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About Me

Currently working as **Engineering Manager** for **Cisco Video Technology India PVT. LTD.** for **last 7.9 Years**. I have over **12 years** of industry experience in IT. I am handling multiple role, as a test manager responsible for delivery of 3 projects in parallel, as a subject matter expert for test automation, as a people manager taking care of a team of 12 people. I have Strong design and development skills, Good Ability to design and develop flows, I excel in communication, customer interaction, transitioning work to offshore and motivating my team.

Career History

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| [Cisco Video Technology India Pvt Ltd.](http://www.cisco.com/web/IN/index.html)  (Formally known as NDS Services Pay TV technologies Pvt Ltd.) | Bangalore | Jan 2007 to present |
| [Celstream Technologies Ltd.](http://www.celstream.com) | Bangalore | Jul 2005 to Dec 2006 |
| [Stag software private limited](http://www.stagsoftware.com/) | Bangalore | June 2004 to July 2005 |
| Dataplus Software | Kerala | September 2002 to October 2003 |
| SnowSoft Technologies | Bangalore | January 2002 to August 2002 |

Skills

* Core Skills: Software Testing (Manual and Automation), Preparation of Test strategy, Planning, Defect detection velocity chart, Defect removal efficiency chart, RCA for defects, Defect Analysis, Release note preparation for customer release.
* Others: Rally, HPQC, Rational Clear Quest, Microsoft project plan, Microsoft Excel, J2EE, Java, Servlet, JSP, Sql Server 2000, Oracle 10g, Jboss,Tomcat, C, C++, Windows, Linux, Bugzilla, Preparation of automated scripts using IEX, WATIR, and JENIE and execute them,
* Domains: Set Top Box testing, Web based application testing, Embedded

Software testing

Automation

* Managed a team of 12 people who automate Set Top Box features in **JENIE** framework and **IEX** [Internal tool for automating STB features]
* Skilled at scripting of tests using **WATIR [Web Application Test In Ruby]**

Methodology

* Worked on Waterfall Model
* Currently practicing Agile Way of working
  + Worked as a **SME** for Automation projects: Prepared User Stories for Automation, Prioritized and Groomed the user stories
  + Worked as a **Scrum Master** for the Leadership team: Conducted daily scrum and Ceremonies of Agile.

Education

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| --- | --- | --- |
| Master of Computer Applications | Madurai Kamaraj University, Madurai | 2001 |
| Bachelor of Science (Mathematics) | Calicut University, Kerala | 1998 |

Work Experience

* I have worked in different roles, expert in all phases of life cycle, including requirements gathering, risk analysis, project planning, Strategizing, scheduling, testing, defect tracking, management, and reporting. I have directly interacted with customer and have good Ability to manage customer expectations; I have developed many leaders and SMEs within the team. I am good in taking decision when there are situations arise during the project delivery.
* Executed & managed E2E Performance Testing, Performance Analysis, Monitoring, and root cause analysis of Bottle necks. Good understanding of tools for load and stress testing
* Exposure to set top box testing and video guard tools; DVB and MPEG technology and IP TV. Exposure in **Over The Top (OTT)** technology. Exposure in **SDP** (Service Delivery Platform) testing and companion device testing. Good understanding of **SatCr, Diseqc** and **Universal LNBs** setups. Extensive knowledge on **PVR, PDL** (Progressive Download) and Teletext magazine features. Good understanding of **VOD** features and IP Multicast networking for STBs. Good understanding on **CA (Conditional Access)** and **Video Guard**. Good understanding of copy protection technologies like **CGMSA** and **Macrovision**.
* Good understanding on Networking protocols like HTTP, TCP IP, UDP and Multicast. Experience in Linux operating system, installed and configured Fedora OS. Extensively used Linux as mountable server.

Jan 2007 - present

Quality Control Manager of the offshore team of a Swedish based broadcasting company working on Satellite Television and Pay TV technology, owned by the Swedish media conglomerate Modern Times Group (MTG)

Agile development methodology is practiced, including scrum. Development and project management is done using Rally

Interacted with the Product Definition team for backlog prioritization and with the architecture for preparing the strategy for automation

* As a QC manager responsible for managing a QC team of 20 Offsite and 3 Onsite engineers for multiple projects.
* Responsible for delivery of multiple features in parallel [Scheduling, Planning and Executing for each track] to the customer.
* Preparing test strategy in accordance with the project plan and execute the same without compromising the quality is sole responsibility
* Issue & Risk management for each track, Preparation of RCA, Conducting Go No Go meeting and coaching/mentoring team members and conducting appraisals was part of the role.
* Maintained and lead a separate team for automating the legacy features when the project moved to Agile way of working
* Tracked multiple CRs and interacted with client on regular basis to get feedback on the deliverable

Jul 2005 - Dec 2006

Worked as an acting Tech Lead for testing a web based application of a US based company which manages customer premise equipment. The applications are developed using industry leading open source technologies like axis web service, SOAP, XML, spring framework, hibernate, tomcat and jboss, besides Oracle and mysql.

* Setup a team of 5 engineers for testing high-quality enterprise product in device management domain, realizing the business objectives of a startup US company. Automated 80% of the test cases using WATIR [Web Application Test in RUBY]
* Pioneered in the organization, several tools and techniques in the open source domain for testing and process improvements, including
  + Cruise control for continuous builds
  + Bugzilla for defect tracking
  + Ruby based tool for User Interface testing and apache jmeter for load testing
* Ensured organization process quality (ISO and CMM) with zero non-compliance in audits and contributed in the SEI CMMI activities of the organization.

June 2004 - July 2005

Worked as a Test Engineer for a leading provider of secure, managed remote access solutions for large and mid-size enterprises worldwide. The product is an ISP backbone application developed in J2ee. The application has the features like customer creation, order placing, order processing etc. The application has a unique feature to communicate with the device to sense the failure and generate trouble ticket automatically.

* Prepared Test Plan, Test strategy, Test scenarios and test cases includes the responsibility along with the execution of test cases
* Report generation and presenting to the management
* Be the Pont of contact for all testing relates activities for the entire project

Other projects - Testing

* Testing of Electronic Data Capture System for a Hospital management product
* Testing for Fault management and analysis system which is a web based application used to manage bugs logged in it.
* Testing of Hospital Management System. This is a complete solution for hospital that includes Front office management, IP/OP registration, accounting and payroll.

Development

* Worked as a programmer trainee for Web Based Tutorial project on JSP and Oracle with Web logic server.