Diwakar Parthasarathy

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Summary

* 13+ years of experience in Software Quality Engineering including 4+ years in leadership role.
* Experience in handling projects and services with quality. Technology experience in diverse technologies and platform including Mobiles and Applications
* Experience in building scalable, efficient and metrics driven QA functions ground up and developing high caliber Quality Engineering & services organization.
* Ability to influence and drive cross team impacting process and technology initiatives; including conceptualizing and implementing technology solution for achieving business goals.
* Demonstrated capability to manage Engineering QA & Support Engineering organization in Agile development environment of with reporting Managers, Test Architects and Senior Engineers.
* Strong people management skills, proven ability to hire and manage top-notch talent.
* Collect Test Matrices for better understanding and to identify the areas of improvement,
* Responsible for resource management, staffing, & performance appraisal. Leading recruitment programs.

Project Summary

Organization: Micromax

Role: Technical Manager – (Nov 2014 to till now)

Project – Engineering

Responsibilities:

Currently handling projects are Launcher, Around, Setup Wizard, Backup & Restore, Contentapps, Push Notification, Single Sign On, MI Account, YU Account & YUOS

* Managing the project from implementation to delivery of the products
* Managing the team for Functional & Non Functional testing of Micromax(YU) android mobiles
* Participating in Budget planning , Completion on time and solving the technical problems
* Participating into the Feature Implementation Forum to identify the New Features
* Participating in the UI/UX Forum to finalize the Icons & Flow
* Provide inputs to the test automation of the products to decrease testing cycle and increased coverage of test
* Expertise in creating Test Strategy, Master Test Plan, Test Metrics, Test Reports
* Implement new processes, optimize existing processes, initiate process improvements, and drive continuous improvements (CI) in projects
* Create and review test plans, guidelines, and checklists exercising features and identifying edge cases to improve resulting quality
* Creating Cases executable for all the products(Reusability)
* Review and approve test cases for all the Feature, Performance Cases and Feature interaction cases.
* Creating Story, Epic & task in JIRA for all the Features ,Prioritize the bug in JIRA for all the identified issues and converting them into scenarios
* Collecting the feedback from the End User, review about the scenarios and include into the Test Suite
* Handling the Battery Life Duration Testing , Quick Charging ,Regression, Sanity Testing, Latency Measurement and Frame Per second for all the Applications
* Analysis the logs based on Application Crash & Application is not Responding.
* Responsible for Software Quality Assurance & Testing of all modules and features.

**Tools:**

* Jira: Error reporting tool - Raise issues (in JIRA) for identified test failures and verify bug fixes

**Organization: Nokia**

**Role: Regional Quality Specialist - Test Manager (Jan 2012– Oct 2014)**

**Project – Engineering**

**Functional & Non Functional Testing**

* Managing the team for Functional & Non Functional testing of Nokia Android,S30 &S40
* User Stories derived in line with Key Focus Area, Key Selling Points and feed forward to RnD
* Working in Agile Mode as a Scrum Master
* Share the improvement ideas based on Analysis to Markets & Product Team
* Share the findings, verify and focus on the solution
* Continuous analysis of Claim Rate impact and upstream the finding to RnD

**Test camp**

* Managing Test camps & Debugging for the Mobile Phones
* Planning the Resources , Requirements and Test suite
* Validate the reports and analysis on critical Scenarios
* Debugging of errors from the Failed Scenarios
* Analyzing the root cause of the errors
* Reporting and Interacting with Product Development Team
* Short term experience of onsite Experience, implementation of Test Camp in Oulu - Finland

**User Feedback**

* Ramp up of End User Testing activity as per the Master Plan
* Close Collaboration with Regional Product Manager and Technical team
* Recruit Users based on Product Criteria
* Error Filtration and Clarification for Reset and Survey Results or any other Issues
* Participate in Regional Error Assessment Board and drive the priorities for needed action
* Ensure Active Rate is maintained as per the User Feedback Criteria
* Consolidation and Sharing of Weekly Reports to Regional Product Manager
* Short term experience of onsite Experience, implementation of User Feedback in DUBAI

**Organization: Marquis Technologies, Deputed at Nokia**

**Role: Technical Lead (Oct 2011 – Dec 2011)**

**Project: Test ware**

* Lead Test ware Team of 8 people
* Identify the test cases from the user stories
* Gather Scenarios from In Markets Team & End User Testing
* Creating Test cases in Quality Center as per Master Feature list
* Review, Analysis and Approve the cases in Quality Center
* Share the Test Cases for upcoming products
* Sync the test cases into Product Domain using Master update tool
* Create Test suite from the Test plan
* Share the test suite to the Product Manager

**Organization: Sasken India Private Limited, Deputed at Nokia**

**Role: Performance Test Lead (Sep 2009 – Sep 2011)**

**Project: Performance testing**

* Lead Performance Team of 6 people
* Plan the test Activities(Test plan, Hardware plan, Resource plan)
* Measure the Response time for Touch and Non Touch Products
* Calculate the Frame per second for Touch Products
* Start up , Warm swap and Network latch measurements for Dual SIM Products
* Battery life Testing for various profiles
* Plan, execute and report the bugs at earlier stages
* Share the report to Performance Product Owner
* Short term experience of onsite Experience, Participating in Performance Testing in Beijing

**Achievements**

* Appreciation award for handling multiple products in Parallel time frame
* Got spot award for the good work done and Team Co-ordination
* Appreciation award for work done for Kong Ming Products within the deadline
* Appreciation award for opening maximum number of errors for the month of Feb 2008.
* Appreciation for opening Show stoppers errors in Test camp
* Appreciation award for creating maximum number of Test cases with Quality

**Organization: Marquis Technologies, Deputed at Nokia**

**Role: Software Engineer (Aug 2007 – Aug 2009)**

**Project: Manual Testing**

**Responsibilities**

* Ad-Hoc Testing, Browser Testing, Regression Testing, Stress Testing,
* Involving Language dependent Testing (LDT) – Tamil language
* True Testing on S40 and S60 Phones
* Getting hands on Technical Expertise for solving queries.
* Debugging issues and providing information for test case related queries.
* Sorting out “No result” test cases and “Not supported” cases for S30 / S40 product
* Expertise in product Support Settings & Product Profile Flag
* Hands On experience working with Global networks.
* Error Opening, Error Response, Error verification and Error Retest

**Tools**

* Quality Center – Test case Execution
* Lotus Notes ( PCP Database) – Error Reporting Tool
* Phoenix - Flashing, Display Dumps and product Support settings
* Fast trace – Traces, Show Runtime Tool , Perforator , Stop Watch
* Syncing the test cases from Master Domain to Product Domain - Master Update Tool
* RIM, Force Tool, Doors, Requirement Collection

**Organization** **: Cognizant Technology Solutions India Pvt. Ltd**

**Role: Senior Process Executive (Jan 2007 – Aug 2007)**

**Project: Quality Assurance**

**Responsibilities**

* Quality Assurance for Correspondence which are sent to the customers
* Investigating the customer details to know the reason, the customer is on Hold
* Metrics is a data collection which can be used for measurement of Business And also to set bench mark for the future

**Organization: Scope International**

**Role: Officer (Dec 2004 - Dec 2006)**

**Project: Hogan Testing**

**Responsibilities**

* Hogan Tool Testing – Single point of Contact
* Processing the Account opening forms & customer instruction using Hogan Tool
* To carry out static data amendments properly against valid documents
* Various Account setup like Savings a/c, Current a/c, Recurring Deposit & Fixed Deposit a/c
* Handling queries and Complaints handling & TIN re-issues for Internet Banking Customers
* Updating, consolidating branch reject and Problem Solving / Decision Making Areas
* To sign vouchers as per delegated authorities granted
* To report any suspicious transaction immediately while processing to Manager

**Organization: Pass Associates**

**Role: Back End Co-ordinator (Mar 2004 to Nov 2004)**

**Project: Operator test**

**Responsibilities**

* To carry out static data amendments properly against valid documents
* To advice senior executives for any unprocessed documents / transactions rejection due to discrepancies

**Organization: Life Line Group of Hospitals**

**Role: Data Base Manager (Aug 2003 to Feb 2004)**

**Project: Data Base Management**

**Responsibilities**

* To check the delivery of the bills
* Update the data into the system and Sharing the Report to the manager

**Educational Qualification**

* **Master of Computer Application (MCA)** From Indra Gandhi National Open University
* **Bachelor of Computer Application (BCA)** From Ponnaiyah Ramajayam College Affiliated to Bharathidasan University