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| **Objective** |

To be associated with a progressive organization that gives me scope to apply and enhance my knowledge and skill to contribute my best in the development and growth of the organization.

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| **Experience Summary** |

* Three years of **managing and leading teams and projects**
* Proven experience in developing and managing project schedules to achieve successful on-time project completing by collaborating with cross functional teams.
* **Client site experience** for knowledge transfer and setting client relationship
* Extensive experience of **Test Planning, Scheduling, Execution, Team leading, Defect Management, Environment Management** and **Presales Activities** in Testing area
* **ISTQB and CSTE certified** professional with **10 years** of IT experience in **Functional, Acceptance, E2E, Regression, Smoke testing.**
* Good Knowledge in Testing concepts and Methodologies
* Proficient with the **Test Management Tool, HP Quality Centre** and fair understanding for JIRA and QMetry
* Well acquainted with **Software Test Life Cycle (STLC**)
* Possess very good analytical & problem solving skills.
* A good team player with excellent interpersonal and communication skills and has an ability to work in a team as well as individual environment and ability to maintain and develop client relationship.
* Excellent interpersonal, communication and leadership abilities
* Strengths include positive attitude, trustworthiness and hard work.

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| **Professional Background** |

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| **Duration** | **Organization** | **Designation** |
| Nov 2011 – till date | Symphony Services | QA Team Lead |
| May 2011 – Nov 2011 | United Software Associates | QA Team Lead |
| May 2004 - Apr 2011 | Tech Mahindra Ltd. | Senior Technical Associate |

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| **Technical Background** |

**Test Management Suite:** HP Quality Center 10.0

**Defect Management Tools**: JIRA, Lotus Notes 8.5

**Domain Knowledge:** Telecom, Automotive Finance

**Operating Systems:** UNIX, Windows

**Administration:** Solaris, Weblogic, Quality Center Servers

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| **Educational Qualification:** |

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| **Year** | **Degree & Institute** |
| 2009 | M.S.(Software Engineering), BITS, Pilani (in collaboration with Tech Mahindra) |
| 2003 | B.Sc. (Computer Science), Amrita Institute of Computer Science, Ernakulam, Kerala |
| 2000 | XII, St. Teresa’s Convent Girls’ Higher Secondary School, Ernakulam, Kerala |
| 1998 | SSLC, St. Mary’s Anglo Indian Girls’ High School, Fort Kochi, Kerala |

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| **Professional Certifications:** |

* CSTE, 2011
* ISTQB Foundation, 2009
* ITIL V3 Foundation, 2008

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| **Trainings/Workshops:** |

* PMP Examination Study Facilitation Workshop, 2013

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| **Achievements:** |

* **“Going the Extra Mile”** for excellence in Project with client recommendation
* **Client (British Telecom) Appreciation** for handling project and managing the team
* **Certificate of Appreciation** from Tech Mahindra for conducting trainings on Quality Center as part of organizational activities
* **“Pat-on-the-back”** and **“Cookies”** for excellence in project

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| **Work Details:** |

**Symphony Teleca (Nov 2011 – till date)**

**United Software Associates (May 2011 – Nov 2011)**

**Project : Dealer Track Canada(May 2011 – till date)**

**Project Profile :** DealerTrack Canada, Inc., a subsidiary of DealerTrack Holdings, Inc., is the leading provider of on-demand credit application processing solutions in Canada. DealerTrack Canada’s solution offerings include the Company’s web-powered Dealer Management System (DMS); The project performs testing activities of their automobile finance applications

**Job Profile :**

 **Team Leading**

 Lead a team of size varying from 9 to 12 members

 Communication and Co-ordination with the client

 Escalation point for client concerns

 Ensure smooth and successful delivery of the projects

 Goal setting, handling appraisals, escalations

 Resolving issues with team members

 Identification and mentoring of testing resources

 Recruitments for team and organizational requirements

 Coach/mentor the team and provide constructive and timely feedbacks

 **Test Analysis:**

 Study Product Definitions & Requirement Specification documents

 Test effort estimations

 Identify various test case scenarios & Pre-requisites

 **Test Planning & Scheduling:**

 Develop Test plans and ensure milestones were met according to schedule

 Allocation of resources

 Review test cases written by team members

 Ensure effective test coverage

 Plan test data requirements

 Prepare execution schedule

 Track and facilitate issues by working with developers and business analysts

 Prepare and circulate timely status reports to client and senior management

**Tech Mahindra Ltd. (Aug 2004 – Apr 2011)**

**Project : T-Mobile UK (now Everything Everywhere) (Jul 2009 – Apr 2011)**

**Project Profile :** T-Mobile UK is a part of Deutsche Telekom and it is one of the Largest Telecommunications Company in Germany & in the EU. Enablers Infrastructure and Integration Services (EIIS) is a project which involves database administration, managed infrastructure, application build, delivery environment support and maintenance of various applications and systems, which are present in T-Mobile.

**Job Profile :**

 **Environment and Application support and maintenance**

 First line support for environment issues raised by testing team on the environment

 Data management

 Infrastructure maintenance

**Project : Billing Plus CIT (Jan 2009 – Jun 2009)**

**Client :** British Telecom Global Services

**Project Profile :** Billing Plus is a system transformation solution for British Telecom Global Services which involves migration of the existing legacy billing applications to a strategic system stack for various geographies.

**Job Profile :**

 **Team Leading**

 Lead teams varying from 4 to 6 members

 **Test Analysis:**

 Study Product Definitions & Requirement Specification documents

 Test effort estimations

 Identify various test case scenarios & Pre-requisites

 **Test Planning & Scheduling:**

 Prepare Test plans

 Review test cases written by team members

 Ensure effective test coverage using Quality Center to map requirements to test cases

 Plan test data requirements

 Prepare a detailed Test Case execution schedule

**Project : Barcelona-Presales (Apr 2008 – Dec 2008)**

**Client :** Tech Mahindra

**Project Profile :** Provide Pre sales support to the Barcelona Independent Delivery Unit (IDU)

**Job Profile :**

 Provide support to the Sales team.

 Prepare Proposals, work packages etc.

 Co-ordinate with various teams (Finance, Delivery, Legal etc.)

**Project : Business-IVVT (Aug 2004 – Apr 2008)**

**Client :** British Telecom

**Project Profile :** British Telecom plc. is the world's oldest communications company and one of the leading providers of communications solutions and services. Its principal activities include networked IT services, local, national and international telecommunications services, and higher-value broadband and internet products and services.

Business IVVT project deals with selling of Retail Broadband services to BT's Business customers. The business sought to provide a single domain for business broadband customers and to host both types of customers on a single platform.

The IVVT team is involved with the analysis, E2E testing and maintenance of the E2E test environments for the same. The scope of the project starts with the registration process till the initiation of the Billing process.

**Job Profile:**

 **Test Analysis:**

 Study Product Definitions & Requirement Specification documents

 Test effort estimations using Function Point Analysis & Test Point Analysis

 Study UML diagrams to understand the business process

 Identify various test case scenarios & Pre-requisites

 **Test Planning & Scheduling:**

 Prepare Test plans

 Review test cases written by team members

 Ensure effective test coverage using Quality Center to map requirements to test cases

 Plan test data requirements

 Prepare a detailed Test Case execution schedule

 **Team Leading:**

 Resource and work allocation for an average team size of 6

 Training new joiners

 Risk management

 Project Audit preparations

 **Customer Communication:**

 Single point of contact between End-to-End VV&T team & On site design, development & integration team for few releases

 Attend conference calls, Triage calls & various status calls

 **Quality Center Administration:**

 Processing and fulfilling the user requests for creation of users, projects, domains

 Project and Site Administration (for around 10 projects)

 Query resolutions

 Taking backups and resolving issues related to Quality Center

 **Integration :**

 Handling installations, troubleshooting and configuration of the client boxes.

 Installation and configuration of Weblogic Servers in PITS environment.

 Review of release notes released by the component development teams

 Installation and Deployment of builds on test models

 Plan and provide the support for teams for various releases and resolution of model issues

 Escalate and co-ordinate with development teams for resolving the issues.

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| **Personal Profile:** |

**Name:**  Drisya Lal S

**Date of Birth:** 10/04/1983

**Sex :** Female

**Marital Status:** Unmarried

**Email:**  [drishya@gmail.com](mailto:drishya@gmail.com)

**Contact no.:**  +91 9765491004

**Passport Details:** No: G1636772, Date of issue: 02-02-2007, Valid upto: 01-02-2017

**Address:**

**Present :**Flat - 11, Building A-1, Krishna nagar housing society, Erandwane, Pune – 411004

**Permanant :** Pullattuchirayil House, Andhakaranazhy P.O, Alapuzha, Kerala – 688531

**Interests :** Active member of Door Step School, an NGO working on providing education to the less privileged children