArcotID.
- ❖ Writing Business Use cases from the Conceptual design documents.
- ❖ Performed Defect Tracking through tracker.
- ❖ Managing team via different tools for profiling, performance management, project allocation for each resource, skill management etc.

Projects Profiles

ACI World Wide Inc.

Domain : Whole Sale Banking, Enterprise Banker.
 Team Size : 7
 Languages : Java
 Data base : Oracle 10 G
 O/S : Windows 2k.
 Role : Team Lead.
 Period : Jan-08 – May 12.

Description:

ACI Enterprise Banker (EB) is the industry-leading online banking System. It allows financial institutions of all sizes to uniquely package products and services for different markets or even individual customers from a single, flexible platform.

EB offers a full range of functionality including Balance Inquiry, Transaction reporting, ACH, Wire transfer origination, Reporting, Third Party Integration for Bill payment E.g.: Remote check deposit Etc., Real Time Transfers, Stop/Cancel Payments, Positive pay, Large online statement and Cash consolidation modules.

Its modular architecture allows institutions to create highly tailored packages that meet the specific needs of individual markets, either by business size, geography or industry niche. The solution is scalable to support growth in both the number of customers as well as transaction volumes.

Responsibilities:

- ❖ Build new offshore team at Bangalore, Mentored the team of size 7 members and lead the team to be successful to replace onsite team.
- ❖ Participated in Functional Specification Review's, Defect Review's and project schedule/estimation meetings.
- ❖ Involved in Task assignment and Reporting to onsite on time manner.
- ❖ Involved in Writing Test Cases and Test plan for Changed Requirement/New Projects.
- ❖ Performed Functionality Testing and Manual Security testing by using Proxy Tolls, CSRF and Session Management.
- ❖ Involved in Authentication testing using Vasco, GO ID and RSA.
- ❖ Performed Interface testing with different customer's using SOAP, DHTML and XML.
- ❖ Writing Business Use cases from the Conceptual design documents.
- ❖ Performed Defect Tracking through star team, Sales Force.

Projects Profiles

First Indian Corporation

Domain : Title Insurance, Fastrealty.com
Team Size : 15
Languages : .Net
Data base : Oracle 10 G
O/S : Windows 2k.
Role : Sr.QA Egg.
Period : Feb-07 – Dec-07.

Description:

First American provides the technology, expertise and comprehensive selection of title and settlement services to meet your needs. Drawing on more than a century of experience and innovation, First American is single source for accurate, efficient and cost-effective title and settlement solutions.

Fastrealty.com helps customer to identify for the title across the United States with huge data base of First American's, helps the customers to places service request such as Title, Escrow, Title and Escrow on the web, Customer can maintain their files, documents, communication about the title, Firstam is also provides the feature of title Insurance, Mortgage Services, Appraisals and valuations of the title, Screening and Risk Mitigation, Insurance and Home warranty.

Responsibilities:

- ❖ Involved in Writing Test Cases for Changed Requirement.
- ❖ Performed Functionality Testing.
- ❖ Writing Business Use cases from the Conceptual design documents.
- ❖ Performed Defect Tracking through rational clear quest.
- ❖ Performing web service using SOA tool.
- ❖ Currently managing the team of 5 members for the major enhancement.

Projects Profiles

Intacct.com

Client : Intacct
Team Size : 7.
Languages : PHP. AJAX
Data base : Oracle 10 G
O/S : Windows 2k. /Linux
Role : QA Egg.
Period : Apr 12th 2004 – Feb 26th2007.

Description:

Intacct Corporation sells and delivers ERP software as a service to small and midsize companies directly and indirectly through accounting outsourcers and independent software vendors (ISVs). Companies can access the financial, supply chain, professional services, business analytics and multi-entity management applications through the Web for a monthly subscription fee. Intacct is currently serving more than 1,800 clients: SMBs streamline business processes across distributed organizations, ISVs integrate ERP core applications and offer end-to-end solutions, and accounting firms provide private-brand outsource services through the Intacct platform.

Responsibilities:

- ❖ Involved in Writing Test Cases for Changed Requirement.
- ❖ Performed Functionality Testing.
- ❖ Execution of test cases
- ❖ Modified Win Runner Scripts based on the new enhancements.
- ❖ Performed Defect Tracking through Bugzilla.
- ❖ Performed Pre and Post release testing.
- ❖ Performed health Check list for Releases.

Projects Profiles

HelpNow! ID Administration

Client	:	IBM Austin.
Team size	:	10.
Language	:	Java, JSP.
Database	:	DB2
O/S	:	Windows 2k.
Role	:	Testing Engineer.
Period	:	Oct 03 – March 04.

Description: HelpNow! ID Administration is a user ID and password management tool for system administrators and users. Depending on permission levels, you can add, suspend, resume and remove and remove user Ids and reset user ID passwords. You can also view pending and completed requests, and administrators can generate various reports.

HelpNow! ID Administration uses a database that stores the information required to manage user Ids and passwords. An administrator must populate this database by adding target objects, such as people, systems, and user Ids. The administrator can also modify and delete target objects and can set the permission levels that enable people or groups to act against the objects. The administrator can also define various rules and business events specific to company's workflow.

HelpNow! ID Administration provides a web-based interface, which is completely customizable in respect to the tabs, menu items and text that is displayed. The interface elements are based on the default settings for the HelpNow! ID Administration administrator, who has the highest-level access with no restrictions. As the administrator, you can make extensive changes to the HelpNow! ID Administration components, including customizing the names of tabs and menus.

Responsibility:

- ❖ Performed Accessibility Testing.
- ❖ Performed Functionality.
- ❖ Execution of test cases.
- ❖ Tested Web pages through Bobby & HPR tool.
- ❖ Identified and reported the bugs through CMVC.
- ❖ Prepared Template for Defects.
- ❖ Updated defects in TTT.