

**S.SRINIVASSANTOOSH**

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**Summary**

* A result oriented professional with 8+ years of experience in Software Testing & Quality Assurance, I enjoy working on new features being built on latest solutions & products.
* Worked on analyzing various Test process Improvement models, & been part of implementation team to determine, benchmark & define the focus areas to obtain peak stability in software solutions & products.
* An effective communicator with honed relationship, leadership, planning, coordination and analytical skills with ability to view the larger picture, taking business-critical decisions for process improvement from the front to attain business/ operational excellence.
* Worked on variety of Software testing projects involving CRM products, ERP applications, BI ETL & report presentation/visualization features, software based VoIP multi-channel contact center solution & Life Sciences Data Warehouse solutions.
* Involved in liaising with Test automation team to build keyword driven test automation framework & generate automation script for the product, based on manual test scripts.
* I been part of projects that have been successful, also those that have failed, thus I understand the measurable & non measurable criteria of project that would result to its financial success.
* I have been part of interview panel for hiring new candidates, & also been part of employment contract termination assessment panel in projects that I have worked on, thus I understand the hard & soft aspects that affect the human resourcing part of projects, how to & how not to apply people resourcing in a project.
* Involved in testing software applications that was setup, configured in either On-Premises mode, SAAS, Hosted, Cloud based environments, where test bed configured would mimic the possible delivery modes supported by the product.
* Involved in projects that involved re-engineering the software solution to make it cloud compatible apart from being on-premises compatible.
* Hands-on-experience in performing software testing project deliverables management, defect tracking & impact analysis, coordinating with product management, development & testing teams located at India, US & European countries.
* Had been part of SDLC involving processes like Waterfall model, Agile, Lean/Scrum models.
* Adept in Test plan creation, Core-functionality testing, Module Integration-feature testing, End to End customer scenario testing, Concurrency, Compatibility, Access control/Security control/Rights Management, Single-Sign-On (SSO) based application testing, localization & Internationalization tests for web based products on PC & Mobile devices, System testing & certification testing as part of solution SDLC & also System testing as part of UAT at customer site, writing custom stored procedure/packages using application Stored-procedures exposed by Public API for automated data load testing & performing functional API testing.
* Proficient in Software testing task estimation, breakdown, scheduling, designing Test plan/ packages, supervising & reviewing Software testing project artifacts preparation, versioning, tracking test-execution progress to measure & report the test coverage.

**WORK EXPERIENCE**

**\*Feb'13 till now with Oracle India Development center at Bangalore**

Joined as Senior Quality Assurance Engineer in Feb' 13 (received Spot award in 2014)

**\*June'08 to Feb'13 with SAP Labs India, Bangalore**

**Growth Path:**

Joined as Software Quality Engineer (QE) in Jun' 08

Promoted as Senior Quality Engineer in n Apr' 10

**\*Dec'06 to Jun'08 with CDC Software (Presently Aptean, formerly Pivotal CRM), Bangalore**

QA Engineer (received Extra mile award in 2008)

**CERTIFICATION**

2014 ISTQB Certified Tester-Advanced Level-Test Manager (ISTQB CTAL TM), 82.6%.

2014 ISTQB Certified Tester-Foundation Level (ISTQB CTFL), 82.5%.

2012 Diploma in SAP Business Communication Management (BCM) 7.0, SAP Labs Finland

2010 IREB Certified Professional in Requirements Engineering (IREB CPRE)

**TRAINING**

* I was trained in lean SDLC, Scrum, Software Configuration Management auditing and ITIL process

**ACADEMIC DETAILS**

2010: Executive General Management Program (EGMPTP-Executive MBA) from SJSOM, IIT Bombay with grade AB

2006: B.E. in Electronics & Communication Engineering from Tagore Engineering College, Chennai, Anna University, T.N. India with 70.55%

2002: 12th from Bhavan's Sri Aurobindo Junior College, Secunderabad, Board of Intermediate Education, A.P. with 81%

2000: 10th from Kendriya Vidyalaya, Picket (Central Board of Secondary Education), Secunderabad, A.P. with 70%

**TOOLS USED and KNOWLEDGE PURVIEW**

* Configured or used following tools in multiple projects: Tortoise SVN, WinSCP, Putty, HttpFox, Live HTTP Headers, HTTPWatch, Xpath identification, Java, eclipse, Oracle SQL developer, sqlplus, SOAPUI for web-service testing, IIS 7.0, SQL server 2008, SQL Server Reporting service (SSRS), MS Excel 2007 & later, Ethreal (Wireshark), TCP/IP, Windows Server 2008, XML, VXML, HTML

**Key Result Areas**

* Preparing resource estimates & system test plan for new feature & regression testing for software modules on PC and mobile device when applicable, and conducting test effort estimation, approving test cases and system test completion report generation & performed analysis to streamline future test plans, testing approach.
* Prepared & executed Installation qualification checklist to verify test environment configuration to perform functional integration system testing.
* Involved in user acceptance testing (UAT) at customer site for functional correctness check and agreeable End to End customer scenario testing during onsite trip to Finland.
* Contributed in localization/Internationalization tests, tests involving ETL features like data loading, data analysis, data manipulation, mapping, transformation & reports; tested SOAP web service methods for integration interfaces testing, performed extensibility tests, authorization & access control security tests based on roles, groups & object specific security.
* Worked on succession planning of the workforce, rendering technical guidance and timely feedback to the team members, involved in screening, conducting interviews, candidate selection & on-boarding procedure.
* Managing overall operations for executing Testing project involving scoping, initiating, high level design review, resource mobilization, execution within cost & time parameters.
* Monitoring/ tracking projects with respect to budgeted cost, demand forecasts, time over-runs to ensure quality deliverable as part of timely execution of project.
* Used application Stored Procedures as source code to write custom procedures that would compile to create a custom package, this custom package/custom stored procedure could be executed to perform automated data load as an alternative to using UI to create, modify, move, copy and delete & other actions on hierarchies of data, same custom procedures/packages were reused to perform API testing as part of data extraction from external source for data model data load during ETL test.

**Highlights:**

* Involved in waterfall model during a project & then transitioned to Lean/Agile product development model to work closely with developers, product manager, documentation, and support teams located at multiple countries/time-zones
* I have good experience in tracking arguments/variables through a module and track changes to its parameter value.
* Knowledgeable in concepts involved in source code management using version control tools involving operations like update, commit, branch, merge, fastforward, rebase.
* Proactively involve in understanding code coverage metrics, Code complexity metrics & reasons for code refactoring.
* Improvised testing methodology by identifying & delegating manual, automation testing tasks to achieve better quality product with maximum optimization & minimum waste in time & person (resource).
* Mentored team members & encouraged knowledge sharing within the project teams.
* Encouraged Test case authoring based on defects reported by customer, so as to have test environment mimic the customer/production environment
* Involved in End to End Test case authoring & test environment configuration so as to test the complete flow of scenario, thus improving the test coverage
* Performed Test coverage assessments frequently, for additions or changes to be done to suite the test cycle & project phase & involved in defect tracking, impact analysis
* Played a stellar role in testing of software involving ETL, CRM and software based VOIP multi channel contact centre solutions
* Monitored & performed requirement gathering, workaround definition & risk assessment.
* Monitored & managed server client set up, environment set up and simultaneously handled task estimation & delegation activity

**PERSONAL DETAILS**

Date of Birth: 28th January, 1985

Languages Known: English, Hindi, Tamil, and Telugu

**REFER TO ANNEXURE FOR PROJECTS EXECUTED**

**ANNEXURE - PROJECTS EXECUTED**

**At Oracle India Development Center, Bangalore**

Period: Feb'13 to till date

**Products**: Oracle DMW2.3.n, DMW2.4.n (Data Management Workbench), Oracle LSH2.3, LSH2.2 (Life Sciences Data Hub) of Oracle Life-Science Warehouse Product unit, Oracle Health-care Science Business Unit

**Projects:** Major releases, Patch set releases & Patch releases for following products: Oracle DMW2.3.n, DMW2.4.n, Oracle LSH2.3, LSH2.2

Responsibilities:

* Involved in Test process management for Test artifacts, test case & bug specific object evidence, test affidavit creation & deliverables management using version controlling with Tortoise-SVN & performed gap analysis in project execution & resources utilization as a module lead.
* Involved in authoring, reviewing & executing the Installation Qualification (IQ) documents for multiple software components installed in different servers.
* Involved in liaising with test automation team to build keyword driven test automation framework for the product.
* Performed ETL testing on Web based ETL solution/New Product Oracle DMW running on Oracle Weblogic & ADF (Application development framework).
* Performed Single Sign-on (SSO) integration tests for Identity, access & security features in multi solution/single tenant setup configured in cloud based environment involving Oracle Access Manager(OAM),Oracle Identity & Access Management Suit (IAMS), Oracle Internet directory (OID) integration, Oracle Weblogic 10 with Oracle Life Science Warehouse solutions involving ‘LSH’ built on oracle EBS, Oracle application framework (OAF) for ETL, ‘DMW’ built on fusion ADF for ETL & ‘OBIEE Answers’ as BI presentation service).
* Performed tests on core data extraction from files to application data model. This feature involves Data model creation, Data model loading from flat files, zip files & SAS, CPORT, XPORT files using manual ‘Load-set' submit or Automatic Data load/reload based on scheduled ‘File-watcher' service configured for fetching data file from Watched folders in a UNIX/LINUX based NFS mounted/shared Storage device in the network running Distributed Processing servers for Text & SAS, this could be configured for hosted/cloud compatible deployment involving file-transfer over SFTP, as well as for on-premises deployment where user has direct access to server share folder; and ‘Inform' continuous load over web-service from other online applications.
* Individually Performed functional tests for features in Data-extraction from multiple UNIX/LINUX based Storage devices into data model available in a Study/Trail with is mapped to certain size for performance management, Data- protection functionalities involving Blinding & Masking for row, column or query specified data in a table, Data staging features involving Default Listing, Query builder listing, Data-cleansing involving Validation check listing for automatic discrepancy creation, and Discrepancy lifecycle management.
* Performed API assisted data load & public API testing. Used Public application Packages/Public APIs containing application Stored Procedures to write custom package & procedure by passing values to arguments & DB collections that describe the stored procedure, this would compile to create a package, this package could be executed to perform automated data load & operations on data; this is an alternative to using UI to create, modify, and delete hierarchies of data, same custom procedures were reused to perform public API testing.
* Performed Data validation & data integrity testing involving constraints, referential integrity in data-model.
* Involved in transformation related testing involving concepts like Pivot, Unpivot, Union, and Joins with rest of team.

**At SAP Labs India, Bangalore**

Period: Jan'09 to Feb'13

**Products**: SAP BCM 7.0, SPs; & SAP CRM IC (Interaction Center)

**Projects:** Major releases, Service pack releases & Hot-fix releases in products: SAP BCM 7.0, SPs; & SAP CRM IC

Responsibilities:

* Efficiently involved in Test approach planning, Task estimation & allocation, for New Product SAP BCM70 with released & to be released versions of SAP CRM-IC integration setup, collaborated with Quality management, Product management & Development teams for test coverage discussions.
* Holds the distinction of coordinating and performing BCM70 server installation (IA/VU installation & configuration), BCM70 standalone multi-channel contact center configuration & functional integration correctness testing between BCM 7.0 & SAP CRM IC during major releases
* Instrumentally performed Contact Routing related tests for SAP BCM VOIP features based on VOIP Gateway setup & application setup for least cost routing (LCR), skill based routing (SBR), automatic contact distribution to various channels & queues (ACD), monitoring & reporting applications (SSRS & Business Objects Reports testing for BCM70 reporting data) for inbound & outbound contact data involving Report layout (Attributes/Metrics positions), Metric/Unit of measure Calculations & conversion for report data, Security filters (If any), conditional formatting testing or threshold testing, Report Data testing against warehouse, Validate the Sql query for SQL generation Validation, Drill-down and hyperlinks testing, Drilling options & Drill Maps (Inc. Templates) test, Prompts (If any), Export/Print functionality, Formatting Properties like alignment, scroll bar, decimal places, etc, Report formatting testing against requirement.
* Performed End to End testing on cloud based/Hosted as well as On-premises models for the product.
* Monitored service packs & hot-fixes for multi-channel communication integration involving CRM business processes used in CRM business roles comprising of: CRM IC Agent, IC Sales, IC Service, IC Marketing, IC Manager.
* Significantly configured, coordinated & performed tests in core VOIP CC features & functional integration, tested SOAP web service methods

Period: Jul'08 to Dec'08

**Product**: SAP CRM 7.0 Interaction Center (IC)

**Projects:** Service pack releases & Hot-fix releases in products: SAP BCM6.0 & SAP CRM 7.0 Interaction Center

Responsibilities:

* Efficiently involved in CRM IC related business role generation, customizing & functional integration testing SAP CRM 7.0 Interaction Center (IC) involving Integrated Communication Interface for CRM IC webclient with SAP BCM 6.0
* Involved in testing Bill of Material (BOM) & Available to Promise (ATP) features in ERP sales order integration to CRM IC.

**At CDC Software India**

Period: Sep'07 to Jun'08

**Product**: CDC Pivotal CRM 6.0

Responsibilities:

* Involved in Migration of 'Customer Management System' (CMS the CRM template application for Pivotal CRM) to a New Pivotal Platform. My contribution included Testcase review & formulation, System setup, end to end CRM functionality testing, Reporting defects & test coverage for every sprint in release 6.0.

Period: Dec'06 to Sep'07

**Product**: Pivotal Homebuilder 5.9 (HB5.9) (CRM vertical specific to HB)

Description: Pivotal Homebuilder Solution provides a centralized view of the real estate sales representative's book of business involving leads, opportunities, customers, activities, quotes & contracts, product proposal, and home site configuration information.

Responsibility:

* Efficiently involved in application setup, SQL DB testing and Integration testing of HB 5.9 system.