Narendra Sahoo **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Email:** nsahoo125@yahoo.co.in, **Employer:** Reliance Jio Infocomm Ltd

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# Profile

Senior Test Manager with expertise in various domains like Telecommunications, Retail operations and Healthcare. **15 years** of experience in the Information Technology industry, combining strong analytical and troubleshooting skills to positively contribute to organization growth. Experienced in testing like Manual, Automation and Performance for integrated ERP packages and Web Applications.

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**Experience**

* Experience of working with US & UK based clients and have worked in client place at Hatfield, UK
* Thorough knowledge in telecom domain (OSS/BSS – Billing (wire-line and wireless), SAP/Siebel CRM, Integration/Middleware system, Order Management)
* Knowledge of Software Development Life Cycle (SDLC), Testing Life Cycle (STLC) with Agile model and Testing methodologies.
* Proactively manages risks, issues, and scope throughout the project life-cycle
* Preparation of the Master test Plan & Test Strategy, Analyzing Requirement Specification, Functional Specification, Use cases and managing the impact of development changes & Review QE deliverables.
* Provide project Estimation and Schedule with the project plan
* Preparation of Weekly/Monthly Metrics Report with test coverage and conduct defect review meeting.
* Task Allocation, Tracking and status reporting.
* Conducting Functional testing, Integration testing (CIT, PIT), End to End Testing (SIT), Regression Testing. Product performance using SLA as reported by independent vendors.
* Deliver multiple projects at the same time and track all the testing activities using Quality Center
* Presents project plans and status reports to organizational leadership, project teams and client.
* Logging bugs, defect tracking and reporting using Quality Center.
* Knowledge on SEI-CMM/CMMI and ISO standards
* Exposure to transition process knowledge with onshore/offshore model
* Setting-up goals and KPI’s for the team members according to their roles and responsibilities
* Managed 30 members QA team

# Educational Qualification

* Master of Computer Application, Indira Gandhi National Open University

# Professional Qualification

* Professional Diploma in Network-Centered Computing, National Institute of Information Technology, New Delhi
* ITIL Foundation certified

# Key Technical Skills

* Operating System : Windows XP, Unix
* Testing Tools : QTP, IBM RPT, Win-Runner
* RDBMS : Oracle 10g
* Scripting Language : Java Script, Perl
* Languages : Java, SQL
* Applications : Siebel CRM 8.1, SAP CRM, Kenan 12.0.1, EBM, EFB, INS, TIS
* Tools : SOAP UI, Rational ClearCase, Rational ClearQuest and HP QC

# Professional and Project Experience

***Industry Experience***

|  |  |  |  |
| --- | --- | --- | --- |
| **Company** | **Role** | **Time Line** | **Duration** |
| Reliance Jio Infocomm Ltd | Senior Test Manager | May-2013 | Till Date |
| Capgemini Consulting India Pvt Ltd | Test Manager | Jul-2007 to April-2013 | 70 Months |
| Accenture Services Pvt Ltd | Team Lead | Feb-2006 to July-2007 | 17 Months |
| NCMR Technologies Pvt Ltd | Team Lead | Nov-2004 to Feb-2006 | 15 Months |
| HFML Infotech Pvt Ltd | Software Engineer | Jan-2001 to Oct-2004 | 46 Months |
| Techbook Electronics Pvt Ltd | Programmer | Oct-1999 to Jan-2001 | 15 Months |

# Professional and Project Experience

Project #1

Project Title : Reliance 4G

Developed at : Reliance Jio Infocomm Ltd, Navi Mumbai

Client : Reliance Jio Infocomm Ltd, Navi Mumbai

Development Tools : IBM/Oracle-Selfcare, mPOS, mSelfcare, mAssist, SAP CRM, TIBCO

Reliance Jio Infocomm Limited, a communication based subsidiary of Reliance Industries Limited (RIL), plans to roll out 4G broadband services in India. Moving from Tier 1 cities (Mumbai and Delhi) to lower tiered ones, LTE, WiFi, and FTTx technology will be launched across India. The Program named R4G, focus to provide digital services on LTE and not on just providing bandwidth

As part of planning the 4G initiative to be launched on Broadband Wireless Access (BWA) Spectrum in all 22 circles of India, RIL considers the broadband opportunity as a new frontier of knowledge economy in which it can take a leadership position and provide world-class 4G network and services

Reliance 4G project will provide the high speed broadband as well as voice service. This project is getting ready with the integration of various BSS and OSS applications and ERP packages. The testing includes ST, NBT, SIT phases and is implementing across all the domains like channels, middleware, CRM, fulfillment, assurance, and billing etc.

**Responsibilities**

* Responsible for quality deliverables within SLAs and the performance of the applications
* Define Overall Test Plan and Strategy for the projects and review the test documents
* Ensure the appropriate planning and management of the test resources with maintaining the high utilization
* Ensure QA Process guidelines are defined and followed
* Assess the progress and effectiveness of the test effort through metrics report
* Coordinate with DnA and Development Managers during Requirement Analysis
* Maintain the appropriate level of testability focus in all the projects
* Anticipate on project issues and develop effective approaches for solving those
* Analyze requirements, forecast/estimate the project future requirements
* Escalate the issues on project requirements like test data, environment and resources to stakeholders for smooth progress
* Prepare the status report (daily/weekly) and monthly metrics report
* Work with third party suppliers to schedule releases, defect fixes and expected code drops and environments

Project #2

Project Title : EverythingEverywhere

Developed at : Capgemini Consulting India Ltd, Bangalore

Client : EverythingEverywhere, UK

Development Tools : SQL, UNIX, SOA Web service, XML, EBM, INS, EFB, TIS, EIS, CRM

Everything Everywhere is a mobile network operator and internet service provider company. It runs Britain’s two most famous telecom brands- Orange and T-Mobile. It provides service to almost 28 million customers having 15000 employees and 720 stores nationwide.

Capgemini and Sogeti have undertaken the project to provide managed testing service on various IT applications used by Everything Everywhere. The testing includes PAT, PIT, SIT processes and is implementing across all the domains like billing, config & tariff, middleware, CRM, ERP, OSS, provisioning etc.

**Responsibilities**

* Ensure the appropriate planning and management of the test resources with maintaining the high utilization
* Assess the progress and effectiveness of the test effort through metrics report
* Advocate the appropriate level of quality by the resolving of high priority defects
* Maintain the appropriate level of testability focus in all the projects
* Anticipate on project issues and develop effective approaches for solving those
* Analyze requirements, forecast/estimate the project future requirements
* Prepare the Test strategy/Test plan for the projects and review the test documents
* Escalate the issues on project requirements like test data, environment and resources to stakeholders for smooth progress
* Assign task to all testing team members and ensure that all of them have sufficient work in the project
* Prepare the status report (daily/weekly) and monthly metrics report
* Track and report upon testing activities, including testing results, test case coverage, required resources, defect raised and their status
* Check the timely delivery of different milestones
* Prepare and track the skill matrix report, leave management plan for testing team members

Project #3

Project Title : Nor’Easter

Developed at : Capgemini Consulting India Ltd, Bangalore

Client : Fairpoint, USA

Development Tools : Oracle SQL Plus, UNIX, Kenan BP, Siebel CRM, Metasolv

Under the FairPoint Nor’Easter program, Cap Gemini is supporting FairPoint Communications, Inc in acquiring and operating all the LEC assets from Verizon’s New England states including Vermont, New Hampshire and Maine . This program will consist of a variety of sub-projects which collectively support the transition of the Verizon operations to FairPoint. The program is involved in the transition of organizations and people, system capabilities and system data as well as business processes and business operations (from Verizon to FairPoint).

This telecom project is integrating the call center management – it incorporates performance and metrics reporting, call routing/IVR, Agent scheduling, staff planning and forecasting, Customer Care (offer order & Billing) – it includes offer products/services, new, move, upgrade, downgrade and disconnect order, customer outage notification and follow-up, third party interface, customer service inquiries and webs services, Billing and collections – it clubs usage collection and mediation, rating parameter administration, statement generation, payment processing and settlement, deposit/lockbox administration, delinquent account management, customer billing inquiries, adjustments and refunds, disconnect and reconnects, carrier access and billing settlement, Active Inventory management, order management & workflow, fault and performance management trouble/change management, provisioning & activation, workforce management, wholesale, ERP (financials & BI Tax Accounting Fixed Asset, HR, SCM), security management, enterprise sales, enterprise management and product & services.

**Responsibilities**

* Resource planning and resource utilization based on work forecast.
* Analyze business requirements and interact/coordinate with business analysts in Kenan billing system, Siebel system and development team to convert business requirements to testable requirements.
* Test Planning and preparation of testing schedules based on project timelines.
* Analysis of test results using statistical quality control tools
* Coordinating with the testers and developers in resolving the testing defects
* Causal Analysis of defects using statistical techniques.
* Preparation of Test Summary Report/Validation Report for DSR & WSR.

Project #4

Project Title : **Kintana (Mercury ITG)**

Developed at : Accenture Services Pvt Ltd, Bangalore

Client : Accenture Services Pvt Ltd, USA

Development Tools : Oracle SQL Plus

Mercury IT Governance Center™ provides visibility and control over the demands being made of IT, your portfolio of IT projects, and the roll-out of application changes at the enterprise level. It offers transparency into IT proposals, priorities, projects, and investments to optimize the business value delivered by IT, lowering the cost of compliance with regulations. In addition, Mercury supports quality programs and process control frameworks such as Six-Sigma, PRINCE2™, CMMI, and COBIT and best-practice frameworks like ITIL (IT Infrastructure Library).

With Mercury IT Governance Center, you can:

* Improve overall operational efficiency.
* Free more resources for the strategic initiatives that improve competitiveness.
* Bring those strategic initiatives to market faster, with less risk.
* Gain financial visibility and governance throughout the IT lifecycle, enabling organizations to run IT like a business.

Mercury IT Governance Center solutions can be deployed individually or as an integrated suite, starting with the area of greatest need, then expanded across IT. Here are four popular starting points:

* **Portfolio Management** Manage your portfolio of current applications, in-flight projects, and proposed investments to align IT with business priorities.
* **Project Visibility and Control** Provide complete visibility into project and program status, using a real-time dashboard to manage assignments, exceptions, and drill into details.
* **IT Services Automation** Manage the demand on IT by providing visibility and control over processes and resources – including outsourced processes and resources.
* **Application Deployment Management** Digitize the change process to support compliance initiatives, reduce application downtime, lower total costs, and minimize risk.

Mercury IT Governance Center includes integrated applications to manage demands, portfolios, programs, projects, resources, financials and application changes. It also integrates with Mercury Change Control Management, helping make Change Advisory Boards and Change Control Boards far more effective while minimizing the risk changes pose to the business.

**Responsibilities**

* Responsible for delivery and managing the projects
* Responsible for Scheduling and tracking to closer of all the requirement
* Responsible for testing process and ensuring that testing methods meet specifications.
* Involves in the project management (Requirement Analysis, Estimation)
* Plans and provides work allocation for resources on the projects.
* Mentors and trains the team in test plan development methods; quality and risk management metrics; database management of bug incidents; evaluation of software to design and usability standards, test case writing efficiency, test case executing efficiency.

Project #5

Project Title : **TSO CONVERTER (version 0.3)**

Developed at : NCMR Technologies Pvt Ltd, Bangalore

Client : MCI, U.K.

Development Tools : Cold Fusion Visual Studio 5, Oracle SQL Plus

Architecture : Fusebox

The TSO Converter is a browser based application that is available on the MCI EMEA intranet. It is accessible to employees who are authenticated by Teamnet and registered to use the application. Registered TSO users have access to orders based on the countries, team, BANs and Customers assigned to them.

The TSO Converter maintain information about registered users. All registered users of TSO are able to access the application by logging in with their Teamnet IDs. The application recognise following 3 access levels for registered users:

* TSO Administrators
* Key Billing Users
* Billing Users

The related Modules are User Management, TSO EMEA Products, User Teams, Statistics Report, Aging Statistics Report, Orders in Jeopardy etc.

**Responsibilities**

* Responsible for testing process and ensuring that testing methods meet specifications.
* Plans and provides work allocation for resources on the projects.
* Communicates mentors and trains the team in test plan development methods; quality and risk management metrics; database management of bug incidents; evaluation of software to design and usability standards, test case writing efficiency, test case executing efficiency.
* Prepares an efficient strategy for meeting test goals within the team.

Project #6

Project Title : **Project Tracking Tool (version 0.7)**

Developed at : NCMR Technologies Pvt Ltd, Bangalore

Client : MCI, U.K.

Development Tools : Cold Fusion Visual Studio 5, Oracle SQL Plus, PHP

Architecture : Fusebox

The PTT (Project Tracking Tool) Web GUI was developed using Cold Fusion and Oracle, using OO concepts and Fusebox. This application is currently in production and is deployed on the MCI Intranet.

The aim of this project is to maintain all documents as well as reports like project contacts, high-level financials, priority scores, phase history, work requests and project dates. The PTT users are MCI employees who have access to the PTT web interface. These users will be categorized on the basis of their access to specific functionality.

The related Modules are User Management, Access Templates, Broadcast Message, PTT Lookups, Executive Review Version, User Preferences, PTT Tool Feedback, Reports, Document Storage etc.

**Responsibilities**

* Responsible for testing process and ensuring that testing methods meet specifications.
* Plans and provides work allocation for resources on the projects.
* Communicates mentors and trains the team in test plan development methods; quality and risk management metrics; database management of bug incidents; evaluation of software to design and usability standards, test case writing efficiency, test case executing efficiency.
* Prepares an efficient strategy for meeting test goals within the team.

Project #7

Project Title : **Siebel Customer Account Creation System(version 0.6)**

Developed at : NCMR Technologies Pvt Ltd, Bangalore

Client : MCI, U.K.

Development Tools : Cold Fusion Visual Studio 4.5, Oracle SQL Plus, Siebel CRM

Architecture : Fusebox

The Siebel Customer Account Creation System is a MCI Intranet application. The SACS application provide Sales Persons with a web-form in which to input a request for an account in Siebel. SACS will validate the data entry to check for duplicate Siebel Accounts (i.e. against previously submitted requests as well as against the weekly Siebel extract).

The validated account creation requests will be stored in SACS and made available to the SACS Administrator. The SACS Administrator will look up the list of validated Siebel Accounts in SACS, which are pending creation in Siebel, and manually create them in Siebel. For accounts that are successfully created the SACS Administrator will update the corresponding account creation status in SACS. In case of rejected accounts the SACS Administrator will be responsible for specifying the rejection reason. The related Modules are Account creation Guide for Sales, Lookups, Reports, View A/C Creation Req. etc.

**Responsibilities**

* Responsible for testing process and ensuring that testing methods meet specifications.
* Plans and provides work allocation for resources on the projects.
* Communicates mentors and trains the team in test plan development methods; quality and risk management metrics; database management of bug incidents; evaluation of software to design and usability standards, test case writing efficiency, test case executing efficiency.
* Prepares an efficient strategy for meeting test goals within the team.

Project #8

Project Title : **Eden**

Developed at : HFML Infotech Pvt Ltd, Delhi

Client : Medsite, U.S.A

Host Language : Java, JSP, XML

Database : Sql Server

Eden is designed for Medsite. It has two sites Admin and User. Admin can create Events and invite customers. Invitations are sent to the customers as per user settings page. User will get these invitations in his/her inbox. Customer/User can Accept, Decline or Delete the invitation/s.

Admin site contains various modules like Find An Event, Create An Online Event, Create An Offline Event, and Invite A Customer.

User Site contains modules like Inbox, Setting Page, and Feedback

These two Sites are Co-related to each other. Any changes made by Admin will affect in User inbox. **Email engine** has the vital role in this application.

**Responsibilities**

* Write test cases according to specifications.
* Review the test cases
* Execute Test cases.
* Report on Defect Tracking Tool.
* Write Test Script through Winrunner

###### Project #9

Project Title : **Software Support & Service**

Developed at : Techbook Electronics Pvt. Ltd.

Environment : Window NT

Software : JSP, HTML, Java Script, Java Beans

Web Server : Java web Server 2.0

This software product is an **Intranet Application** Tool, which provides a single window for the Testing as well as the Development group. This Intranet Application consists of different features like Business logic, Configuration, Navigation, Searching, Exporting to Text file, Mailing facilities and FAQs. It also makes a communication with Customer Care Tool and the Bug Tracking Tool. This application allows three levels of authentication based on Administrator, Developer and Tester.

The search engine is a straightforward simple-search using keywords as well as an advanced search facility. The Navigation facility allows the user to navigate between the records either by one or ten records at a time. The Configuration facility allows the Administrator to store, delete and modify the information about the Users, Products and their related Modules. This Application first allows the user to enter the Problem reported by the Customer. Then the tool searches the corresponding Solution from the Customer Care Database and provides to the User. But if it is found to be a Bug then it sends the same to the Bug Tracking Application as a new Finding for fixing.

**Responsibilities**

* Thorough understanding of the Project.
* Coding.