**Thimmesh Prabhu B.M**

**Contact No**: 9900101308

**Email Id**:prabhubm78@gmail.com \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Objective:** Looking for further growth and a challenging career in the field of Software Testing and

Optimally utilize my potential and add value to the organization and myself.

**Skills**:

* Having **10 + years** of Testing Experience in different domains Like **GRC, Compliance**, **Energy domain, Spend Management, Finance, Telecom OSS(Metasolv Operational Support Systems ),SIEBEL Social CRM**,
* A multi-faceted professional with 10+ years of relevant experience with documented success of consistent achievement in a management capacity; primarily accountable for Test Delivery Management, Client Management/Interaction.
* Involved in Preparing Project plan and giving QA estimation, Resource mapping for different across projects.
* Recognized for taking major initiatives, adapting to rapidly changing environment and resolving mission critical issues to ensure bottom line success.
* Significant Hands-on experience in managing Scoping, Estimation, Test Release Planning, Test Tool Usage, Test Case Execution, Defect Management of project in offshore & onshore models.
* Effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities.
* Proficiency in developing, implementing, capturing, project tracking and analysis of defect tracking and publishing QA metrics
* Good Experience working as **Technical Lead QA for 4 years**. Taken full ownership of all the QA Manual Testing, performance and Automation task activities and leading a **5 member offshore team**.
* Having good experience in working onsite and getting knowledge transitioned successfully to offshore for the Modules which I have taken the ownership.
* Conversant with testing strategies such as System testing, Integration testing, Regression testing, Smoke testing , Ad-hoc testing , data base testing and System testing.
* Having sound knowledge on **SDLC, Agile and Scrum methodology** and **Product lifecycle Process**
* Good experience in configure and maintenance of **Apache/Tomcat, web sphere, weblogic.**
* Good Experience in Database Testing .Good Knowledge in **Oracle and MSSQL**.
* Good Exposure at working onsite Client Location (USA).
* Good knowledge in Testing both **web based application** as well as **client server application**.
* Exposure to Automation **testing** tools Like **QTP 9.1,Selenium, Win runner 8.2,Load Runner 8.5**
* Good experience in the using, Mercury **Quality Centre**, **TM** (Rational Test Manager),**Clear Qwest**(IBM),**Test director, Jira** for reporting bugs and writing test cases .
* Having excellent knowledge on **Functional testing, Sanity Testing, Regression Testing, System Testing, Adhoc Testing and Smoke testing.**

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| **Degree** | **University** | **Specialization** | **Year** |
| Bachelor of Engineering | Dayananda SagarCollege of Engineering, BangaloreUniversity | Computer Science & Engineering | Sep-2001 |

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| **Productivity Tools** |
| Testing Tools : QTP, Win Runner 7.6,Test Link, Selenium  Programming Languages : Java ,c++,PL/SQL ,. NET  Scripting Language : Unix, C, VB  Operating Environments : MS-DOS, Win ,Linux (RHEL)NT/95/98/2000/Xp/2003/Vista/Macintosh,  RDBMS : IBM DB2, Oracle 8i, 9i, 11g, MSSQL 2000,05  Application Server : WebSphere 7, Tomcat 5.5.20, web logic 10  Version Control : VSS, win CVS  Defect Tracking Tools : PBN, BugZilla, Mercury Test directory  Project Planning : Microsoft Project Planner |

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| **Professional Experience** |
| MetricStream Inc, Bangalore Jul 2012 \_ Till date  Technical Lead  Symphony Services Corp. (India) Pvt. Ltd, Bangalore Sep 2006 – Jun2012  Lead Product Engineering  Syntel , Chennai Aug 2005 – Sep 2006  Analyst Programmer  Maquis Technologies, Bangalore Aug 2003 – Jul2005  Test Engineer  Siri Technologies Jun 2002 - Jul 2003  Test Engineer  Global Technologies Nov 2001- May 2002  Assistant Network Engineer |

**MAJOR PROJECTS**

**Project #1 : Kaiser Permanente-CCM**

**Client : Kaiser Permanente, USA**

**Organization : MetricStream Ltd**

**Role : Lead Product Engineer**

**Environment : RHEL 5.5, Win 2007 JDK1.5, Jboss 5.2.1,Apache/Tomcat 5.5.20, Oracle 11g(2.0.3)**

**Testing Approach : Manual and Automation**

**Duration : 07/2012 to till date**

**Module  : GRC, Audits, ISM, CCM, CMP, DMS**

**Project Description:**

MetricStream is a market leader in Enterprise-wide GRC and Quality Solutions for global corporations. MetricStream enterprise solutions are used by leading corporations in diverse industries such as pharmaceutical, medical device, high tech manufacturing, energy, financial services, healthcare, manufacturing, food and beverages and automotive to manage quality processes, regulatory and industry-mandated compliance and corporate governance initiatives.   
Leading companies are using MetricStream solutions for GRC, Corporate Governance, Enterprise Risk Management, Internal Audits, Quality Management, Supply Chain Governance, and Environmental Health & Safety

**Details of Roles and Responsibility:**

* Taken full ownership of all the QA Manual , Automation and Performance tasks and leading an offshore team of 5 members.
* Proficiency in developing and implementing capturing, project tracking reports.
* Responsible for testing deliverables and deciding testing scope.
* Expert in preparing the Project plan and estimation for QA activities across multiple projects.
* Preparation Test Plan, Test Scenarios, Test Cases and Traceability Matrix, QA weekly task Report, QA daily Status Report and sending to Leadership team.
* Setting up of Demo instance QA Instance, UAT and Production Instance for clients and QA team.
* Managing the offshore team of 5 members and 6 onsite Team members parallel.
* Test case creation and Test planning for a particular feature assigned to me.
* Consistent interaction with developers to get better insight into the functionalities of new features as and when they are incorporated.
* Expertise in build deployment on Apache/Tomcat, Jboss and WebSphere both on windows Linux environment.

**Project #2 : Itron**

**Client : Itron Inc, USA**

**Organization : Symphony Services Ltd**

**Role : Lead Product Engineer**

**Environment : client Server, .Net ,Oracle 10 G and MSSQL 2005**

**Testing Approach : Manual**

**Duration : 05/2011 to 06/2012**

**Module  : IEE MDM ARI/ABE (Smart Meters)**

**Project Description:**

Itron Inc. is a leading technology provider to the global energy and water industries. Company is the world’s leading provider of intelligent metering, data collection and utility software solutions, with nearly 8,000 utilities worldwide relying on our technology to optimize the delivery and use of energy and water. Itronproducts include electricity, gas, water and heat meters, data collection and communication systems, including automated meter reading (AMR) and advanced metering infrastructure (AMI); meter data management and related software applications; as well as project management, installation, and consulting services.

**Roles and Responsibilities:**

* Taken full ownership of all the QA Manual task activities and leading an offshore team for ARI and ABE module.
* Successfully completed the onsite training assignment for 3 months and gained knowledge in ARI and ABE module with respect QA deliverables.
* Worked on Test planning, Test Case development and Test case execution for the New features that were part of IEE 8.0 ,7.0.SP5 SCE, Hotfixes releases.
* Responsible for generating weekly Status report and sending Daily status for Onsite leadership.
* Used to drive the daily offshore sync up call with the QA team members along with the onsite coordinate manager.
* Successfully give the training to offshore team members for the new ARI and ABE components.
* Taken ownership of task Assignment and tracking of tasks of different components from the team members and sending the consolidated report to leadership.
* Responsible for setting up and maintenance of QA Test environment for different IEE releases like hotfixes, IEE 8.0 64 bit releases, 7.0.SP5 SCE for Southern California Energy.
* Part of the CCB meeting, Bug triage meetings and Release Meeting.
* Drive the sprint planning for the Hotfix , 8.0 releases with all the team members and responsible for tracking test estimation for the tasks that were part of the 8.0 ,Hotfix and 7.0.SP5 SCE releases.

**Project #3 : Concur**

**Client : Concur Technologies, USA**

**Organization : Symphony Services Ltd**

**Role : Senior Product Engineer**

**Environment : JDK1.4.2, Web Logic 8.1, Tomcat 5.5.20, MSSQL 2005, Web sphereand**

**Oracle 10G**

**Testing Approach : Manual**

**Duration : 09/2008 to 04/2011**

**Module  : Concur Pay,Concur On-Premise Minor Release, On-Premise Patch Pack release , ‘Government of Canada’ (GOC),ETL(Extract transform and load Tool) ,Web services Testing(API).**

**Project Description:**

Concur Technologies is a provider of corporate expense management solutions. Its solutions are designed to automate and streamline business processes, reduce operating costs, improve internal controls and allow businesses to apply greater intelligence to their spending patterns. Concur solutions clients include Currently Pfizer, DuPont, Citi Group, Honeywell etc.

**Roles and Responsibilities**:

**Delivered Lead role** and has been effectively contributing & managing the QA deliverables for Concur’s monthly release of,

1. **Client facing Mobile Web services**
   1. For this deliverable I am managing a team of TWO junior team members and have ensured that they deliver at the expectations set forth by the senior resources who the Junior team resources replaced.
   2. There has been improvement in the H2-2010 CSAT score @ 3.5 from H1-2010 CSAT score of 3.22.
   3. The client has acknowledged me to be brought on-board the WS team, there has been improvement in the productivity and ramp up time required for understanding the functionality of new Web Services being released month on month.
   4. By ensuring that the deliverables were managed with junior resources without major issues reported by the client, I have ensured that the Individual GM% of the resources and that of the GOC remained high month on month approx @ 90% & 60% respectively.
2. **ETL**
   1. I have been the only resource (both from onsite and offshore perspective) who tested the monthly release of ETL and ensured a Quality release without any escape defects being reported.
3. **Concur Pay**
   1. Again, I have been the only resource (both from onsite and offshore perspective) who tested the monthly release of ER & DR module of Concur Pay and ensured a Quality release without any escape defects being reported.
   2. Timely & quality completion of the testing of Concur Pay, month on month was greatly appreciated by the client.

**Details of Roles and Responsibility:**

* Taken full ownership of all the QA Manual task activities and leading an offshore team .
* Responsible for testing deliverables and deciding testing scope for the monthly releases from the offshore team for Concur web services, ETL, Concur pay applications, On-Premise Products.
* Added as watcher for all the QA tasks during the Post Production testing during all the Monthly release.
* Generating QA Plan, QA weekly task Report, QA daily Status Report and sending to onsite team.
* Test case creation and Test planning for a particular feature assigned to me.
* Consistent interaction with developers to get better insight into the functionalities of new features as and when they are incorporated.
* Expertise in build deployment on Web logic, Tomcat and WebSphere
* Setting up and configured the QA environment to execute testing on the QA builds.
* Exploratory testing on critical functional areas of the application.
* Reported bugs & tracked them to closure.
* Analyzed reported bugs and provided inputs to the development team, resulting in debugging &quick fixes.
* Approval and review of the bugs reported by team members
* Authoring and reviewing the product documents that would be released to the end user.
* Planning of the Regression testing cycle for the application.
* Authoring of Test Case Indexes and Test Cases for the product.
* Effort estimation for conducting the testing activities.
* Handling different code lines simultaneously.
* Involved in setting up the test environment and testing the ETL tool.
* Tested the UI of ETL-API tool manually and raised defects.
* Validated the definition queries that are used for extraction by manually testing across different customer databases.
* Done Research on several issues and provided more inputs, contributing to quick fixes.
* Worked on agile methodologies and contributed to timely releases.
* Interaction with clients by attending weekly calls and status meetings to update the progress of work.
* Expertise in Customer DB Migration testing by identifying numerous issues and also suggesting effective solutions that were implemented.
* Expertise to test hot fixes for customers as and when they have to be delivered.

**Project #4 : Oracle Social CRM Applications**

**Client : SIEBEL (Oracle Corporation, USA)**

**Organization : Symphony Services Ltd**

**Role : Senior Product Engineer**

**Environment : JDK1.4.2, Web Logic 8.1, Tomcat 5.5.20MSSQL 2005and**

**Oracle 10G**

**Testing Approach : Manual**

**Duration : 02/2008 to 09/2008**

**Module  : Sales Communities**

**Project Description:**

Oracle Social CRM Applications harness the latest Web 2.0 technologies, empowering sales representatives to be more productive by leveraging the enterprise social network. These intuitive, sales-focused applications help sales people identify qualified leads, develop effective sales campaigns and presentations, and collaborate with colleagues to close more deals quickly. Sophisticated mash-ups and a rich graphical interface provide instant benefits with no data entry or training required.

**Responsibilities**

* As part of Scrum member update the QA task daily.
* Preparing QA test plan, estimating the QA task,
* Reporting Test data Result, Reviewing the Test cases.
* Doing Function Gap Analysis, Execute test cases.
* Responsible for doing Regression Testing .Preparing Bug report.
* Understanding the Stories that are given in each sprint and developing Test cases from the stories.

**Project #5 : Concur**

**Client : Concur Technologies, USA**

**Organization : Symphony Services Ltd**

**Role : Senior Engineer Q&E**

**Environment : JDK1.4.2, Web Logic 8.1, Tomcat 5.5.20 ,MSSQL 2005and**

**Oracle 10G**

**Testing Approach : Manual**

**Duration : 09/2006 to 02/2008**

**Module  : CORe, MUDI, BIK,(Minor Release Features ),Customer**

**Database Migration ,Manhattan New feature and Integration.**

**Project Description:**

Concur Technologies is a provider of corporate expense management solutions. Its solutions are designed to automate and streamline business processes, reduce operating costs, improve internal controls and allow businesses to apply greater intelligence to their spending patterns. Concur solutions clients include Currently Pfizer, DuPont, Citi Group, Honeywell etc.

**Responsibilities**

* Feature Lead for Minor Release of Concur 7.5.\* application.
* Leading a team of 4 members
* ResponsibleforTesting and build deployment for Minor release task. Also worked successfully in
* Delivering Patch pack releases in the last 1.4 years.
* Achieved and excelled the productivity target Metrics for QA that was set by the clients.
* Creation of test cases. Execute test cases as per plan Report bugs using bug tracking tool.
* Involved in Test Plan, Task planning, Task Assignment and Status update to client
* Responsible for Regression testing,Functionality testing.Localization Testing, Adhoc testing.

During every Patch pack release.

* Review of Test cases

Project # 6   : MSS Product(Oracle communications)

Client     : Oracle Communications. (Metasolv Software Inc (USA)).

**Organization : Syntel Ltd, Chennai**

**Role : Test Engineer**

**Environment : PowerBuilder, Windows, J2EE, Oracle-9i, BEA Web logic, Silverstream**

**Testing Approach : Automation and Manual**

**Duration : 09/2005 to 09/2006**

**Module**  **: Engineering (NetworkSystems, Templates, SOHONET, Optical Grooming, VLC, DSL, Equipments, Connection Design)**

**Project Description:**

MetaSolv Software OSS solutions simplifies service introduction, accelerate service delivery time, and reduce operating costs and capital expenditures. Comprehensive product portfolio includes order management, inventory management, service activation, and network mediation capabilities These products automate the order-to-activate service provisioning process for all types of traditional and next-generation services, including voice, data, DSL, IP VPN, and VoIP. This Product is being used by big telecom companies in US such as **Verizone, SBC, Bellsouth, Avantel, Cinergy, XO, Nextel, Sprint and Bharathi, Tata, BSNL, VSNL** in India for billing, ordering and designing Networks for their daily operations.

**Responsibilities:**

successfully worked on Pilot project .Got Knowledge transition on Telecom OSS Product and coordinated with QA activities of offshore and onsite team. Part of the QA team worked onsite(US) to get Knowledge transition of the telecom product for 6 months.

* Creation of test cases.
* Execute test cases as per plan
* Report bugs using bug tracking tool.
* Involved in Test Plan.
* Responsible for Regression Testing.
* Functionality testing.Review of Testcases

Project # 7   : Onlinetravel International.

**Client    : Onlinetravel International (USA).**

**Organization : Maquis Technologies Ltd.**

**Duration : 02/2005 - 07/2005**

**Testing Approach : Manual**

**Role : Test Engineer.**

**Tool used : Win Runner 7.6, Test Director**

**Environment : Linux, Windows, J2EE, Oracle-9i, XML.**

**Module  : Hotels, Cars, Dynamic Package (Hotels+Cars)**

**Project Description:**

Onlinetravel is a travel site, which facilitates its users to book air tickets, hotels, cars and cruises online throughout the world. The site also enables the users to search for their requirements and book the same. It also provides the facility to book dynamic packages like flight+hotels, hotel+cars etc at a time.

The main objective of Onlinetravel is to facilitate its customer’s ample amount of choices about flights, cars, hotels and other amenities thereby providing the customers the freedom to choose from the same and book them online without any hassles and without any additional transaction charges.

**Responsibilities**

* Creation of test cases.
* Execute test cases as per plan
* Report bugs using bug tracking tool.
* Involved in Test Plan.
* Responsible for Regression Testing,
* Functionality testing. Bug verification.

**Project #8 : Call Track.**

**Client  : Unilog Ltd. Singapore.**

**Organization : Maquis Technologies Ltd.**

**Environment : Visual Basic, Windows XP.**

**Role : Test Engineer.**

**Testing approach : Manual.**

**Tool used : Win Runner 7.6, Test Director**

**Duration : 05/2004 - 01/2005**

**Module : Caller Information.**

**Project Description:**

Call Track is a call tracking software, which can be used in any organization to track the call received by that organization. The call Track Admin will be responsible for receiving calls from different customers. He then diverts the call to the corresponding department to handle the query. The Admin can set the priority of the call received based on its emergency. The Admin can update the customer info and add new customers’ information.

**Responsibilities**

* Understanding the requirements,
* Deriving the Test Cases from Use case Document,
* Creation of test cases. Review of test cases.
* Responsible for functionality and regression testing using Win runner.
* Reporting bugs

**Project #9 : Hospital Automation**

**Client    : Tan Tock Seng, Hospital, Singapore.**

**Organization : Maquis Technologies Ltd.**

**Role : Test Engineer**

**Testingapproach : Manual.**

**Tool used : Win Runner**

**Environment : Visual Basic, Windows XP**

**Duration : 08/2003 - 04/2004**

**Module  : PMPA(Patient Accounting and Patient Management)**

**Project Description:**

This project has been developed to computerize the various activities of TTSH-NHGP. TTSH (Tan Tock Seng Hospital) and NHGP (National Health Group Polyclinic)is a group of nine polyclinics in Singapore, headed by a common organization. The project is divided in three streams:-PMPA (Patient Accounting and Patient Management),EMCP (Electronic Medical Care Path) ,ICWS (Integrated Clinical Work Station) ,EDSS ( Electronic Discharge Summary System) **,**OTS (Operation Theatre Scheduling), OTR ( Operation Theatre Reporting) **.**

**Responsibilities:**

Reviewing the Test Cases.

Executing Test Cases and creating Test report

Functional and Regression testing done using Win Runner

Deriving the Test Cases from Use case Document

**Project #10 : Banking**

**Client : Busey Bank Pvt Ltd., Free-Mont, California.**

**Organization : Siri Soft Ltd.**

**Database : MS Access, SQL Server 2000, Oracle 8i**

**Environment : HTML, Java Script, JSP, Oracle 8i, Windows 2000**

**Testing Approach : Manual.**

**Duration : 01/2003 – 07/2003**

**Module : Transaction.**

**Project Description:**

Internet Banking is an online web application, which helps their customers to make banking transactions through Internet or intranet. It facilitates account information, money transfer, donate online, account statement, change password and other transactions online. It also provides wide information related to bank. Internet banking system features the following modules Money transfer, Donate online, Bill payment, Loan, User update, Bank information, Account statement, Online account, Change password.

**Responsibilities**

* Creation of test cases.
* Review of test cases
* Responsible for functionality and regression testing.
* Involved in review of requirements.

**Project #11 : Access Control System:**

**Client : Reliance Fire and Safety Equipment’s**

**Organization : Siri Soft Ltd.**

**Role : Test Engineer.**

**Testing Approach : Manual.**

**Duration : 07/2002 - 01/2003**

**Technologies : Visual Basic 6.0 and Oracle 8**

**Project Description:**

Access Control System is a software package developed in Visual Basic for avoiding unauthorized person to enter into company or a person belonging to company tries to enter into other department or in his department after his shift timings. To describe this project is divided into five modules. 1. Emp\_details Module, 2. Door Module (soft gate), 3. Access control (System Module), 4. Emergencies Module, 5. Installation Module

**Responsibilities:**

* Involved in writing the Test Scenarios
* Involved in executing test Cases and create Test reports.

**Projects Handled**

**Organization: Global Medi Transcribe Pvt LTD**

**Duration: 11/2001-05/2002**

**Role :Assistant Network Administrator .**

**Responsibilities**

Wholly responsible for technical support operations in high-volume, 24x7 environment, including supervision of 5-member technical support team and coordination of technical issues involving network, hardware, and operating systems (Windows NT/2000 Server). Oversee network connectivity, implementation, integration, and troubleshooting for servers, routers, remote access, storage devices, printers, and scanners for clients**.**

**Personal Details:**

Name : **Thimmesh Prabhu B.M**

Passport **: INDIAN**

Visa Type  **: B-1 VISA Valid till OCT 2015.**

**References:**

Will be furnished as and when required