**Prithviraj S.M**

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**Test Lead**

Test plan and Test case creation, Test Schedule maintaining, Test script/case execution, Test data creation, Test execution report, Test Metrics, Agile Methodology, Effort Estimation

Passionate, disciplined and committed module lead with creative, intuitive, resilient and yet flexible approach towards work while learning in-depth knowledge of the skills, learning latest skills, technologies and keeping track of the software industry and domain.

1. 11+ years’ experience in testing in Retail, Manufacturing, Energy and US Healthcare domains.
2. Have experience in both Automation and Manual testing
3. Well versed with Agile methodology
4. Worked on Cloud based application testing
5. Managed the team of 8 members in a project
6. 4+ years’ experience in testing using automation tools like Winrunner and Rational Robot
7. 4+ years of experience of using test management tools HP ALM (QC) and Rational Test Manager
8. Good understanding of business processes, strong knowledge & understanding of industry standards and methodologies.
9. 4+ years of ITSM application testing using BMC Remedy, HP Service Manager, eHelpline and Service Now
10. Experienced in Functional Testing, Regression Testing, System Testing, GUI Testing, Data Driven Testing, Integration Testing and Functional Unit Testing. Also assisted in User Acceptance Testing
11. Experience in preparing test execution reports, defect reports and various test matrices
12. Experience in requirements analysis, effort estimation, and test case design, testing, leadership and customer relationships.
13. Excellent analytical, problem solving, multi-tasking skills with creative and flexible attitude, as well as knowledge of rapidly changing current IT trends.
14. Excellent communication both oral & writing and good team player.

**Skill Set:**

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| --- | --- |
| Automation Tools | Rational Robot, Winrunner |
| Database | Oracle, SQL |
| Defect tracking tool | Test Track, QA Track, HP QC |
| ITSM Tools | BMC Remedy, HP Service Manager, Service Now, eHelpline |
| Test Management | Rational Test Manager, HP ALM |
| Configuration Management Tools | CVS, Clear Case, SVN |

**Personal Information**

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| --- | --- |
| Date Of Birth | 7th May 1978 |
| Passport # | L5712936 – Valid up to 19th Jan 2024 |
| Visa Details | USA Business Visa (B1) – Valid up to 17th Aug 2018 |

**Education:**

Bachelor of Engineering in Mechanical from UBDT college of Engineering, Davangere, Kuvempu University

**Professional Experience**

**Test Lead**, May 2005 to Present – Wipro Technologies Limited. Bangalore, India

**1. SE COINS**

**Client: Stora Enso, Finland (May-2014 to Present)**

**Description:** Project is running agile methodology. They wanted to replace the current ticketing solution from Service Now to eHelplien with an auto ticketing option from the monitoring solution. Monitoring of network and network devices like Switches Routers and Nodes. Monitoring was done on both Linux and Windows servers which will trigger an alert to create a ticket in eHelpline. Also other ITSM modules like Change, Problem, Request Fulfillment and Knowledge management were implemented

**Roles and Responsibilities**: Managing the testing team, coordinating with testing team and tools team who were responsible for monitoring alerts. Estimating the effort required for testing, writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sent daily and weekly reports to higher management, Setting goals and objectives for the team

**2. Monitoring Solution**

**Client: Telkomsel, Indonesia** **(Oct 2013 to Apr 2014)**

**Description:** To track and gather data about the functioning of the network and network devices like Switches, Routers and Nodes. Monitoring was done on both Linux and Windows servers. Network monitoring triggers alerts and email messages on any events and all the events are forwarded to Remedy for tracking. Incidents are created in Remedy for received events and are tracked till closure.

**Roles and Responsibilities**: Managing the testing team, coordinating the dev and testing team. Estimating the effort required for testing, writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update

**3. Remedy 8.1 Implementation**

**Client: CHI-Alegent, USA (Apr 2013 – Oct 2013)**

**Description:** Healthcare company wanted their existing remedy 7.6 to be updated to 8.1. All the ITSM modules were tested accordingly along with the third party tools integration testing.

**Roles and Responsibilities**: Managing the testing team, coordinating the dev and testing team. Estimating the effort required for testing, writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update, UAT assistance

**4. Service Anywhere 1.00 (Atom) & 2.00 (Balboa)**

**Client: HP, USA (Aug 2012 – Apr 2013)**

**Description:** This project was under agile methodology and release was scheduled for every 2 weeks. Service anywhere is the cloud based HP application which is based on SaaS (Software-as-a-Service) of ITSM module implementation. This application accessed by users using a thin client via a web browser. This is also referred as codeless configuration software.

**Roles and Responsibilities:** Customer Demo for Acceptance testing, managing the testing team, coordinating the dev and testing team. Estimating the effort required for testing, writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update, UAT assistance

**5. SWAT (Swift Action Team)**

**Client: Walmart, USA (Nov 2011 – Jul 2012)**

**Description:** SWAT (Swift Action Team) project covers requirements from Asset and Configuration Management modules which need to be prioritizing to address operational enhancements required by Wal-Mart.

**Roles and Responsibilities:** Managing the testing team, coordinating the dev and testing team. Estimating the effort required for testing, writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update, UAT assistance

**6. GCC – Remedy Implementation**

**Client: Hospira, USA (Nov 2009 – Oct 2011)**

**Description:** Global Command Center (GCC) is the application developed on shared platform by Wipro using BMC Remedy, which is used for many of its customers. Tickets were migrated from the old system CA Service Desk to Remedy. All the ITSM applications were moved to Remedy and tested

**Roles and Responsibilities:** Managing the testing team, coordinating the dev and testing team. Estimating the effort required for testing, writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update, UAT assistance

**7**. **Remedy v7 Implementation**

**Client: CISCO, USA (Jul 2009 – Nov 2009)**

**Description**: CISCO updated its Remedy version to v7 from v6. Testing was done for ITSM applications such as help desk, Knowledge Management, Asset management, Service Request Management and integration with third party tools.

**Roles and Responsibilities:** Writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update

**8. Documentum Migration**

**Client: CISCO, USA (Jul 2008 – Jun 2009)**

**Description:** Yell adworks formerly Pindar Set, was using the PCDoc to store its images, scanned copies, and information about the customers, and wanted to switch to Documentum. Documentum is an enterprise content management platform, delivered by EMC Corporation. WebTop was the application used to access the contents of the Documentum

**Roles and Responsibilities:** Writing the test plan, test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports. Sending daily and weekly status update

**9. Clipper v4.4 (Acadia Release)**

**Client: Yell Adworks, UK (Nov 2007 – Jul 2008)**

**Description:** Yell adworks formerly Pindar Set, was using the PCDoc to store its images, scanned copies, and information about the customers, and wanted to switch to Documentum. Documentum is an enterprise content management platform, delivered by EMC Corporation. WebTop was the application used to access the contents of the Documentum

**Roles and Responsibilities:** Writing the test plan, test cases, and test scripts. Review of test cases and execution. Execution of automation test scripts using Winrunner. Tracking the defects in defect tracker, test execution reports.

**10. Integration Manager (Acadia Release)**

**Client: DNB, USA (Jun 2007 – Oct 2007)**

**Description:** Integration Manager is a web based system that merges customer information from diverse systems using the D&B D-U-N-S Number© and a common customer directory that D&B builds. Integration Manager helps to provide a single view of every engagement a company has had with a customer in every department and system.

**Roles and Responsibilities:** Writing test cases. Review of test cases and execution. Tracking the defects in defect tracker, test execution reports.

**11. GEMINI Regression Suite**

**Client: National Grid, USA (Aug 2005 – May 2007)**

**Description:** The client "National Grid" has its major business in Europe in Gas Industry. The testing is being done through Automation Process using IBM’s Rational Robot. GEMINI was having three modules viz., Entry Capacity, Exit Capacity, and Energy Balancing

**Roles and Responsibilities:** Writing the test plan, test cases, and test scripts. Review of test cases and execution. Execution of automation test scripts using Winrunner. Tracking the defects in defect tracker, test execution reports.

**Software Engineer: Comat Technologies (Apr 2003 – May 2005)**

Worked as testing engineer for the following projects

1. Inventory Control (Sep 2004 – Apr 2005)

2. E-Sales (Jul 2003 – Aug 2004)

3. Time Record (Mar 2003 – Jun 2003)

**Testing Engineer: Anuttamaa Technologies (Jan 2002 – Mar 2003)**

Worked as testing engineer for the following projects

1. Production Planning and Control (Aug 2002 – Mar 2003)

2. MISH (Feb 2002 – Jul 2002)

**Trainings**:

1. Agile Training in Wipro
2. Advanced QTP training in Wipro

**Certification**:

1. “Wipro Scrum Master” certified from Wipro

**Professional Achievements:**

1. Best Team award 2007
2. Rewarded with “Feather in my cap” award twice, implementing the Asset Management in Hospira and Remedy Implementation for CHI project
3. “Thanks a Zillion” for assisting another project while working in a project (Gemini)