**KRISHNA JYOTHSNA BALLAKKI**

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**Passport No:F2475571 ( US Visa B1 – Exp : 2016 )**

**Professional Summary :**

* Over 8 + years of experience in Telecom (Telecom, Network & Unified Communications) product testing with 1+ years of application security testing and 1+years of automation testing.
* Expertise in **Manual Testing**  (Build verification Testing, Installation Testing, Smoke Testing, Functional Testing, Regression. GUI, Performance Testing, Security Testing (SSL) & Release to Release Upgrade tests).
* One Year of Automation testing experience using **Coded UI** and Good understanding of Software Automation Testing Process.
* Good Knowledge on Application Security testing used various tools like **Wire shark and Fiddler** .
* Involved in all testing activities (Requirement Review, Design Review, Test Planning, Test case outline design, Test case reviews, Test execution, Defect tracking and Reporting)
* Involved in Installation in Client Place, Client Demo and Production Support.
* Good Knowledge in Unified Communications and Contact Center Domain.
* Working experience on ESXi 4, VMware Server & Clients.
* Major Role in Setting up the Test Environment on ESXi – Virtual servers and assigning to the team for Installation testing and functional testing.
* Working experience on Creating Test Environment, Build installations and Build Testing of Aspect UIP Product.
* Expertise in using tools of HP’s ALM Quality Center and IBM’s Rational Clear Quest, Wire shark, Fiddler.
* Good Working experience on administrating Active Directory, LDAP, Radius Servers on Windows 2008 R2 & Window 2003 Servers.
* Working experience on different kinds of certificates (Self signed, Third party & Customer) and implementations.
* Good Knowledge on Life cycles ( Product , Software Development , Software Testing & Defect )
* Good Knowledge in Call Center flow ( inbound, outbound, Email , IM & Chat )
* Resourceful team player and capable of delivering tasks within stringent timelines.
* Demonstrated ability to learn and teach new concepts, easily adapt to change and managed multiple simultaneous tasks.
* Good analytical thinking, cross cultural communication and interpersonal skills, highly discipline, strongly motivated, dynamic personality, proven leadership skills.

**Experience Summary :**

* Worked as Sr. Engineer – QA in Aspect Technology Center India (Pvt) Ltd., From Oct 2004 to January 2013.

**Education Summary:**

* M.Sc. (Computer Science) from SK University, AP in year 2002

**Skill Summary :**

**Domain**  : Telecom, Call Center, Unified Communications.

**Operating Systems** : Window 2000/NT/XP , Windows 2008 R2, Windows 7. Linux

**RDBMS**  : MS SQL Server 2005, MS SQL Server 2008 R2.

**Technology** : Java, .Net, Exchange 2003/2007/2010, OCS 2007,OCS 2010, SIP.

**Test Models** : Waterfall Model, Agile Model.

**Tools** : IBM Rational Clear Quest, HP Quality Center (ALM), Wire shark, Fiddler and Coded UI.

**Product Testing summary**

**Name of Projects** : Aspect Unified IP7.2, Aspect Unified IP 7.1.

**Role**  : Senior Engineer – Software QA.

**Team Size** : 20

**Description:** Aspect’s unified communications (UC) applications for the contact center offer a brand new way to target particular customer interaction issues by delivering a specific combination of capabilities to improve contact center performance. These includes inbound routing, outbound routing , voice portal , internet contact, work force management , performance management , campaign optimization , recording & quality management and Coaching and eLearning .

**Responsibilities**  :

* Study of Business Requirements & Customer demand
* Mentoring a team of 5 QA Engineers.
* Responsible for giving product trainings for new jonnies and in other Aspect locations
* Managing all type of Hardware & Software equipment
* Responsible for creating and managing **Virtual servers on ESXi servers** for the different profiles.
* Involved in Requirement review, Design Review & Test plan review
* Involved in Test plan , Test Cases , Review & Defect Tracking Docs
* Monitor & Involve all type of Testing (Build verification, Installation testing, Functional ,Regression , Integration Testing and Performance Testing)
* Responsible for Configuration of different profiles for the group.
* Involved in maintaining Active Directory, LDAP and RADIUS server for the UIP team.
* Involved in M3/IVR integration testing.
* Actively Involved in installation of application with security
* Involved in Security testing with different kinds of certificates (Self Signed, Third Party & Customer related).
* Setting Up testing environment with SSL and Non-SSL for different kinds of profiles in UIP.
* Installing, configuring and Administrating Active Directory, LDAP, RADIUS for the team.
* Configuring setup for Email, chat & IM testing.
* Involved in testing of all type of Outbound campaign (Voice, Email & SMS)
* Involved in IP Telephony related testing.
* Participated in Client side installation & Configuration ( Fresh & Upgrade type both)
* Done Integration testing between Unified products & other products like Workforce Management, Quality Managements of Aspect Products.
* Involved in Project Management / Release Management / Test Management.
* Defect reporting, tracking, validation and concluding.

**Automation of UIP7.1**

**Roles and Responsibilities:**

**Team : 12**

* Identifying the Regression Test cases for the Automation.
* Develop Automation Scripts using VSTS Coded UI Test 2010.
* Executing the Automation scripts and updating the log files for reporting.
* Reporting every week with the Automation test results along with the log file.

**Work experience on other Release of Aspect Products.**

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| **S.NO** | **Product Name** | **Performed** |
| 1 | Epro 5.2 | Functional, GUI, Regression tests & Defect Verification |
| 2. | Unified Ip 6.0 | Functional, GUI, Regression tests & CQ validations. |
| 3 | Unified IP 6.6 SP2 - Pinehurst | New Feature Functional Testing, Installation Testing, Regression, Performance Testing, Client side installations and upgrades (UA testing). |
| 4. | UIP 6.7 - Rome | New Feature Functional Testing, Installation Testing, Regression, Performance Testing, Client side installations and upgrades ( UA testing ) & Security Testing. Installation of SSL & non-SSL Setups for different profiles. & Defect Verification. |
| 5. | Aspect Contact2.0 | New Feature Functional Tests, Regression & Defect Verification. |
| 6. | UIP 7.0 Augusta | New Feature Functional Testing, Installation Testing, Regression, Performance Testing, Client side installations and upgrades ( UA testing ) & Security Testing. Installation of SSL & non-SSL Setups for different profiles. & Defect Verification. |
| 7. | UIP 7.0.1 | New Feature Functional Testing, Installation Testing, Regression, Performance Testing, Client side installations and upgrades ( UA testing ) & Security Testing. Installation of SSL & non-SSL Setups for different profiles. & Defect Verification. |
| 8. | Aspect UIP & UCC integration. | Functional flow, Data validation and Product Integration testing, Regression, Defect verification. |

**Aspect product Trainings:**

* Taken training on Aspect Three Day Custom Training
* Taken training on Administration: EnsemblePro 6 System Supervisors Fundamentals
* Taken advance tr8aining on UIP 7.x in US.