**Eswaran S Mudaliar**

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**Career Profile:**

I am qualified as quality leader having more than 12 plus years of experience explicitly successively heading the testing function as a Quality Assurance Leader. Possess good communication, problem solving skills, tailoring the process to meet customer solution projects and having exposed to quality control, quality improvement and quality management. I had been working on telecom industry as the responsible & accountable for deliverable of OSS, BSS and CSL (Customer Solution Services) as UAT-ORT Manager.

**Summary of Skills & Key Achievement:**

* Being a test managerial and technical leader by handled multi domains and multi projects in parallel.
* Team building, leadership and good decision making skills.
* Had worked in IT with varied functions of Product Based Company, Hosted Portal, Banking, and Education Firms providing technical support.
* Had replicated product infrastructure and also built the team in the development based company, maintained, managed & did customer support by servicing overall for a decade.
* Handled product porting new technology, data migration & release programs
* Prepared strategies and plans that results in the development of the organizations

**Areas of expertise:**

* Domain: Broadband Services E2E solution, Mobility Services, Financial Services & Banking Sector
* Technology: Java, JBoss, Tomcat/Apache, RADIUS AAA Servers, OAS, Oracle, MySQL
* Tools: MS Visio, Rally, QA Run, QC (HP), Test Partner, App Manager, JMeter & Silk Performer
* Leadership Quality: Handled multi development products with minimal capacity of resources without any comprises in quality, in addition defined the test architecture design that I dealt in, had made lesser dependency with lab administrator
* Handled Customer Acceptance Testing, Service Acceptance Tests, Operations Support Escalations

**Technical Knowledge:**

* Operating System: WinNT 4.0/2000/XP, Solaris & Linux, VDI
* Database : Oracle, MS SQL Server, MS Access
* Tools Exposed : MS Visio, Rally, QA Run, Test Partner, App Manager, JMeter & Silk Performer
* Defect Tracker : Clarify CRM,Bugzilla,Jira,QC,TestTracPro,SharePoint,Remedy, Salesforce & Quality Center
* Configuration Management: Star Team, Visual Source Safe & Perforce
* Web Server : Java 2.0 and above, Tomcat (web), Apache, JBoss & IIS

**Professional Experience:**

**Daemon Software Services Pvt Ltd – Bangalore, 1st Sep 2014 till date**

* Currently working on 2 products named Latize Ulysses (National Library Board) for Singapore and MerchanTrade for Malaysian clients by the role of Test & Delivery Management. Responsible for project management, event coordinator and fault tracking along with defect triage with 7 members of team.

**Colt Manyata Tech Park (Daemon) – Bangalore, May 2013 to 29th Aug 2014**

**Worked as Test Manager – Consultant (SIT/UAT & ORT)**

* Leading ***5 Active projects*** in the telecom industry a being a Quality Manager, having responsibility to manage the UAT & ORT is complete, Infrastructure Tests, Service Acceptance Test (incident and change management process followed), Customer Acceptance Test, and ensure the deliver is ready in production and Service in Use.
* Had hands on experience in using couple of systems that is part of the **BSS & OSS** Downstream systems of the business and did defect triage on daily basis with technical team and business users by generating report out of Quality Centre, ensured that the defects are in backlogs into the system for future release.
* I had also being ***personally involved in SIT in one*** of the project for validating the impacted area and integration tests and then follows on to UAT and ORT for Number Porting Project of Germany which needs to abide the regulatory rules of DE as an end to end responsibility.

**Xora Software System Pvt Ltd., 14th Dec 2011 to 27th Nov 2012**

**Worked as QA Tech Leader**

* Leading **5 member’s team working** on Mobility Services which uses translation of MDM API calls into tracking GPS data and in background uses web service calls. Handled customer escalation process tickets that come from Customer Support L2 and L3 for clarification & confirm it has a bug or just it is as per design that follows into the engineering cycle.
* Evolved test management system Test Link in the company and ensured that everyone use maintain the test artifacts in that umbrella.
* Responsible for delivery, deploy in product and **have it UAT certified**. Worked in multiple phases of releases to have the system up in running for 24/7 following the tuned up release process with the consent of top management & operations.
* Handled **external contractors** by owning the **Automation & System Performance team**, where I was responsible for defining its structure depending on deliverable phase, and by rendering timeframe estimate.
* Had involved in hand on testing of mobile of various platform Andriod, iPhone, Blackberry, WinMob, Handset using couple of live emulator/simulator (PC AnyWhere).

**iPass Software India Private Ltd, 27th Dec 2005 to 23rd Mar 2011**

**Test Leader in Quality Assurance**

* Assisted process quality branch in terms of development and quality control plans
* Handled a team of **14 employees in quality assurance** department and supervised their work
* Handled the tasks of implementing, developing and maintaining quality system policies
* Achieved the set target laid by the organization, worked successfully in various projects
* Developed and provided data and quality review to senior management team
* Improvised the traditional process into reality that works best for the product without compromising its standard
* Mentored, status tracking, identified foreseen instances, conduct performance appraisal reviews, rewarded the exceptional performer, inspired medium performer to meet the expectation
* Had been **scrum master for couple of sprints**, escalated major risk factors on daily basis
* Took additional responsibility of being release engineer and ensured it goes to production
* Provided deployment support, tracked till the acceptance of closure & handled primarily customer escalated tickets
* Worked on **Multiple Product lines** especially in Services Delivery Platform, Open Mobile Platform, Managed Network Services and former products of GRIC/GoRemote acquisition of iPass. During the transition I had played vital role in migration, branding and documentation by ensuring that live system works intact.
* Played a individual contributor role by taking responsibility of user role for initial developing patches to ensure that quality doesn’t get comprised. This also inspired the team.
* I had also tested the XML API by validating using XMLSPY and also using the firebug, http analyzer to ensure the XML generating is in perfect and also verified in the system whether the appropriate xlt, xsd files are created/update/deleted.
* **Owned** external contractors for Automation & System Performance team, where I was responsible for defining its structure and in deliverable.
* I had tested the **backend script calling the java code** that were used for data messaging in generating the csv files for invoices and pdf (using crystal reports)

**GRIC/GoRemote Software India Private Ltd, 12th Feb 2001 to 26th Dec 2005**

**Senior Test Technical Lead**

* Had transitioned successfully system infrastructure from US to Bangalore when iPass acquired GRIC/GoRemote for Backend Systems
* Implemented and establish **relationship in building the test** team efficiently and effectively with the essential job skills
* Responsible for setting up new test strategies and plans for improving quality of the product
* Involved in **generating test data** for the tester by writing plsql and modifying shell scripts.
* Handled tickets of operations, customer queries and involved in troubleshooting issues
* Assigned with multi projects by my senior in result of observing my performance, technical skills & dedication
* Prepared performance test plan, identified user scenarios by benchmarking. Used JMeter and Silk Performer for initial scrutinizing of tech stake.
* Hired right candidates and proven the quality standards improvised to next maturity levels

**Developer**

* Did bug fixes in Radius AAA, Web application of provisioning, monitoring & in reports
* Worked in developing the packages and bundling the dialer installers for Windows and Linux/Solaris OS
* Did shell scripting for ease installation of the package for unix platform and batch script for windows installer.
* Did testing of the sub system to get better hook on knowledge of the system side.
* I am proud to say that I was part of the GRIC/GoRemote firm in Bangalore since startup

**Origin Software Technologies India Private Ltd, 15th Sep 2000 to 11th Feb 2001**

**Software Engineer & Consultant**

* Developed & Hosted Online Shopping Cart for Retail Mahalaxhmi Stationeries
* Had session tracking management, business trading logic and registration logistic
* Developed using HTML, DHTML, JavaScript, Servlets, JDBC, JSP, Java & MySQL
* Having good knowledge on the DBMS and did module unit and black box testing.

**GNIIT Internship Corporate Experience:**

**Mindwave, 17th Aug 1999 to 29th Aug 2000 (Programmer)**

* Designed & developed & Hosted Online for Medical Community www.mycure.net, Educational Institution www.edurite.com, Commercial Establishments www.mindNIC.net and to the common man
* Developed using DreamWeaver, FireWorks, Livemotion, HTML, DHTML, JavaScript, Servlets, JDBC, JSP, Java & Oracle 8i

**MicroSys Technology, 1st Dec 1998 to 15th Aug 1999 (Programmer)**

* Developed certain modules & financial reports using Prodigy VFP (ERP in-house product)
* Worked in Gokul Das Images Client for maintaining ledgers, inventory, generated financial reports & supported customer user

**Standard Chartered Bank, 24th Mar 1998 to 30th Nov 1998 (Programmer)**

* Had access to live data, generate reports for marketing/sales departments
* Did Y2K compliance tests, audits, vendor bug fix verification, approvals from user
* Had opportunity to modify code in Visual Fox Pro from authorized department

**Wintech Computers, Education Institute, Sep 1996 – Feb 1998 (Instructor & Counselor)**

* Taught basics and develop web using DreamWeaver, FireWorks, Livemotion, HTML, DHTML, Javascripts, Core Java, JSP & Java Beans

**Education:**

* M.C.A from IGNOU University in 2003, scored 68.89%
* GNIIT from NIIT Bangalore in 1997, scored 75%
* Bachelor of Commerce from Bangalore University in 1995, scored 57.25%
* 12th Std/PUC from Pre-University Bangalore in 1992, scored 65.67%
* 10th Std from KSEEB Bangalore in 1990, scored 61.33%

**Additional Personal Details:**DOB : 13-08-1974  
PAN Card # : AAFPE1842D  
Passport : Valid Passport Available (share on demand)