**Senthil S**

Project / Test Lead Mobile: +91 9900428751

Email: ssenthil.pm@gmail.com

|  |
| --- |
| **Career OBJECTIVE:** |

Seeking a **Lead/Manager Role** where my Technical Skills can be put to good use for Product/Project Management.

|  |
| --- |
| **Summary :** |

* **10 years** of Experience in Software Testing on **Mobile** & **Desktop** Applications.
* Currently leading a team above 70 test engineers of **Functional**, **Non-Functional** & **Automation** testing team.
* Co-coordinating with teams spread across in Finland & Beijing.
* Defining the bug/fault management process, prioritizing the bug according to its severity.
* Following up with the Program & Development team to improve the error fixed rate.
* Improved the error fixed rate by **25%.**
* Reduced the SLA/TAT from **58 days to 3** **days** for resolving issues reported in Genius tool.
* Conducting Scrum Meetings for Agile Testing.
* Well acquainted with SDLC and STLC.
* Exposure to Selenium and Automation framework (for Pilot project).
* Good written, communication, interpersonal skills, proven team player with an analytical mind bent to problem solving and delivering solutions.

|  |
| --- |
| **TECHNICAL SKILLS :** |

* Testing Tools: **Quality Center 9.2, HP ALM**.
* Programming Language **: Java**
* Mobile Operating Systems: **Symbian** S^3, S60, S40, Maemo Phone Applications, Nokia Asha Phones, Nokia Android Phones.
* Had training in Perl Scripting Language
* Defect/Error Management Tool: **Lotus Notes, Bugzilla, ClearQuest, eService, JIRA**
* Database: **SQLite**
* IDE & Automation: **Eclipse, Selenium RC, Selenium2.0**
* Other Tools : **Clarify, Siebel & Qlikview** (For Generating Reports and for Escalation handling), **GENIUS**

|  |
| --- |
| **EDUCATIONAL QUALIFICATION :** |

* **MBA** in **Project Management** from Alagappa University, Tirupattur.
* **Bachelor’s** Degree in **Computer Science** from Sacred Heart College, Tirupattur.
* **Honors Certification** course in Network Engineering from **IIHT,** Tirupattur.

|  |
| --- |
| **PROFESSIONAL EXPERIENCE: 10 Years** |

* Currently Working for **Nokia India Pvt Ltd**, Bangalore as **Team Lead** through MarquisTech [April 2012 – Present].
* **Nokia India Pvt Ltd**, Bangalore **Senior Test Engineer** [Mar 2007 – Mar 2012].
* **Reliance Info Stream India Private Limited, Navi** Mumbai as **Officers Technology**, [Feb 2004 – Feb 2007].

|  |
| --- |
| **PROJECTS:** |

**Project:** **Nokia Asha Phones**

Domain: S30/S40 and NG phones, Android Phones.

Team size: Above 50 Test Engineers

Role: Project Lead / Test Lead.

Duration: 28 months

Description**:**

* Nokia Asha Phones project is related to Nokia Dual SIM projects which includes the Chipsets of Intel and MediaTek. My team is responsible for releasing the product to the Market. Our testing includes Functional, Non-functional & Automation testing.

Responsibilities:

* Assigning the Daily task to the team.
* Check the errors for which my team is responsible for and ensure required information is provided within 24 hours.
* Based on the assigned KPI, tracking the performance of every tester based on the errors they have reported on a Monthly basis.
* Reviewing the reports sent by the team to the stakeholders.
* Tracking the Weekly Error reports for Multiple Projects.
* Providing the improvement ideas to enhance the SW quality of the Product.
* Initiating the Scrum Meetings for different projects.
* Maintaining the Quality Matrices for various mobile phone projects.
* Identified ideal Automation Scenarios for the applications.
* Created Automation framework for pilot project.
* Getting the access rights for different error tracking tools to the engineers.
* Worked on Pilot project for Mobile User Agent using Selenium Tools for checking Top 100 Websites.
* Checking Battery performance by conducting various profile tests.

|  |
| --- |
| **AWARDS Received:** |

* Award granted for hard work, Performance, Efficiency and Contribution to Error Quality.
* Best Contributor of the Month award for seamless contribution in Beta testing.
* Recognized as Champion for contribution towards Alpha testing of devices.

|  |
| --- |
| **PROJECTS:** |

**Nokia India Pvt Ltd**, Bangalore **Senior Test Engineer** [Mar 2007 – Mar 2012].

**Project # 1:** **Nokia Ovi Suite 3.x Versions**

Domain: Desktop Application and Multimedia.

Team size: 10

Role: Senior Test Engineer / Test Lead.

Duration: 24 months

Tools: Bugzilla, Siebel & Qlikview, TSW and PC Connectivity Error Database.

Description**:**

* Ovi Desktop Platform is an API to Enumerate All the contents of PC and Mobile Synchronization
* Three way Sync of Mobile, PC and Web – Contacts, Images and Videos

Responsibilities:

* Resourceful in managing as well as assisting in developing test plans, cases, & scenarios, development & execution of test scripts, bug documentation & tracking.
* Recognized proficiency in business process mapping, requirement study, defining the various specifications for application implementation, and client interaction for resolving concerns.
* Significant experience in driving product strategy and Product Lifecycle Management; expertise in defining and growing Product Lines.
* **Stretch goal**: Maintaining Inventory of mobile Devices and Resources for the team.

**Project # 2:** **Nokia PC Suite 6.85 versions and above**

Domain: Desktop Application Multimedia

Team size: 5

Role: **Test Engineer**

Duration: 36 months

Technology used: Bugzilla, Lotus Notes, Siebel & QLIKVIEW

Description**:**

* Stand Alone application for managing Multimedia contents of phone. Back-up the contacts, Synchronization of multimedia with Phone and the PC

Responsibilities:

* Played a significant role in publishing the Newsletter to PMO in Finland.
* Successfully attended training on Genius Issues in Finland and took the ownership from Finland R&D team.
* Major contribution in bringing down Turnaround Time for Genius Issues from 52 days to 8 days.
* Conducted web market research, identified end user’s issues and testing and forwarded the findings to R&D Program.
* Organized workshops for the team to improve the customer satisfaction pertaining to Genius escalation. Entitled as Guru of discussion forum for enhancing quality by posting more than 2200 discussion forum posts, 125 kudos and over 50 accepted answers.
* Assured that requirements that were captured during Alpha & Beta Testing were thoroughly communicated to the R&D.
* Providing lessons learnt after every release of the application, team’s competencies got improved)
* Proactively participated Device Brand Ambassador Alpha testing and holds the distinction of being ranked as Champion in Internal Alpha Testing.
* Received “Best Contributor of the Month” award and appreciation from Development Team for being an integral part in Beta Testing of Nokia Device & Desktop Applications.
* Accredited for augmenting customer satisfaction by 60% with a significant reduction in downtime from 58 to 8 days within 2 years.
* Created FAQs on the basis of results from Alpha/Beta and Ad-hoc testing followed by publishing the same to customer with an aim to reduce the Nokia PC Software application’s calls.
* Accounted for monitored escalations relating to Nokia PC Software from different channels like Nokia Discussion Forum, Nokia Beta Labs, Genius and Blogs.
* Tested Web Testing for Ovi.com Media, Contacts, and PIM Sync.

**Reliance Info Stream India Private Limited, Navi** Mumbai as **Officers Technology**, [Feb 2004 – Feb 2007].

**Project # 1:** **R-World Application Testing and IVR Testing**

Domain: Mobile Application

Team size: 4

Role: Officer’s Technology

Duration: 36 Months

Technology used: Testing CDMA Phones of BREW, Java enabled Handsets

Description:

* Reliance CDMA handsets will have R-World Application for entertainment and Infotainment. Tested the new features of those applications before it reaches end users
* Involved in Testing IVR for Reliance postpaid and prepaid customers.

Responsibilities:

* Communicated the known issues list in Intranet periodically thus contributed in reduction of calls.
* Interacted with NNOC on daily basis and guaranteed that the updates were provided to all stakeholders.
* Generated daily MIS report and escalated the detected issues to Operations Manager.
* Received laurels and awards for displaying excellence in improving the quality process of the team.