**NAGA NANDINI MAI**

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**OBJECTIVE:**

A dynamic role in a challenging environment as a significant contributor by leading and managing multiple teams, where my skills and potential can effectively contribute towards the growth of the organization and self.

**SUMMARY:**

12.0+ years of experience in Quality domain involving product/Hardware testing (manual & automated), deployment, verification, performance and integration of test-setup for Online Product Engineering – **DELL EQUALOGIC Storage devices**, Ecommerce Order Management, NMS, OSS/BSS systems (telecom domains) and ETL over Cloud computing technology .

Participate as part of a team responsible for gathering test data and requirements and preparing   
Influencing test strategies and designs across teams .Development of Test beds / environments and Test strategies. Performing and driving found problems to resolution.

Have experience in building and managing test teams. Leading small scale to moderate team of test engineers (around 35 members), ability to review the test plans, test results and test reports, ability to understand customer and field issues and translating it into test scenarios / scripts, ability to create KPIs (Key Performance Indicators) to measure the quality. System / Black box Testing experience using different tools - Weblogic, JBOSS, ETL

Manage and maintain the operational environment such that they meet the agreed SLA's.

Worked on SDLC and Agile Methodologies/ ISTQB certified.

***Strong project management, process management capabilities – worked on Managed Testing Services model (MTS)***

**EXPERIENCE HIGHLIGHTS**

**Associate Manager / Senior Consultant, Capgemini** March 2011 – Till date

Bangalore, Karnataka, India

**Senior Engineer – Testing and Configuration, Subex Limited** Nov 2007 – Oct 2010

Bangalore, Karnataka, India

**Senior Project Engineer, Wipro Technologies** Aug 2005 – Nov 2007

Bangalore, Karnataka, India

**Client Workplace Exposure** Mar 2007 – June2007

Nortel Networks,

Ottawa, Canada

Everything everywhere, (T Mobile/Orange) Aug 2011 - Till date

Hatfield, London Area, UK

**Engineer, MEL Systems and Services Ltd** May 2002 – July 2005

Chennai, Tamil Nadu, India

**Application/Domain Technology** Testing/Client Support& Storage Devices

**PROFESSIONAL WORK EXPERIENCE:**

**Current Company : Capgemini India Private Limited**

**Working for DELL Esupport team:**

Worked as a Test Manager in DELL Esupport domain for **EQL Localization & Enhancement project, EQL Release 1, EQL Release 2, EQL Integration and EQL EAPI devices.**

Being part of Online Product Engineering team like Web Ecommerce online applications

Automated using Tellurick / Selenium for the online support applications

Having experience in handling highly skilled and experienced members. Having experience on Extraction, Transformation and loading tool (ETL) via xmls and xslt.

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| Coordinating for various teams like Order Status, Drivers & Downloads, Troubleshooting, Incidents, Manuals, Common Services. Having Experience in performance appraisal and feedback. Experience in hiring and team ramp up.  Apply attained experiences and knowledge in solving problems that are complex in scope requiring in-depth evaluation of numerous factors. Work effectively with staff to Director level employees within the function, across functions and with external parties. Limited supervision and direction is provided, as this individual can operate, drive results and set priorities independently. Successfully convey information to stakeholders at many levels related to the position. Work effectively with senior engineers within Business Unit. Participate as a proactive contributor and subject matter expert. Demonstrate favorable results through regular leadership and mentoring others.   * Involved in End to End Release Management right from requirement analysis till UAT Support * SPOC for Off-shore team for any queries/issues with respect to the TSS Project Releases, CITRIX connectivity issues, access permissions for applications...etc., * Offshore co-ordination/Technical Support for all the TSS projects * Resource allocation, new resource planning for Onsite, Off-shore whenever required * Effort estimation, walkthrough, inspection and attend all the Client interactions calls with respect to the TSS applications. * Refresh Database’s on UNIX box for every release based on the SPECTRUM\_DUMP file. * Clone test data bases, resetting the passwords and run the upgrade scripts for each and every test cycle. * Have looking into the data migration for the entire releases. * Deployment of the releases in Unix environment * Modifying existing scripts with respect to the User creations (if any) based on the Release. * Develop test plans and test scripts as may be required - Preparation of test reports - communication of test results and issues to the team and developers in a timely manner - ensure bugs and issues are tracked using appropriate tools that are in use - Help first level debugging of issues observed by capturing appropriate traces and logs * Requirements, Detailed design documents and System documentation review and liaising issues or concerns with Analysts/Development team. * Prepare and review KPI's present to EE Managers   **Previous Company : SUBEX Limited** |

##### Worked for Telstra and Telenor Projects

  Technically anchoring TrueSource team with Server Configuration and functionality -> Discovery, Discrepancy and Recon server.

**ROLES &RESPONSIBILITIES:**

* **Test Plan and Test Case Development based on RDD(Requirement Definitin Document), SDD (Solution Definition Document) and Functional Specification(FS) drafting weekly schedule, work allotment for the team and monitoring.**
* **Preparing Oracle environment for TrueSource Installation**
* **Ensuring Functional Coverage based on Customer Requirement and traceability matrix**
* **Customer Support responsibilities due to versatile knowledge of the product since Nov 2009**

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| **Previous Company : WIPRO Technologies** |

Duration : Since Aug 2005 to Nov 2007  
Role : Senior Project Engineer

**Onsite assignment @ Nortel, Ottawa, Canada (From Feb 2007 to June 2007)**

Performing Hardware Regression activity

**PROject done : PSP (Product and Service PROVISIONING) - nms tESTING WITH PERL scripting**

**ROLES &RESPONSIBILITIES:**

* **Test Case Development & Automation for Integration Testing of DDTS in PSP Releases and drafting weekly schedule, work allotment for the team and monitoring**
* Ownership of TMI Regression maintenance activity – for which all the 4,000 scripts automated and running as part of regression everyday in remote server should be investigated for any failure and issue has to be analyzed and tracked using Clear DDTS (Detailed Defect Tracking System)

**SOFTWARE SKILLS :**

Operating System : Unix, Windows   
Programming Languages : C And Visual Basic

RDBMS : SQL Server, Oracle 10G

Packages : MS-Office.  
Internet Technologies : HTML, DHTML.  
Certification : ***ISTQB***

Having the practical knowledge about ISO 9001:2000

Basic Knowledge in Microsoft Outlook software.

**ACHIEVEMENTS:**

1. Won the Best Project “**TITAN” Award** for **PSP Project** by NORTEL Networks for team work
2. Organized for an International Conference by international FO experts **Mr. Andre Girard** and **Mr. Marc Besserer EXFO Canada** at Mumbai, Delhi, Hyderabad and Bangalore.

***Topics Covered:*** Current Trends in Optical Networks and DWDM Measurement Technology.

1. Won **Project Star Award** for 2012 for Leading the team effectively
2. Won ‘**YOU HAVE MADE A DIFFERENCE’ award**

**OTHER INFORMATION:**

PASSPORT NO : E8715871 (valid till 20/07/2024)