



## M.KARUNAKARAN

E-Mail: shreyas210606@gmail.com

Phone No.: +91- 9916753681

### Certified Scrum Master

Achievement-driven and High Performance Management Executive, seeking managerial level assignments in Software Testing and Quality Assurance with an organization of repute

### Profile Summary

A technocrat **with 10 years' experience in the areas of Software Testing**, Quality Assurance, Project / Test Management, Software Development, Implementation & support and Team Management and **6+years in non-IT in EDP Department** (TVS group of Companies).

Strong abilities in software testing including setting up of test environment, creation of test scripts / cases, execution of component / performance / system / installation / user guide. Adept in end-to-end software testing functions from requirement analysis to system study, designing, coding testing and de-bugging. Deft in handling projects efficiently for delivering required applications in a very systematic way with excellence in complete SDLC (V' Model and Agile Scrum Model) & STLC processes. Proven success in playing an Off-shore Scrum Master role as an additional responsibilities.

Outstanding success in establishing and continuously evolving best practice within the QA function and for establishing and maintaining testing infrastructure, including quality tools and environments. Conversant with Onsite- Offshore Model. Acquired expertise across domains like Pharma and MFG ERP, Cloud Computing [SaaS], Consumer Package Goods, Retail Sales System, Mobile Application using Blackberry Handset and Consumer Electronics Domain. Expert in handling test competency activities and demonstrations of testing practice capabilities to new customers. Champion in performing Functionality Testing, Data Warehousing Report Testing (MSBI using SQL Server 2008 R2, Netezza and Oracle Exa-data).

An effective leader with proven abilities in leading teams during the project phase and guiding team members and enabling knowledge sharing among the team. An energetic & self-motivated professional with strong communication, training & interpersonal skills. Having comprehensive problem solving abilities, multitasking ability, willingness to take up ownership, facilitate teamwork and lead activities. (Refer to the annexure for the projects executed)

### Organizational Experience

Since Jan'13 with SymphonyTeleca, Bangalore-India as Lead Product Engineer

Oct'10 to Dec'12 with Aditi Technologies Pvt. Ltd., Bangalore-India as Test Lead

Feb'10 to Oct'10 with STAG Software Pvt. Ltd., Bangalore-India as Test Lead

Apr'08 to Dec'09 with Zylog Systems Ltd., Chennai-India as Project Lead

#### Key Result Areas:

- Mapping client's requirements, providing them best solutions involving evaluation and definition of the scope of the project and finalizing project requirements
- Providing end-to-end management of multiple projects from conceptualization & visualization to technology mapping and final execution of projects; allocating resources among team members and guiding them till final delivery
- Leading & providing technical guidance for Process Improvement Programs, owning the complete responsibility of the quality of the deliverables
- Understanding complete end-to-end architecture of the product design and deployment
- Collaborating across functional streams and with other groups involved in the project and supporting life cycle to ensure the delivery of a quality product, minimizing any negative business impact
- Communicating bi-directionally between teams and upper management as well as across groups
- Identifying, analyzing defects, questionable functions, errors, inconsistencies in software program functions, outputs, online screens, content and metrics analysis(RSI, Defect Trend, Defect Distribution, Test Execution)
- Documenting, monitoring, tracking, & communicating test plans, test results, analysis, & unresolved problems
- Configuring and testing software applications and developing test plans & test cases analyzing reported defects
- Executing test scripts & analyzing test results – manual and automated
- Working on QA test environments; setting up QA project milestones that reflect realistic and achievable delivery of the necessary QA activities
- Managing software quality entailing detailed investigations into business requirements, prioritization and delivery scheduling; defining the best practices for project support and documentation
- Supporting in preparing functional requirement document and share the review comments
- Conducting installation of the product & analyzing reported defects

## Highlights:

### STC

- Offered recommendation to the core team to automate the all the regression test cases, analyzed time taken to execute test scripts and offered suggestions to the core team to use the Service Call
  - Each features had its own services by calling the services using HP Service Test
  - As a result saved 2 man days per release
  - Provided an innovation idea that has improved the operational effectiveness
- Got **"Make it Happen" Award** for "Excellent contribution for defining and implementing process" on Oct 2013

### Aditi

- Got the many appreciations from client for setting-up the Test Bed and provided extended support on UAT
- Recommended CBC Testing to Serengeti Law, hence the project got extended to 7 more month with 5 member to complete the task which resulted in increased the revenue to Aditi
- Successively achieved CSAT award from Client from 2010 – 2012

## Previous Experience

Sep'04 to Mar'08 with STAG Software Pvt. Ltd., Chennai-India as Senior Test Engineer and Test Lead

Apr'97 to Aug'04 with Non-IT Experience in Manufacturing Industry (EDP Department in TVS group of companies and support on implementing ERP Application)

## Professional Enhancements

- "Certified Scrum Master" from ScrumAlliance.com, August 2012
- Essentials of IBM Rational Performance Tester, V 6.1 in 2008
- Training on Managing Projects Professionally in 2008
- Microsoft Certified Professional (MCP) – Managing and Maintaining Windows 2003 Server

## Education

- Master of Computer Application from Madurai Kamaraj University, Tamil Nadu in 2002
- Post Graduate Diploma in Computer Application from Madurai Kamaraj University, Tamil Nadu in 2000
- Bachelor of Arts (Economics) from Manonmaniam Sundaranar University, Tamil Nadu in 1994

## IT Skills

Languages	Foxpro 2.6a
Databases	Microsoft SQL 2008 R2, Netezza, EXADATA
Tools & Utilities, Scripting language	QTP 8.0, Quality Center 11.0, Rational Clear Quest, JIRA v6.3.1, IIS 7.0, Greenhopper and TFS 2010, SVN, VB Script.
ETL Tools	Exposure on Informatica
Domain Knowledge	Retail predictive Analytics, MSBI Legal Matter Management, MFG/Pharma ERP, Retail Sales System, Healthcare, Hospital Management System, Cloud Computing [SaaS], Mobile Application using Blackberry handset and Consumer Electronics,

## Personal Details

Date of Birth:	7 <sup>th</sup> July, 1974
Permanent Address:	No. 1710, 1st Floor, 18 <sup>th</sup> Main Road, 41 <sup>st</sup> Cross, 4 <sup>th</sup> T Block, Grape Garden Road, Jayanagar, Bangalore-560041
Languages Known:	English, Kannada & Tamil

## Annexure

### At SymphonyTelece (Bangalore-India)

Project	Advanced Price Trading Tool [Business Intelligence]
Client	Anheuser Busch InBev (USA)
Period	Since Jan'13
Technology	.NET MVC 3.0, SQL Server 2008 R2 Standard Edition 64 bit, IBM Neteza, Oracle EXADATA
Team	25
Position	Lead Product Engineer–Business Intelligence
Description	The purpose is to provide detailed information on the different dynamics of the US Consumer Package Goods Industry to IRI. This prioritization tool for Anheuser Busch focuses on how it can leverage analytics created by IRI to maximize the effectiveness of their trade marketing activities. Also help to see how IRI supports retailer insights & information and the process of CPG management and development.

#### Highlights:

- Playing as an Off-shore SCRUM Master role
- Handling project delivery under stringent timelines and high pressure
- Responsible for resource planning, project forecasts, project estimations, etc.
- Building a core functional team (ETL and Reports testing) for the prioritization Tool Support project
- Establishing standards and processes that Test Leads should follow to manage their areas of responsibilities
- Overseeing formation of Test Team, distributing the work loads and tracking the progress
- Determining milestone deliverables, communicating changes to schedule, determining impact of schedule changes on quality objectives and coordinating schedule with dependent groups
- Determining effective quality metrics and setting up quality criteria / release criteria
- Signing off on all test cases in accordance with stated acceptance criteria by signing the completed test worksheets
- Validating that all test case input sources and test case output results are documented and can be audited
- Reporting on testing progress to the Product Owner and other designated project personnel
- Providing analytical support to key business applications /solutions
- Taking responsibility for all phases of testing and management of the testing activities within a development project
- Formulating and implementing Software Testing Strategies and test ideas
- Liaising of both offshore and onsite team's daily tasks planning, assignment, Monitoring task and tracking the same
- Managing test and identifying all associated risk in test process
- Coordinating with Development Team and implementing Unit Test and System Integration Test Process
- Reviewing & approving test artifacts and conduction bugs triage
- Offering test status reports and metrics to Scrum Team at the end of each sprint
- Conducting sprint retrospective as well as conducting Root Cause Analysis Session 10th day of the sprint.
- Conducting project walkthroughs and meetings involving various leads from Development, QA and On-shore team at the end of each sprint
- Periodically conducting one on one with team and providing constructive feedback
- Performing team building activity such as recognizing their work and given the reward and encouraging Extra circular activity

#### Highlights:

- Consistently delivered all the assigned stories for the sprint from February 2013
- Worked on the overall released quality code to client. This can be measured by no. of defects escape to production; for the past 38 sprint only 56 defects were escaped from the 1125 test cases
- Controlled story slippage and achieved 100% completion
- Reasonably reduced and controlled the attrition level
- Successfully implemented Unit & Integration Testing practices that had reduced reasonable Unit and Integration defects and saved 6 hours per sprint

### At Aditi Technologies Pvt. Ltd. (Bangalore-India)

Project	Serengeti Law [Business Intelligence]
Client	Serengeti Law a unit of Thomson Reuters, U.S.A.
Period	Oct'10 to Nov'12
Technology	.NET MVC 3.0, Flot Chart, Json, and SQL Server 2008 R2 standard Edition 64 bit
Team	32
Position	Test Lead – Microsoft Business Intelligence
Description	Serengeti is the #1 ranked systems for matter management and e-billing among corporations and firms, as well as the most widely used system.

#### Role:

- Participated in project meetings to understand the requirement and scope of testing
- Provided High Level Estimate, Preparing Test Plan and Strategy
- Took part in brainstorming sessions with the Test Team to arrive at test cases and for the execution strategy

- Prepared effort estimation, scheduling and monitoring each sprint as well as ensured completion of testing activity as per the plan
- Led a 10 member team and coordinated with cross functional team for the project work
- Served as a Point of Contact for internal audit and maintained the live document
- Verified data validation and data quality checks
- Understood:
  - Data Object Model Diagram
  - Table attributes, relationship between tables and table hierarchy
  - Data Warehouse Design like information on fact, dimension table and abstract tables
- Guided Testing Team on test data preparation and data population like define data for all dimension and fact tables
- Reviewed and approved the test scenarios / cases
- Drafted & submitted Release Notes and Test Metrics at end of each sprint
- Undertook complete responsibility of software releases which was tested against the given specification
- Interacted with client on testing related queries and participated in sprint demo.
- Escalated risks on timely to remove the impediment
- Built test environment

#### Result Achieved:

- Bug escape to client is very minimal i.e. there is no S1 & S2 bugs are identified during UAT
- Continuously got CAST 5.0 from customer
- Given more number of suggestions which would help the customer in terms of enhancing their product feature
- There was no review comment from customer for the test case that was prepared by us
- Consistently achieved 100% process compliance during Internal SQA Audit

Worked on TUI project support for one month December 2012 <http://www.tuitravelplc.com/>

#### At Stag Software Pvt. Ltd. (Bangalore-India) (Feb. 2010 to Oct 2010) Test Lead

Project Domain Names Registration through T-Suite [Cloud Computing]  
 Client Jamcracker Software Technologies Pvt. Ltd., [www.jamcracker.com](http://www.jamcracker.com)

Period Jun'10 to Oct'10

Description Registering an Australian domain name or global domain name with Melbourne IT through JSDN application to put the business online. Melbourne IT can register domain names in many different name spaces including .com, .net, .org, .biz, .info, .com.au, .net.au, .org.au, .id.au and many other spaces. Registering domain names will be easy for your product names, business names, and brand names for all your local and global markets. Prepared Test Plan & test Schedules. Create Plan for QA Test Cycle, Clean Regression Testing and Certificate Testing. Tracking and updating the Testing Activity, Preparing Resource Utilization based on projects. Actively involved in Defect Review Meeting. This application is developed using Java and Oracle 10i.

Project Jamcracker Service Delivery Network (Project OZ 1.2D) (SaaS)  
 Client Jamcracker Software Technologies Pvt. Ltd., [www.jamcracker.com](http://www.jamcracker.com)  
 Period Feb'10 to May'10

Description Unified provisioning, administration, billing, settlement, support, security, and directory services. Service integration adapters which connect the JSDN to third party-provided hosted solutions, offered by ISVs with whom Jamcracker has established Master Distribution Agreements. Ecosystem partners can be both a supplier and a distributor of services. For example, carriers can publish their own core services to the JSDN, enabling them to create best-of-breed bundles that comprise internal and externally-provided solutions. The Jamcracker Services Delivery Network (JSDN) brings together content providers (e.g. SaaS) and distribution partners to enable services delivery on a global scale. This application is developed using Java and Oracle 10i.

Team 10  
 Role:

- Understood business requirements and identified test scenarios
- Designed & executed test case design and handled defect reporting
- Performed Functionality Testing, Smoke Testing, Regression Testing and Re-Testing
- Deployed builds and patch's on QA Servers
- Participated in status meetings with the Offshore and Onsite Teams and updated the status
- Drafted Defect Summary Report

**At Zylog System Ltd. (Chennai-India) (Apr 2008 to Dec 2009)**

Project Service Accelerator  
Client National Service Alliance  
Period Apr'08 to Jan'09  
Description Service Accelerator which is exclusively designed to improve the service order and to drastically reduce the service order challenges when dealing with multiple policy administration systems. Service Accelerator comprises of Work order, Customer Management, Technician Management, Parts Department, Factory Contract, Shipping & Receiving, Accounting & Billing and Supporting Tables.  
Technology ASP.NET & SQL Server 2010  
Position Project Leader - Testing  
Team 25

Project Recycle Accelerator  
Client National Service Alliance  
Period Feb'09 to Dec'09  
Description Recycler Accelerator (RCA) is a very simple designed specifically to ensure the disposal of the e-waste in an eco-friendly manner. Recycle Accelerator comprises of "CRM, Events, Order Creation, Dispatch, Receiving, Warehouse and Master Tables. Recycle Accelerator effectively handle the disposal of e-waste.  
Technology ASP.NET & SQL Server 2010  
Position Project Leader - Testing  
Team 20

Project IDS Mobile Black Berry CRM  
Client www.idssite.com  
Period May'09 to Dec'09  
Description IDS Mobile Black Berry CRM provides medical transcription services as an Application Service Provider. The CRM system is deployed with multiple instances of Web Access, Code, and database instance. This application comprises of "General – Log in & Logout", "Leads – Search, Add New Leads & Edit Leads", "Schedules" – Schedule Calls, Edit Calls, Edit and Search Schedules.  
Technology ASP.NET & SQL Server 2010  
Position Project Leader - Testing  
Team 10  
Role:

- Worked on EARN System Study and explored the application and produced Functional Flow Document
- Supported, guided & provided directions to Testing Team to generate quality test case documents and tested the application within the stipulated time
- Ensured that the test cases had optimal coverage on the requirements
- Reduced defect escape to onsite after delivery
- Identified various testing requirements of a project and recommended the same to the management
- Analyzed requirements and measured requirements to create test scenarios and test cases
- Participated in status meetings with the Offshore & Onsite Teams and updated the status to the concerned individuals on time
- Understood & guided Test Associates to analyze test results
- Presented test results to relevant stakeholders
- Communicated overall test status and issues on a regular basis to Offshore and Onsite Team
- Performed Integration, Installation & UAT Testing as per client defined business scenarios
- Presented Process Metrics, Test Metrics and Defect Metrics to Management

**At Stag Software Pvt. Ltd. (Chennai-India) (Sep 2004 to Mar 2008)**

Project Spectra: ERP™  
Client Spectrasoft Technologies Ltd.  
Period Oct'06 to Mar'08  
Description Project envisaged providing End-to-End solutions (concept, design and development) to address Pharmaceutical, Chemical, Food Processing and related sectors. All its solutions comply with Current Good Manufacturing Practices (cGMP) and requirements of International Regulatory Bodies such as US FDA, TGA, etc.  
Technology ASP.NET & SQL Server 2010  
Position Test Lead - Functionality Testing (QTP 8.0)  
Team 16

**Results Achieved:**

This ERP project had 59 internal releases and 20 external releases and on total we captured 675 defects. The following major defects are found and corrected

#### Finance Module:

- Bank Payment transaction accepted vendor's payments more than the Invoice amount
- TDS Value has not been calculated for TDS Vendors while booking the Vendor Invoice and Purchase Journal.
- Blocked invoices have not been allowed for payment
- Mismatch in debit and credit value but system has been allowed to post the document

#### Sales Module:

- Sale order date, Sale order Amended date and delivery date has not been validated properly
- Picking quantity should not be greater than the Sale Order quantity
- Issue quantity should be either equal or lesser than the available quantity
- Even if there is a Block or completed delivery document system should allow to creating a billing document but it should not be done

#### Purchase Module:

- Unapproved Service PR has not been allowed to create a confirm Service Purchase Order
- Purchase order date should not be a future date
- The transaction accepted a vendor & material which was not approved by the Quality Manager
- Cancellation has not been allowed once the P.O is converted to GRN

#### Responsibilities:

- Responsible for functional, Integration and Data Synchronization Testing
- Performed smoke, Regression and Re-Test
- Prepared & executed Test Scenarios / Cases and analysis of the result
- Drafted Defect Summary Report, Test Cycle Report & Test Summary Report
- Prepared & presented overall Project Summary Report [including Test Coverage]
- Conducted defect discussion meeting with SEPG Team and Development Team
- Identified root cause & CAPA for Blocker and Critical issues and presented to client
- Reviewed test documents and communicated the test progress to relevant stakeholders
- Analyzed requirements and evaluated BRS to create test scenarios and test cases
- Generated Test Data Pools for performing System Integration Test
- Prepared a simple checklist, implemented it; this reduced defect escape to Client
- Implemented good process to reduce last minute or frequent changes resulting in surprise releases to QA.
- Performed an audit, identified the gaps in requirement document as well as in the application
- Kept more focus on functional/integration/Installation/UAT testing
- Reduced number of end-to-end system level test

#### Others:

Project	Structured Product Labeling, SPL™
Client	Spectrasoft Technologies Ltd.
Period	Aug'05 to Dec'05
Position	Sr. Test Engineer – Functionality Testing
Team	4

Project	Sales and Distribution, SS&D™
Client	Spectrasoft Technologies Ltd.
Period	Aug'05 to Dec'05
Position	Sr. Test Engineer – Functionality Testing
Team	4