Top of Form

**Manju H Email :** manju.h@hotmail.com

**Phone :** + 91- 9902977996

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Profile Summary:**

Overall 9**+** years of experience in IT industry on Software Development and Testing of various projects & products using different Testing methodologies as below.

* As part of project, very good in interacting with different teams (like Development, Testing, Business analysts, UAT & different module teams) in delivering the project /product successfully.
* Experience in **Manual** and **Automated** Testing of applications on Windows/Web environment.
* Experience in preparing of Test Plan, Test Cases and knowledge of Configuration management tool.
* Experience in leading & managing testing projects and contributed in delivering better quality project to the customers.
* Undergone **Personal Software Process Engineering** (Quality) certification in Misys Healthcare Systems Ltd.
* Extensive experience in **Functional, Web, Database, Assembly, Module, Smoke, Black Box, Integration, Regression, User Acceptance** and **System Level Testing**.
* Experience in using tools **Win Runner, QTP, Test Director, Quality Center, RQM-IBM tool** and **DOORS.**
* Expertise in problem solving and tracking bug reports using Bug Tracking tools -**Siebel, Rational Clear Quest, PVCS Tracker, I Assist, Issue man, Change Synergy , Oracle Bug DB** and **Bugzilla**.
* Generate various defect reports and metrics to all the stake holders.
* Handled with people management and conflicts that arise within the team.
* Highly motivated and adaptive, with ability to grasp things quickly.
* Hands on experience in handling Large, medium and small scale projects.
* Efficient in handling multiple projects ensuring strong and successful relationship with clients and Onsite coordinators.
* Tracking the project progress and resource allocation.
* Good experience in handling the projects in a **SDLC** and knowledge of **agile** methodology.

**Domains Experienced:**

* Healthcare
* Network
* ERP/CRM
* Education
* E- Governance

**Technical Skills:**

* Programming Languages: C, C++, Java, VB, DotNet.
* Operating Systems : Windows 8, Windows XP, HP Unix, Sun Solaris, Ubuntu 10.6
* Databases : Oracle 11i, MS SQL Server, DB2
* Test Automation tools : HP QTP 10.0, Win Runner, IBM Rational Functional Tester
* Test Management tool : HP Quality Center 11.0 ALM, IBM Rational Clear Quest, Bugzilla
* Configuration Management tool : DOORS, PVCS Tracker, VSS

**Educational Qualification:**

* **BE in Computer Science** from **PESIT**, Bangalore (1996 – 2000) with First Class**.**

**Experience Summary:**

* Working for **HCL Info systems Pvt Ltd,** Bangaloreas Senior **Test Lead** (Jan 2013 – till dated).
* Worked with **Oracle India Pvt Ltd,** Bangaloreas a **Project Leader** (July 2007 - Aug 2008).
* Worked with **iSOFT Pvt Ltd,** Chennaias a **Senior Quality Engineer** (Sep 2005 - July 2007).
* Worked with **Misys HealthCare Systems (India) Pvt Ltd,** Bangaloreas a **Quality Control Analyst (**Dec2004 - Aug 2005)**.**
* Worked with **Syntax soft Pvt Ltd,** Bangaloreas a **Testing Engineer (**Feb 2004 - Nov 2004)**.**
* Worked with **Infoniche Technologies Pvt Ltd,** Bangalore as **Testing Engineer (**Oct 2000 - Jan 2004).

**Projects details:**

**Project # 1:**

Title : **Aadhaar -UIDAI**

Client : UIDAI

Duration : 18 months

Organization : HCL Info Systems Ltd

Software Platform : Java, Swings

DBMS : SQL Yog

Operating System : Windows 7/XP, Ubuntu- 10.4

Description : The UIDAI has been setup by the Government of India with a mandate to issue Unique Identification numbers (UID Numbers) to all the residents of India. UIDAI proposes to create a platform to enroll the residents of the India, issue UID Numbers. These numbers may then be used for authentication. This can be used by several government and private organizations for better delivery of services to residents. This application also administrates its EA and RO’s.

**Responsibilities (Senior Test Lead):**

* Responsible for preparing and reviewing the Test Cases.
* Responsible for execution of System, Regression, Smoke, Functional and Adhoc testing.
* Defects tracked, reviewed and analyzed using Bugzilla.
* Involved in Team handling, Test Plan, Metrics Preparation and Status Reports (Daily /Weekly /Monthly).
* Attend Video Conference call with Clients. (Different Registered Offices).

**Project # 2:**

Title : **Oracle Siebel CRM (Marketing)**

Client : Vodafone

Duration : 12 Months

Organization : Oracle India Pvt Ltd.,

Software Platform : Siebel 8.1

DBMS : SQL Server 2000, Ms-Access

Operating System : Windows XP, UNIX, Solaris

Description : Oracle's Siebel Marketing allows organization to obtain maximum results from marketing investments by providing entire marketing team with a complete, up-to-the-minute picture of customer preferences, buying behavior, and profitability. Siebel Marketing Analytics helps to develop closer, more valuable customer, prospect relationships and improve marketing effectiveness to maximize the return on marketing investment.

Oracle's Siebel Campaign/Dialogue Management streamlines the planning, execution, and budgeting of personalized, permission-based campaigns. It provides integrated workflow and collaboration capabilities for campaign approval and execution; financial modeling to optimize allocation of marketing dollars; and a marketing command center to track campaigns across the enterprise. Marketers can easily create and automate rich multistage, recurring, and event-triggered campaigns that include different offers, approaches, and channels.

**Responsibility (Project Leader) :**

* Provide inputs in Project planning and Effort estimation.
* Served as the point of contact for the Team and to project stakeholders.
* Delegation of tasks to team members, co-ordination across different teams.
* Frequently revisit plan and estimation to prioritize tasks and manage resources.
* Mitigate Risks and escalate issues that cannot be resolved by the team.
* Provide regular status reports for all activities related to the project.
* Work with Team Manager to ensure resource workload is balanced.

**Other Responsibilities:**

* Worked for **Fusion CRM-Marketing UI-Sales prospector – Dashboard– 2 months**
* Involved in preparing Test cases and review of FD.

**Project # 3:**

Title : **Lorenzo** **Regional Care**

Client : NHS & CSC

Duration : 9 Months

Organization : iSOFT Pvt Ltd

Software Platform : C#, .Net

DBMS : SQL Server 2000

Operating System : Windows XP

Description : Lorenzo Regional Care is a global healthcare product used by customers in different market settings. It enables the user, group of users or other agent to perform one or more actions, which are directly related to the delivery of healthcare. Lorenzo solution is a particular implementation and configuration of the generic Lorenzo product which involves four kinds of people: patient, care provider, care support provider and manager.

Modules are Identity Management, Referral Management, User Services, CNS, Insurance Management and ATC. The insurance based applications automated in this project include Equate On-line (Web). These applications deal with the different insurance Policy (new business) creations with the customer’s basic details. It in turn influences the next phase of applications where customer needs to face interview questions depending upon the basic details entered. After the customer questionnaire, payment needs to be done.

**Responsibility (Team Lead) :**

* Responsible for preparing Test cases (Assembly & Module).
* Responsible for Peer review of Test cases and review of FD.
* Responsible for execution of Regression, Smoke, Functional and Adhoc testing.
* Defects tracked, reviewed and analyzed using Change Synergy.
* Involved in Team handling, Metrics preparation, Test Plan (mpp) and Status Reports.
* Worked at Client site (Isoft, UK) as a Business Analyst role for Request and Results (Jan 2007 – Mar 2007)

**Project # 4**

Title : **Lorenzo Enterprise Primary Care Solution**

Client : NHS & CSC

Duration : 5 Months

Organization : iSOFT Pvt Ltd

Software Platform : C#, .Net

DBMS : SQL Server 2000

Operating System : Windows XP

Description : Lorenzo PC supports the business requirements of all kinds of administrative and clinical staff within a secondary care organization. A subset of that functionality is provided via programmatic and remote-client access to others with justified requirement: for example primary care staff and patients. Different kinds of clients are supported, including static, mobile and fixed remote devices. Many clients will interact with the system concurrently. To support these clients, a server environment is provided within a site, scalable over a number of physical servers to maintain performance. An individual server site will support a multi-campus organizational environment, supported by fast communications between the physical sites and the server environment location. System will follow a typical 3-tier model. In this model, Presentation services will run on a client, business services will run one or more servers and data access services will run on a different set of servers

**Responsibility (Team Lead) :**

* Responsible for preparing and reviewing the Test Cases.
* Responsible for execution of Regression, Smoke, Functional and Adhoc testing.
* Defects tracked, reviewed and analyzed using Change Synergy.
* Automated Smoke scripts using QTP.
* Involved in Team handling, Metrics preparation, Test Plan (mpp) and Status Reports.
* Interacted with Business analyst in UK for Knowledge transfer.

**Project # 5:**

Title : **Premier Synergy Enterprise**

Client : Accenture

Duration : 8 Months

Organization : iSOFT Pvt Ltd

Software Platform : VC++, VB, .Net, Delphi

DBMS : SQL Server 7.0

Operating System : Windows XP

Description : Synergy is a Windows-based patient management system that extends the forefront of the Electronic Patient Record, facilitating clinical governance and data extraction. The system has full NHS Net desktop connectivity including EDI messaging and pathology links. Designed with the primary care professional in mind, it is user-friendly in the consultation. Data entry is fast and easy to complete and the versatile reporting facility allows data to be presented in a practical format. It incorporates the latest messaging technologies based on XML and HL7 V3. New users will find the system quick to learn and full support is available from the integrated context-sensitive Help systems.

**Responsibility:**

* Involved in studying domain functionality of the product and flow based on FD.
* Responsible for preparing and reviewing the Test Cases.
* Testing Functional and Business flow of the product via Smoke, Message and Regression Test Cases.
* Defects tracked, reviewed and analyzed using IAssist.
* Metrics preparation, Team Handling and Reporting for Synergy Version 2.0
* Automated Smoke Test Script and Regression Test script using QTP.
* Worked at Client site (Isoft, UK) for Product Acquisition, Functional Analysis and Beta Support as Onsite assignment. (Feb 2006 – Mar 2006).

**Project # 6**

Title : **HISFSO** (HIS Future and Standing Orders)

Client : Misys Healthcare, Tucson

Duration : 2 Months

Software Platform : VB.net

DBMS : Mumps

Operating System : Windows 98/XP/2000

Description : The Purpose of this project is to enhance the ability to process Future orders including standing orders and to do duplicate checking on a Patient’s multiple orders/multiple accession numbers at the same time, when the patient presents to fulfill the orders or when the specimens are received into the laboratory. The system will have the added ability to handle orders with no expected or scheduled date for collection, regardless of whether the order is normal order or future order. The system will perform combination/duplicate checking on the selected orders and on existing orders in the laboratory database, combining orders as needed and dropping duplicate orders.

**Responsibility:**

* Responsible for preparing and reviewing the Test Cases.
* Responsible for execution of Test Cases and Capturing the Test Case Evidences.
* Review of Functional Test Case Evidence.
* Defects tracked, reviewed and analyzed using Siebel.

**Project # 7:**

Title : **LIS** (Laboratory Information System - Micro Biology)

Client : Misys Healthcare, Tucson

Duration : 5 Months

Software Platform : VB.net

DBMS : Mumps

Operating System : Windows 98/XP/2000

Description : Misys Laboratory is a comprehensive, high-performance, information system that manages specimen data from requisition entry through specimen tracking to final cumulative report production. Misys Laboratory is a multi-module system that automates every aspect of a laboratory department. Flexible information system allows clients to create a custom laboratory system, meeting virtually all user-specific requirements. Clients can define critical definitions, parameters and formats, so each laboratory can tailor system features to meet its business and workflow needs. Microbiology provides a comprehensive, paperless environment that enhances microbiology and Epidemiological results communication. User-defined, automated rules help microbiologist’s measure medication effectiveness on specific organisms and predict effects on patient outcomes.

**Responsibility:**

* Responsible for preparing and reviewing the Test Cases.
* Responsible for execution of Test Cases and Capturing the Test Case Evidences.
* Review of Functional Test Case Evidence.
* Defects tracked, reviewed and analyzed using Siebel.
* **ODOCWKLBL** (Order Diagnosis) - 2 Months
* **CDE** (Care Data Exchange)– 6 Months
* **HNFS** (Health Net Federal Services)- 4 Months
* **Automobile Showroom Automation** – 6 Months
* **School Administrative Student Information Software** (SasiXP)– 9 Months
* **Packet Generation** using raw socket – 7 Months
* **Source Converter** – 5 Months
* **Software Cost Estimation** – 12 Months

**Awards & Certifications:**

* Personal Software Process Engineering (Quality) certified
* Recognition Award in Misys Healthcare Systems Ltd and iSOFT Pvt Ltd.