

Curriculum Vitae

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Summary:

- ✓ Having **8+ years** experience in various roles -**Software Testing/Project Management/Pre-Contract Estimation** and 3+ years of Product Support experience.
- ✓ Have worked on Microsoft Project Plan to track, schedule, monitor critical paths, baseline and closure of tasks.
- ✓ Worked in US, San Francisco for the client **Charles Schwab** for 3 months as Onsite Coordinator managing Projects and interacting with Offshore QA team.
- ✓ Exposure to **Healthcare, Banking, Cap Market, Securities and Logistics, Storage** domain.
- ✓ Experience in client server and Web based application.
- ✓ Sound Knowledge of Defect management and Test Methodologies.
- ✓ Involved in Release based Project Metrics for client like Defect Prevention Plan (**DPP**) and Cost of Quality (**CQ**), Project Metrics (**PRM**), Dependency Structure Metrics (**DSM**), Down Time Metrics (**DTM**), Defect Ageing, Bug Metrics, preparing Daily Status Report (**DSR**) and Weekly Status Report (**WSR**).
- ✓ Having close to 1 year experience in **Project Management** role in the area of Project Planning, Risk Management, Tracking tasks for closure, raising requests for Project needs.
- ✓ Experience in Sizing for the Projects.
- ✓ Experience in writing and reviewing Test Plans, Test Cases and Test Reports.
- ✓ Experience in Functional and Regression Testing.
- ✓ Experience in Browser Compatibility Testing (BCT).
- ✓ Analyzed Bugs, reported the bugs, recorded in the tracking process and worked closely with Application Developers for resolution.
- ✓ Taking care of Signoff's for various Testing Phases.
- ✓ Experience in using Automation Tools like Clear Quest, Test Director, Quality Center and sound knowledge in Win Runner, QTP.
- ✓ Exposure to SEI CMM Processes.
- ✓ Excellent problem solving skills with a strong technical background and quick learner.
- ✓ Flexible and versatile to adapt to any new environment and work on any project.

Academic Profile:

Examination / Degree	University / Institution	Year of passing
BSc (Computer science) FT*	Bangalore University	1998
MSc (Information Technology) C*	Sikkim Manipal University	2006

*FT: Full Time, C: Correspondence

Certifications:

- **GNIIT (2 yrs full time)** from NIIT.
- Successfully completed certification by **CSI (Computer Society of India)** in **Manual Testing**.
- Certified **Software Quality Assurance (SQA)** from **Brain bench**.
- Certified on ITIL V3.

Technical Skills:

Technology	Tools
Project Management Tools	MS Project 2010
Automated Testing Tools	Hands on Win runner 7.01, VSTS for Software Configuration Management (SCM). Knowledge on QTP 8.2, 9.0.
Defect Management Tools	Rational Clear Quest 7.0, Bug Zilla, Source Forge's CollabNet, Excel sheet tracking
Test Management Tools	HP Quality Center 9.2, Test Director
Software Engineering Methodologies	CMMi, Requirement Analysis, Quality Assurance
Verticals	Banking, Finance, Securities, Logistics
Databases	Knowledge of MS Access, SQL, Oracle
Languages	Knowledge of VB, HTML, .Net.

Achievements / Extra curricular activities:

Got Best People Developer feedback for Accenture People Developer Recognition Survey.
Won Bronze badge award for Recognizing maximum no of people and utilizing the award points.
Won Special Recognition Award from Charles Schwab for Successful implementation of 2 Major Projects.
Have received lot of Client appreciation mails for other Projects.

Management Trainings:

Emerging Leadership Program: It's a 3 day workshop conducted within Wipro Campus to check the Emotional Quotient and IQ and to understand and overcome different situations for a Leader.

Adjunct Faculty Awareness Session: It's a day workshop where an individual willing to nominate himself for educating new resources on specific technology or domain skills is given a training and allowed to present himself in front of panel of members and based on communication skills and

knowledge on the topic he/she is recognized to give training on periodic basis within Wipro Technologies.

Leader's Window: It's a 2 day workshop basically to understand the behavior of Leader during different situations. The outcome of the workshop is to help Leaders build mindset of handling different situations with peers or team in the same way during normal conditions.

Work Experience Summary:

- Presently Working in **Accenture Services Pvt Ltd** as **Associate Manager** from **30th June, 2010-Till Date**.
- Worked in **Misys Software Solutions Pvt Ltd** as **Sr. Quality Engineer** from **26th October, 2009 – 25th June, 2010**.
- Worked as Module Leader in **Wipro Technologies** as **Module Leader** under Testing Services from **03-July, 2006-October, 2009**.
- Worked as **Software Engineer (Testing)** in **Mphasis-BFL Limited** from **Feb 2006 to July 2006**.
- Worked as **Product Support Engineer** in **e4e Systems** from **Jan 2003 to Jan 2006. (Non-IT Exp)**
- Worked as **Test Engineer** in **Infolog Solutions** from **April 2001 to Jan 2003**.

Project Details:

1. Title **AO Mobilization**

Organization Accenture Services
Client Internal
Role Pre-Sales Support
Duration Mar 2013 – Till Date

Description: Role deals with estimation of new opportunity for Transition costs. New opportunity can be through new client engagement, existing client engagement or coming from incumbent vendor. We get a request form for estimating the cost from Solution Architect (SA) after the opportunity is identified by them from a client. This would be in the Pre-Contract/Sales phase.

The role requires to understand the type of deal (AO, AD, AM), number of FTEs involved, Technology involved, Project location, complexity of Knowledge Transition, Factoring of cost for KT Travel from the Solution Architect and Project Delivery Leads.

Once we have these sufficient information, the Mobilization Team can solution the estimates in PoTE - Product Oriented Transition Estimate. This is a bottom-up estimate of the Transition cost. The Mob Lead will decide on the type of solution for these deals. Once the Staffing for this deal is reviewed by the Specialists from Mob Team, it is send to SA for factoring in their estimates. Later, once the deal is won by Accenture, during the KT phase, the Execution Team from Mobilization will support the Delivery Leads in smooth transitions.

Along with PoTE, a Transition Approach deck is prepared for better understanding of deal and the assumptions along with the solution.

2. Title **Payroll BCP/DR site**

Organization Accenture Services
Client Internal
Role Project Management
Duration Oct 2011- Dec 2012
Team Size 4
Platform .Net/Oracle

Description: Payroll application was being setup as part of Business Continuity Program. All the necessary setups including infrastructure were replaced within the Accenture location thus creating a similar setup of vendor. This site will be operational/existence if the vendor ceases to exist or is unable to continue further in the market.

Responsibilities:

- Plan the tasks ahead by creating Work Plan in MS Project 2010.
- Participate in all meetings.
- Taking care of all Infrastructure related activities.
- Involved in preparation of Estimation.
- Prepare and review understanding document.
- Perform Signoff for different tasks completed and track for Work Plan closure.
- Prepare Project Metrics (**PRM**), preparing Daily Status Report (**DSR**) and Weekly Status Report (**WSR**).

3. Title Commercial Term Lending (CTL)

Organization	Accenture Services
Client	JPMC, USA
Role	Team Leader
Duration	Oct 2010- September 2011
Team Size	14
Platform	Java/Mainframe

Description: Commercial Term Lending is a web based application used by JPMC Bank employees for checking the various stages a Commercial Loan is in. It consists of a Signer; Loaner role where a loan originates at Chase branch and gets approval for Loan through 22 stages and Loan is termed as Closed.

Responsibilities:

- Analyze and translate business and functional specifications into testing requirements.
- Participate in Requirement meetings.
- Involved in preparation of Estimation, Capacity Planning.
- Prepare Technical Design, Prepare Functional Test Plan, Prepare Test Plan Review Record, Prepare Test Scenarios, Prepare Functional/Regression Test Cases, Executed Functional Test Cases, Preparation of Test Data setup.
- Performed Functional, Adhoc Testing and Regression Testing for the various services provided in the tool.
- Logged a Bug and tracked them using Quality Center.
- Perform Signoff for different Testing phases.
- Prepare Test Summary Report and Bug Report after completion of signoff.
- Prepare Defect Prevention Plan (**DPP**) and Cost of Quality (**CQ**), Project Metrics (**PRM**), Down Time Metrics (**DTM**), Bug Metrics, preparing Work Order (**WO**) Status Report every week, preparing Daily Status Report (**DSR**) and Weekly Status Report (**WSR**).

4. Title Electronic Medical Records (EMR)

Organization	Misys Software Solutions (Currently All Scripts)
Client	<i>All Scripts</i> , USA
Role	Sr. Quality Engineer
Duration	Nov 2009- June 2010
Team Size	7
Platform	VB 6.0

Description: EMR is a stand-alone product developed basically keeping in mind small Physician's and small Nursing homes. The product basically takes care of all the HIPAA process and HL7 Model. The product is installed with other supporting tools like Order Management, Template Builders, Charge Setup, and EMR Setup.

Responsibilities:

- Analyze and translate business and functional specifications into testing requirements.
- Participate in Requirement meetings.
- Involved in preparation of QA Sizing, Work Order.
- Prepare Technical Design, Prepare Functional Test Plan, Prepare Test Plan Review Record, Prepare Test Scenarios, Prepare Functional/Regression Test Cases, Executed Functional Test Cases, Preparation of Test Data setup.
- Performed Functional, Adhoc Testing and Regression Testing for the various services provided in the tool.
- Logged a Bug and tracked them using SourceForge's CollabNet.
- Perform Signoff for different Testing phases.
- Prepare Test Summary Report and Bug Report after completion of signoff.
- Prepare Defect Prevention Plan (**DPP**) and Cost of Quality (**CQ**), Project Metrics (**PRM**), Down Time Metrics (**DTM**), Bug Metrics, preparing Work Order (**WO**) Status Report every week, preparing Daily Status Report (**DSR**) and Weekly Status Report (**WSR**).

5. Title Portfolio Management using POINT tool

Organization Wipro Technologies
Client [BARCLAYS CAPITAL](#), USA, UK, APAC
Role Test Leader
Duration May 2009- Oct 2009
Team Size 4
Platform .Net Framework

Description: Barclays Capital is the investment banking division of Barclays Bank Plc. With a distinctive business model, Barclays Capital provides large corporate, government and institutional clients with a full spectrum of solutions to their strategic advisory, financing and risk management needs. The purpose of the **POINT** tool is to provide help in improving and managing the efficiency of Portfolios of **Barclay's customers**. The various services provided in this tool for managing their portfolios are by creating Indices like Composite Index, creating different kinds of Partitions like Flatten Partitions, creating Portfolios, General Reporting, Position Adjustments, Global Risk Models, and Hybrid Performance Attributes.

Responsibilities:

- Analyze and translate business and functional specifications into testing requirements.
- Participate in Business meetings.
- Review with Onsite Coordinator.
- Involved in preparation of QA Sizing.
- Prepare Ambiguity Review Record, Prepare Functional Test Plan, Prepare Test Plan Review Record, Prepare Test Scenarios, Prepare Functional/Regression Test Cases, Executed Functional Test Cases, Preparation of Test Data setup.
- Performed Smoke Testing, Integrated Sandbox Testing, System Testing, Regression Testing and User Acceptance Testing for the various services provided in the tool.
- Logged a Bug and tracked them using Rational Clear Quest.
- Perform Signoff for different Testing phases.
- Prepare Test Summary Report and Bug Report after completion of signoff.
- Prepare Defect Prevention Plan (**DPP**) and Cost of Quality (**CQ**), Project Metrics (**PRM**), Down Time Metrics (**DTM**), Bug Metrics, preparing Daily Status Report (**DSR**) and Weekly Status Report (**WSR**).

6. Title Schwab.com (DWT & Greenfield)

Organization Wipro Technologies
Client **Charles SCHWAB** and Co., USA

Role	Module Leader
Duration	July 2006- April 2009
Team Size	30
Platform	Java & .Net Framework

Description: Charles Schwab is an Online Brokerage/Trading company. It is into multiple services like providing customized advice for investors and offers Active Trading, Stocks & Options, Bonds, CDs, Mutual Funds, Margin Loans, Fixed Income, Mortgage & Home Equity Line of Credit (HELOC), Banking, Foreign Currency Wire Transfer, Corporate Retirement Services, Cash back Credit Cards, different types of accounts like Personal Choice Retirement Account (PCRA), Schwab One (S1- Individual) Account, Education Accounts (529 College Savings Plan, Education Savings), Individual Retirement Accounts (IRAs), Organization Accounts (Corporate), Retirement Plan Accounts (403 bX7, Company Retirement Accounts-CRAs, 401K Plan), Schwab Fund for Charitable Giving accounts. Their customers can get support for better management of Portfolio and services like Gain/Loss reports, Market Performance Reports, Quarterly reports, Statistics & Schwab Equity Ratings for their stocks.

Responsibilities:

- Manual Testing of DWT (Domestic Web Trading) site (Java Platform) and later Greenfield site (.Net Platform).
- Analyze and translate business and functional specifications into testing requirements.
- Participate in Business meetings.
- Review with Onsite Coordinator.
- Involved in preparation of QA Sizing.
- Prepare Ambiguity Review Record, Prepare Functional Test Plan, Prepare Test Plan Review Record, Prepare Test Scenarios, Prepare Functional/Regression Test Cases, Executed Functional Test Cases, Preparation of Test Data setup.
- Performed Smoke Testing, Integrated Sandbox Testing, System Testing, Regression Testing and User Acceptance Testing for the various services provided in the tool.
- Logged a Bug and tracked them using Rational Clear Quest.
- Perform Signoff for different Testing phases.
- Prepare Test Summary Report and Bug Report after completion of signoff.
- Prepare Defect Prevention Plan (**DPP**), Cost of Quality (**CQ**), Project Metrics (**PRM**), Down Time Metrics (**DTM**), Bug Metrics, preparing Daily Status Report (**DSR**) and Weekly Status Report (**WSR**).



Wipro Projects

For complete details of Projects done, click on the object

7. Title Logistics CRM Application

Organization	Mphasis BFL Limited
Client	FedEx, Europe
Role	Test Engineer
Duration	Feb 2006- June 2006
Team Size	15
Platform	.Net Framework

Description: This project is designed for use of **FedEx's** own call center employees worldwide. The owner of the application will be the Team Leaders of respective locations and any changes to the software needs their approvals. The application is designed to maintain a database of customers who are registered and regular exporters or importers of goods through this cargo. Once a customer is registered and places a shipment it helps in the tracking of shipment of goods from one destination to another, it provides the easiest route for the shipment and the schedules the number

of days required to reach destination. It schedules the pickup point and provides the rating structure for various goods being exported or imported from one destination to another. The application is integrated with phone call handling software which tracks if the same customer has interacted on phone.

Responsibilities:

- Analyze and translate business and functional specifications into testing requirements.
- Participate in Business meetings
- Prepare Test Scenarios, Prepare Functional/Regression Test Cases and Execution of Functional Test Cases to identify errors in each modified build in the process of testing.
- Performed Smoke Testing, Functional Testing, System Testing, Regression Testing and User Acceptance Testing.
- Interacting with Developers for Bug fixing.
- Perform Signoff for different Testing phases.
- Prepare Test Summary Report and Bug Report after completion of signoff.
- Used Win runner for GUI Testing.

8. Title Norton Personal Firewall, Norton AntiVirus

Organization e4e
Client Symantec Security Services
Role Product Support Engineer
Duration Jan 2003- Jan 2006
Team Size 150

Description: Symantec has lots of products like Norton AntiVirus (NAV), Norton Internet Security (NIS), Norton Personal Firewall (NPF) and Norton SystemWorks (NSW) etc. Symantec has partnership with the e4e Systems for support of its home edition products. Latest versions of Symantec products are released every year. We have to work in sync with the clients for the improvement of the products. The bugs are tracked and patches are released for its rectification. Symantec releases updates every week and we have to check that if the new releases cause any issues.

Responsibilities:

- Interacting with the clients to provide customized solutions according to client requirements for its upgrading versions.
- Providing **Tier1** support for customers on the Product related queries through **Email** and **Instant Messenger**.
- Handling Escalation cases (**Tier2**) based on the severity of the issue moved by Tier1 Engineer.
- Abide by the SLA (Service Level Agreement) in handling the customer queries.
- Report any first time incidents to Symantec Product Specialist as per feedback from customers.

9. Title Freight Forwarding System

Organization Infolog Solutions
Client Nippon Express, Japan
Role Test Engineer
Duration April 2001- Jan 2002
Team Size 5
Platform VB 6.0

Description: This project is designed for entering information on the goods to be exported or imported via Air or Sea Cargo. The user needs to key-in information of the Destination/Departure Airport, number of items exporting/importing, rate of items, and dimension of goods, mode of

payment based on the exporting or importing country in case of Air Shipment. The user needs to key-in information of the Destination/Departure Port, number of items exporting/importing, rate of items, Container numbers, dimension of containers, charges calculated for individual Freight charges in case of Sea Shipment.

Responsibilities:

- Prepare Functional/Regression Test Cases.
- Performed and executed Functional/Regression Test cases to identify errors in each modified build in the process of testing.
- Preparation of Bug Reports & Test summary Report.
- Was exposed to Integration Test.

10. Title Warehouse Management

Organization	Infolog Solutions
Client	Kochi Logistics
Role	Test Engineer
Duration	Jan 2002- Jun 2002
Team Size	5
Platform	VB 6.0

Description: This project is designed for entering and retrieving very quick information on the number of goods imported/exported from Warehouse. Its unique alerting system provides information to the Store Incharge when any item is been exported below the stock availability or when it is overloaded. The Store Keeper needs to key-in the information on the type, quantity, model, code and other basic categories of a product that are being stored. All the stored items are provided a unique Bar Identification codes from third party software integrated with current system to full proof any malfunctioning. The items being moved to Warehouse need to be permitted by Customs Duty for storing for a limited period of time.

Responsibilities:

- Prepare Functional/Regression Test Cases.
- Performed and executed Functional/Regression Test cases to identify errors in each modified build in the process of testing.
- Preparation of Bug Reports & Test summary Report.
- Interacting with Developers for Bug fixing.

11. Title Transport Management

Organization	Infolog Solutions
Client	Kochi Logistics
Role	Test Engineer
Duration	Jul 2002- Jan 2003
Team Size	5
Platform	VB 6.0

Description: This project is designed for keying information on the type of Transport being used for loading and unloading items from Warehouse, the type of products, quantity of items, Destination and Arrival places. The Store Keeper needs to book the Transport a day prior to the shipment arrival and departure.

Responsibilities:

- Prepare Functional/Regression Test Cases.
- Performed and executed Functional/Regression Test cases to identify errors in each modified build

- in the process of testing.
- Preparation of Bug Reports & Test summary Report.
- Interacting with Developers for Bug fixing.

Personal Profile:

Passport No : E6800876 (valid till 2014)
Date of Birth : 16th March 1976.
Martial Status : Married.
Address for Correspondence : # 64, "GIRIBABU", A.G'S LAYOUT,
WEST OF NEW BEL ROAD,
BANGALORE-560054.

Place: Bangalore.

Signature
(Sujith Prasad B.)