Girish J

Technical Test Lead

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| Summary :: |

* A **Technical Test Lead/Manager** with over 12+ years of experience in Project Management, Delivery Management, Service Management, Product Management, Team Management, Testing, GUI Automation, System Automation, Security, Performance, Load & Stress Testing, Development for Cloud, Mobile, Unified Communication, VOIP, SIP, Cloud, Telecom, Optical (NMS & EMS), L2 & L3 layers, Networking (SNMP Agent, SNMP Agent Simulator and SNMP Manager) application, MIB development, CLI and Java applications. These projects involved the requirement gathering, designing, development, testing, technical support and team handling.
* Expert level domain knowledge in SIP, Cloud, Unified Communication Products (Call Manager, Unity, Unity Communication, CUPS – Cisco unified Presence Server, CUPM – Cisco Unified Provisioning Manager), VOIP (Voice Over IP), Smart Call Home, Protocol decoding, Optical (NMS & EMS), Networking (SNMP Agent, SNMP Agent Simulator and SNMP Manager)
* Expert level skills in **PYTHON,PERL , SELENIUM (Webdriver), JAVA, C, Tcl/tk, Shell Programming**.
* Experience in SDLC and STLC. Good understanding of **Scaling, Virtualization, Cloud, Big Data, Security, nginx, RabbitMq, Redis.**
* Worked as **permanent employee** of **Cisco Systems**, **Alcatel-Lucent** and **Aricent**.
* Worked **onsite** in **Japan with Japanese client [NEC]**, **US [Customer interaction]** and **Germany [Customer Support].**
* **Travel -** Possess a 10 year valid (till Dec 2015) B1 Visa to the United States of America
* **Professional Certifications** 1. **CCNA (Cisco Certified Network Associate)** 2. **Security Ninja White belt Certified**. 3. **ISTQB -International Software Testing Qualification Boards**.

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| Technical Leadership :: |

* Good Experience in Automation Tools like **PYTHON, PERL, CURL (Rest web services), Selenium (Webdriver) CSAT – Cisco Smart Automation Tool, Win Runner, QTP, Aiden, RFT (Rational Functional Tool)**
* Was instrumental in developing **of Automation Framework** for my projects.
* **Role included gathering client requirements from product management team, estimation, leading the design, Test Planning, Testing Efforts, Test Execution, Quality Management, Review, Documentation, Team communication and Delivery.**
* Good Experience in Automation of Test cases, Security Testing, Sanity Testing, Regression Testing, Load and Performance testing.
* Good experience in Design Languages/Methodologies UML, OOAD (Object Oriented Analysis and design)
* Good experience in architecture, design, development and testing experience in UNIX, Linux, Solaris and Window platforms.
* Experience in leading projects as lead for testing of UCDT (Unified Communication Deployment Tool) , SCH (Smart Call Home) and Push to Talk
* Experience in Software Methodologies in Agile, Scrum master, Iterative Development, Waterfall model, Network consultant (NC) and Project Manager.
* Experience in using Project Management tool Microsoft Project, SDLC and STLC. Good understanding of Scaling, Virtualization, Cloud, Big Data, Security, nginx, RabbitMq, Redis.
* Experience in Continuously improved Project initiation, Planning, Executing, Tracking, Controlling, Risk Management, and spearheading various projects with compliance to quality standards.
* Skills in managing teams align them to work with the corporate set parameters and motivating them for achieving business and individual goals.
* **Focused teams on business objectives and tracked progress to ensure project milestones were completed on time, on budget and with the desired results.**
* Demonstrated **out of box ownership** in driving the quality aspects, always exceeding the management and stake holder expectations.
* Architect the test environment, test processes for various types of testing
* Very good problem solving, critical thinking, analytical and trouble-shooting skills.

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| People & Process :: |

* Involved in hiring and managing team members, setting the direction of the team, in accordance with the organizational goals, motivating and encouraging the team to contribute to the set goals.
* Provided Technical guidance to the team members through test case reviews and have prepared Test Plans extensively.
* Promoted **cross-functional collaboration and open communication** within the team and across Development Team and Support Teams improving the team environment and culture.
* Spearheaded **end to end quality efforts** resulting in tests to be carried out on time, under budget with higher quality standards.
* Encouraged the team towards higher focus on automation, which resulted in an enriched set of automation suite across the project handled.
* Started the initiative of Analyzing the customer found defects and taking the corrective action to prevent the recurrence in future which lead to increase customer satisfaction and increased test coverage.
* Worked closely with the PMO in spearheading the efforts of **adopting AGILE methodology** within my team.

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| Collaboration & Communication :: |

* Lead the team in establishing and exhibiting outstanding collaboration and communication with product management and project management for better success of the projects and better implementation of processes.
* Developed a constant SME and NCE connect for constantly keeping the project features upto customer expectations and eventually driving adoption of the tools with enhanced customer satisfaction.
* Incorporated constant feedback flow from the stakeholders/SMEs on the new requirements being developed to ensure we are building a user relevant solution/software.
* Motivated, mentored, and guided the team in incorporating functional automation by **developing automation frameworks.**
* Demonstrated sold influential and analytical skills, problem solving, decision-making and people management skills.
* **Provided a Quarterly update** of the test status to the upper management team through operational reviews conducted every Quarter.

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| Certifications :: |

1. CCNA (Cisco Certified Network Associate) CSCO12429888 – 2013
2. Security Ninja White belt Certified.
3. ISTQB -International Software Testing Qualification Boards (Certificate number ITB-CTFL – 0037021)

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| Educational Qualification :: |

* Bachelor of Engineering (Computer Science) – Percentage - 72% (Distinction). Dayananada Sagar Collage of

Engineering (Bangalore)

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| Technical Expertise :: |

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| **Domain** | Cloud, SIP,Unified Communications, Unified Communication Products (Call Manager, Unity, Unity Communication, CUPS – Cisco unified Presence Server, CUPM – Cisco Unified Provisioning Manager),VOIP, Smart Call Home, Optical (NMS & EMS), Networking (SNMP Agent, SNMP Agent Simulator and SNMP Manager) |
| **Software Methodologies** | Scrum, Agile, Iterative Development, Waterfall model |
| **Design Methodologies** | UML, OOAD |
| **Design Patterns** | Factory pattern, Singleton pattern, Strategy Pattern, MVC model |
| **Operating Systems** | Linux(RHEL),Unix, Solaris, Windows 95/98/2000/2003/NT/XP |
| **Languages** | Python, Perl , Java, C, Shell Programming |
| **Database** | Mongo DB, Redis, MySQL , Oracle, Postgresql, SQL Server 7.0, SQL Server 2000, SQL Server 2005, HSQL |
| **Technologies/Tools** | BugTrack, Team Track, CVS, Tims, CDET, Rally WinSCP, Dashboard, CUDLI, PRRQ, Tord, Insure++, Gdb, JKD, JSDK , Java Web Server, Rational Rose, JDMK , Adventnet Snmp toolkit, Rational purifier, Net X-Ray, Jini Technology Starter Kit , Smart Draw, Macromedia Director , Clear Case (Config Mgmt), Rational rose, Active Directory, Wireshark |
| **Application servers** | Web logic , Tomcat Server , jakarta-tomcat |
| **Build Tools** | Hudson, Install Shield, Apache Ant |
| **Automation Tool** | PERL, Python, Selenium(Webdriver), SAHI, CURL (Rest web services), CSAT – Cisco Smart Automation Tool, Win Runner, QTP, Aiden, RFT (Rational Functional Tool), HP Load Runner |
| **Load Testing** | JMeter, ITCAM |
| **Protocols** | SNMP, VOIP, IP, TCP, UDP, SIP, HTTP, HTTPS, PPP, (RADIUS, MIP Mobile IP, A11, A12 – RAN, PDSN, PCF, AAA,3G,CDMA2000) , RIP,OSPF,EIGRP |

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| Work Experience :: |

* **Kodiak System, Bangalore**  - 4th Dec 2013 to till date . Reference Manager: Keshav
* **Cisco System, Bangalore**  - 15th Feb 2008 – 3rd Dec 2013 date. Reference Manager: Robin Jose/Vinay
* **Alcatel-Lucent Technologies India Ltd** Bangalore 1st Feb 2004 – 15th Feb 2008. Reference Manager: Subbegowda/D B Srinivas
* **Aricent technologies (TENET TECHNOLOGIES),** Bangalore - 1st Feb’ 2001 – 1st Feb 2004**.** Reference Manager: Nageshwar Rao/Biju Mone

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| Role :: |

* Role included gathering client requirements from product management team, estimation, leading the design and testing efforts, review, documentation, team communication, delivery and customer support.
* Automation of Test cases, Security Testing, Sanity Testing, Regression Testing, Load & Performance testing.
* Discussion with the client to understand the product and finalization of requirements and design.
* Technical helps to the team and Managed a team of tester.
* Responsibility of the product quality and project performance.
* Involved in end to end test activities from pre-sales, customer interactions, test strategy definition and deployment critical products.
* Leading the team and execution of defined test strategies for moderate to complex test engagements covering all aspects of validation – functional, non-functional
* Perform test monitoring, diagnostics, analysis and reporting of test results to identify and troubleshoot system issues and bottlenecks, as well as lead the work of others and the review of test-related work products and deliverables
* Understanding the pain points, problems, challenges faced by the teams, provide technical direction to address them and in turn enhance quality and productivity
* Develop and maintain test plans, cases, scenarios, and scripts, design test data strategies for both functional and non-functional tests.
* Strong ability to interpret and summarize test metrics, including the ability to correlate, create and present result reports for various audiences
* Strong understanding of software development life cycles, software engineering processes, test processes, operating systems, mainframe, web applications, client/server applications, distributed systems, shared services, communication protocols, and architectures required.
* Explore and identify framework approach for tests management, tools, POCs with focus on reusability and IP/Solution creation for the organization
* Exposure to performance testing aspects in Cloud, Mobility area
* Prefer strong experience with open-source tools. Ability to adapt and work in a highly dynamic environment
* Excellent oral/written communication including the ability to listen carefully and draw accurate and pertinent details from the customer
* Ability to see the big picture/system understanding with capability/potential to dive into low level details to support problem isolation
* Ability to communicate with the infrastructure teams, operations team to identify and facilitate test environment requirements

### Project – POC (Push to TALK over Cellular - KODIAK SYSTEMS,

Technology – Linux (RHEL), Windows, SIP, XCAP, C++, Java, SQL, XML, GGSN, SGSN, SMPP, SMSC, Advanced TCA/ATCA Platform , Android Samsung Galaxy 5 Handset Duration – Dec 2013 ~ Aug 2014

**Description -** Kodiak-powered PTT is the **first and only** carrier-based push-to-talk system to offer the ability to make and receive PTT calls over compatible Wi-Fi, 4G LTE, 4G HSPA+, and 3G networks on latest smart phones & windows PC including public Wi-Fi hotspots, home networks, and corporate Wi-Fi networks. Wi-Fi provides **improved coverage** to stay in touch even when cellular wireless service is unavailable. Kodiak PoC Solution supports different ways of calling PoC subscribers including one-to-one and group calls, publishing self presence and subscribing for the real-time presence states of other subscribers and creating and modifying contacts and groups. PoC uses SIP signaling for all presence and calls related signaling and RTCP based messages for floor control within the PoC sessions. The tool has **customers** like AT & T USA, Verizon, Bell CANADA and Telefonica.

### Project - UCDT (Unified Communication Deployment Tool) - CISCO SYSTEMS,

Technology – Jakarta Struts, Spring 3.0 MVC/Rest, Hibernate, Mysql, Postgres, Apache Velocity, JSP, Servlets, JSTL, Ajax, Web services, SOAP API, Jax-RS, SSH, Apache Telnet, Apache POI, ODBC, CUDLI, REST API, Cloud, CSAT (Automation)

Duration – Dec 2010 ~ till date

**Description -** UCDT is a product that provisions / administers a multitude of Cisco Unified-Communications technologies like CUCM, Unity, Unity Connection, CUPS, Router and CUPM, using a variety of implementations that include Web Services, Telnet, SSH and SQL queries. It provides a single unified framework for provisioning Voice networks and is extensively used by Customers to configure and maintain their large scale Voice networks. This product helps in enabling partners and consulting firms to build service around planning stage of IP Telephony (IPT) deployment. The automation built into the product increases productivity and brings consistency Currently, the tool has about **14 customers** - including Bank Of America (BoA), Walgreens, Walmart, ExxonMobil, Citibank, RBS, Bank of the West among them.

**Project - SCH (Smart Call Home) - CISCO SYSTEMS, BANGALORE**

Technology – Java, Oracle, JSP, Servlets, Ajax, Web services, SOAP API, SSH, Apache Telnet, Apache POI, ODBC, JMeter, ITCAM, CSAT (Automation), PERL (Automation) Duration – Aug 2009 ~ Nov 2010

**Description -** SCH identifying issues quickly with continuous monitoring, real-time, proactive alerts, and detailed diagnostics, it helps detect and resolve known errors faster and with less effort by automating support. It resolves critical problems faster with direct automatic access to experts at Cisco Technical Assistance Center (TAC). Web-based access to needed information that provides customers the ability to Review all Call Home messages, diagnostics, and recommendations in one place. Check Service Request status quickly. View the most up-to-date inventory, configuration, Environment, Diagnostic, crash and syslog information for all Call Home devices, Device supported are Data Center Products (nexus 7000 etc) LAN Switching Products (Catalyst 6509 etc), Routing Products (Cisco 76500 etc), Security products (ASA5500), Service Provider and Metro Ethernet Products (cisco XR 12000 Series Router) and Unified communication (UC). Currently the tool as about **25000 registered devices and** **Client – 6000 customers.**

### Project - UCAT (Unified Communication Audit Tool)- CISCO SYSTEMS

Technology – Java, struts, hibernate, hsqldb, Perl, Sahi (testing automation) Duration – Feb 2008 ~ July 2009

**Description** - Unified Communications Audit Tool collects the configuration data from the Call Manager, Unity Servers, IP Phones, Call Detail Records, Eventlog/Syslog, Cisco Unified contact Center (CUCC), Routers, Switches and TelePresence. The Report Server uses the data collected and analyzes it to generate reports in Word, Excel and HTML formats. The engineers will have to review the document, make any recommendations to the data that has been reported on, and adjust the document as the customer requirements dictate. Rules will enable the analysis and diagnosis process but the engineer will still be responsible for the final result and any additional work to clarify the document. Currently, the tool has about **35 customers -** including Bank Of America (BoA), Walgreens, Walmart, ExxonMobil, Bank of the West.

### Project - DNA (Dynamic Network Analyzer)- ALCATEL-LUCENT, BANGALORE

Technology – Optical, Java SQL Server 2000/2005 and PERL on Windows 2000 server. Duration – Aug 2005 ~ Feb 2008

Description - The DNA product suite functions as a data collector and integrator for transport network data, with optional pieces for analysis and reporting. Data collection is done by the DNA Framework system. It collects data from Element Management Systems (EMSs), Domain Management Systems (DMSs), and Service Provisioning systems (such as MRP). Data is correlated, consolidated, and stored in a database for further analysis (DNA CSM, DNA CA/PA) or export (Nestra, NFM). The DNA product suite provides the following value for a customer: - Single seat data collection from EMS and NMS for Optical SDH products - Multi-vendor support for EMSs and DMSs (Lucent, Alcatel) - Value added functions such as reporting and analysis on the data collected - Export of data to higher level Operations Systems. Customer Service Manager (CSM) Application Servers adds the ability to do management of customer services and customer monitoring of their network. Worked onsite in Germany [Customer Support].

### Project - SQM [Software Quality Manager]- ALCATEL-LUCENT, BANGALORE

**Technology** – Java, Oracle and PERL on Solaris 8 Duration – Feb 2004 ~ Aug 2005

**Description** - SQM (software quality manager) is a product that is used to verify SLA’s (service level agreements) by monitoring KPI’s (Key performance Indices) and KQI’s (Key quality indices) of the network. From a user perspective, the product is completely configurable. The user can define KPI’s and KQI’s to be monitored based on the fields of the individual packets coming in. Since this product is not tied down to any particular technology (ATM, Frame relay, Wired Line etc.) and is completely configurable, it may be used to define and collect metrics in any problem domain. There are modules to receive packets, map them, run expressions on the packets data, a database access module, adaptive monitors, Threshold calculators, alarm modules etc.

### Project - PMS (Packet Monitor System) - ARICENT Technologies, BANGALORE

**Technology** – C and Java on Solaris 8 Duration – May 2003 ~ January 2004

**Description** - The Packet Monitor System (PMS) is aimed at developing software that can capture, monitor real-time data from Fast Ethernet and Gigabit Ethernet links. This software provides the facility to display the data in real-time as well as logging the same to a file. The packets are tapped using TAP hardware or from a L2 switch. Decoding packets like IP, SNMP, TCP, UDP, RADIUS, PPP, MIPv4, IMAP, HTTP, GRE, A10 and A11.The data from PMS is useful to detect errors or abnormalities on the network. It also decodes and displays the details of each packet passing through the network. **Client – NEC Japan Worked onsite** in US [Customer interaction]

### Project - SMS (Statistics Measurement System) – ARICENT Technologies,BANGALORE

**Technology** – C on Solaris 8 Duration – May 2002 ~ April 2003

**Description** The Statistics Measurement System project is aimed at developing software that can capture specific application layer protocol packets from the mobile networks to measure their statistics. Ability to collect data from Fast Ethernet Links and Gigabit Ethernet Links is supported in the product. A web based graphical user interface provided to view the collected statistics data. The SMS provides feature for setting filters to capture the protocol (RADIUS /mobileIP/ A11/A12) packets and calculate the statistics data. **Client – NEC Japan. Worked onsite** in Germany [Customer Support].

### Project– NETWORK ANALYZER - ARICENT Technologies, BANGALORE

**Technology** – C on Solaris 8 Duration – March 2002 ~ April 2002

**Description** This project aims to develop a Network Analyzer product that can capture, measure, monitor real-time data and log from Fast Ethernet links and Gigabit Ethernet links. **Client –** NEC Japan

### Project– SNMP AGENT SIMULATOR - ARICENT Technologies, BANGALORE

**Technology** – Java on Solaris 8, Windows NT, Adventnet Tool, JDMK4.2 for SNMP Duration – July 2001 ~ February 2002

Description - This project is development of a Snmp Agent Simulator on Solaris 8 platform.

The SNMP Agent Simulator software simulates one or more SNMP Devices. This software provides a Command Line Interface, Graphical User Interface and the capability to run the scripts. The Product development of SNMP based devices gets an advantage with the use of simulators to replicate SNMP devices. Client – NEC Japan

### Project - SNMP Manager - ARICENT Technologies, BANGALORE

**Technology** – Java on Windows NT, JDMK3.2 for SNMP Duration – May 2001 ~ June 2001

Description - This project involves development of an application that provides users to browse the SNMP MIBs and carry out the SNMP operations on the default Windows NT SNMP Agent. Client – NEC Japan

### Project - Home Gateway Architecture - ARICENT Technologies, BANGALORE

Technology – Windows NT, Java and Jini, Jni Duration – February 2001 ~ April 2001

Description - This project consists of a product that aims at providing various Services, which can be accessed through emerging technologies like Jini, Bluetooth. Client – NEC Japan