**Resume**

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Pune.

**Summary**

* Dynamic and result driven professional with strong analytical skills and around **8.8 years** of extensive experience in face to face Client interaction for 3 years, Testing, Business Requirements Gathering and Quality Assurance.
* Currently working with **Zensar Technologies Limited** as a **Senior Test Engineer** on **TIA** **(The Insurance Application)** technology with around **3 years** of work experience at **Client’s location Johannesburg(South Africa)** in **Insurance Domain** and performing following roles:
* Extensive experience of face to face client interaction.
* Currently performing the role of **Team Lead (Offshore coordinator)**, leading a team of 9 team members at offshore.
* Have been in the role of Onsite coordinator as well when I was located at onsite, Johannesburg, South Africa.
* Efficiently executed role of Knowledge Management Lead, Configuration Controller.
* Has started my career and worked with **Infosys Technologies Limited** as a **Senior Systems Engineer** for **4 Years and 4 Months** on **Mainframe** technology in **Insurance (Health Care) Domain** and performed following roles:
* Extensive exposure on Testing, QA and allied processes
* Ad hoc Business Requirements Gathering functions.

**Experience and Knowledge Areas**

**Quality Assurance**

* Worked independently with client to gather and understand customer’s requirement about the application.
* Worked independently for preparing test plans and estimations for System/ Functional testing, Regression Testing, Smoke Testing and Business acceptance testing (User Acceptance Testing).
* Handled test execution activities independently and worked closely with the client’s project manager from requirement gathering phase to project closure phase.

* Knowledge of :-
  + Software life cycle models like V model
  + Testing methodologies like Black Box, White Box, Boundary Value Analysis, Equivalence partitioning, Metrics, testing methodologies like TPA and Function points estimation.

**Technical Proficiency**

Domain : General Insurance and Health Care Insurance

(8.5 years).

Automation Tools : HIPERSTATION (Mainframe).

Secondary Tools : File Aid (Mainframe), E2Open, VTP, E2E,

ERP (Enterprise Resource Planning).

Test Cases and Defect Tracking Tools : Test Director 8.0, Mercury Quality Center 11.0.

Version control Tools : VSS 6.0.

Operating Systems : OS/390, Windows 9x/2000/2003 server/ XP.

**Certifications**

* Completed External certification in Health Care domain **AHIP (American Health Insurance Policy), Part A** and **Part B** in the year 2009.
* Completed External certification in General Insurance domain, **INS 21** in the year 2013.
* Completed internal technical certification at Infosys, **PR101** in the year 2008.
* Completed Lean Yellow Belt Certification- Testing in the year 2014.

Project Details

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| 03 | Project Name | **TIA - MF Online.** | | |
|  | Client | **M & F (Mutual and Federal Insurance Company)** | | |
|  | Team Size | 12 (9 Offshore and 3 Onsite) | | |
|  | Project Description :  This project of Mutual and Federal Insurance Co. is basically a migration project from their legacy system of Main Frame to a TIA (The Insurance Application) and JAVA based applications. The application is developed in TIA platform. At high level there are two parts of M&F applications.   1. TIA based application. – Meant for Mutual and Federal’s TIA users. 2. Mf online based application. – Meant for brokers / agents.   Its been more than 4 years I am associated with this project and I am fortunate to work in every module of this project. The different modules associated with this project are as follows:   * 1. TIA products.   2. TIA Sales.   3. TIA Claims.   4. MF Online products.   In both of these applications, I am involved in testing the following aspects;   1. Complete business flow of the application. 2. Client/Party (Policy holder) management. 3. Sales. 4. Quotation management. 5. Policy modification for different Product lines. 6. Policy cancellation for different Product lines. 7. Policy Reinstatement for different Product lines. 8. Premium calculation of the policy created. 9. Renewal of the Policy. 10. Claims filing. | | | |
|  | Role | | : | **Offshore Lead (TIA and MF Online),** as an offshore coordinator, I am involved in testing activities and managing project from offshore. |
|  | Responsibility | | : | **As an Offshore Coordinator**   * As an offshore coordinator, I am actively and directly involved with Client to understand, analyze and review the Business requirements for both the modules (TIA and MF Online) to cascade them to my team at offshore. * Working as mentor to other team members and Monitoring the daily status report of task assigned to them. * Assigning tasks to the team member based on their competency and ensuring that it is done within the stipulated time frame. * Proactively providing suggestion about the innovative processes about the application to the Client’s Business Analysts. * Creating Reports and Daily Metrics about the project progress for each module with the project manager. * Review the test cases prepared by other team members. * Ensuring that there is a smooth coordination between onsite team and offshore team. * Ensuring that industry’s best process and practices are being followed in the project. * Preparation of Test plan, Test cases independently from the requirement   document.   * Performing System Testing, User Acceptance Testing. * Has been actively involved with the developers and Business   Analysts to clarify and resolve defect related issues.  **As an Onsite Coordinator**   * As an onsite coordinator, I was actively and directly involved with Client to understand, analyze and review the Business requirements for both the modules. * Prepared Test plan, Test cases independently from the requirement   document.   * Performed System Testing, User Acceptance Testing. * Has been actively involved with the developers and Business   Analysts to clarify and resolve defect related issues.   * Worked as mentor to other team members and Monitoring the daily status report of task assigned to them. * Proactive in providing suggestion about the innovative processes about the application to the Client’s Business Analysts. |

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| 02 | Project Name | CHIPS (Comprehensive Health Insurance Planning System) | | |
|  | Client | Wellpoint. | | |
|  | Team Size | 25, (20 Offshore and 5 Onsite) | | |
|  | Project Description :  This is an ongoing development and maintenance project for Wellpoint Insurance Co. CHIPS is one of the key applications of Wellpoint account. It deals with the testing aspect of all the claims processed by Wellpoint Insurance Co. This project deals different modules like Provider, Subscriber, Insurance Plans, Dependents, etc. which interact with each other. I have been involved in all kinds of projects and maintenance work in this project as a Test Analyst and QA. | | | |
|  | Role | | : | Lead of the QA module (NETWORX). |
|  | Responsibility | | : | * Understanding, analysis and reviewing the Business requirements for various modules. * Prepared test cases independently from the requirement document. * Review the test cases prepared by other team members. * Was actively involved with the developers to clarify and resolve   defect issues.   * Daily metrics like number of defects per module was reported to the project manager. * Regular communication with the Onsite Coordinator. * Performed System Testing, User Acceptance Testing and Regression Testing. * Worked as mentor to other team members and Monitoring the daily status report of task assigned to them. * As a part of Knowledge Management team, I have worked to ensure to maintain strong knowledge base diversification of knowledge across all team members within team. |

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| 01 | Project Name | HMO Claims, (Health Care Management Organization) | | |
|  | Client | Aetna | | |
|  | Team Size | 18 Members, (12 Offshore and 5 Onsite) | | |
|  | Project Description :  This is an ongoing development and maintenance project for Aetna Insurance Co.  An HMO claim is one of the key applications of Aetna account. It deals with the testing aspect of all the claims processed by Aetna Insurance Co. This project contains different modules like Provider, Subscriber, Insurance Plans, Dependents, etc. which interact with each other. I have been involved in all kinds of projects and maintenance work in this project as a Test Analyst and QA. | | | |
|  | Role | | : | QA and Configuration Controller. |
|  | Responsibilities | | : | * Understanding analysis and reviewing the Business requirements for various modules. * Done System Testing, Regression Testing. * Regular communication with the Onsite Coordinator. * Designing and Creation of test cases for various modules. * Worked as mentor to other team members. * Performed the role of **Configuration Controller** in the team. |

Personal Details

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| **DOB :** | 18 May, 1983 |
| **Passport No :** | F 8351476 (Valid up to 27th June, 2016). |

**Language Known :** English, Hindi, Marathi.

Academic Qualifications

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| **Qualification** | **Month & Year**  **& University/Board** | **% Marks** |
| B.E. (Electronics and Telecommunication) | June 2005, RGT University | 70.00 % |
| H.S.C | Jun 2001,M.P Board | 71.11 % |
| S.S.C | Jun 1999, M.P Board | 80.66 % |