**Nitin Sharma ** ****

Flat No. 203, #682 Behind Water woods Apartment, Ramagondanahalli, Whitefield, Bangalore – 560066 Ph: **9342246494, 7976720150**; E-mail: [**sharmanitin222@gmail.com**](mailto:sharmanitin222@gmail.com) Passport: **P4344079 Valid Aug’2026;** B1 Visa: **Valid till Jan’2025SOFTWARE TESTING PROFESSIONAL** Having **15+** years of overall experience in maintaining and managing Software Quality standards through Manual, Performance & Automation Testing predominantly in the SFDC, Telecom, Network & Storage, CRM, Banking, Financial services and Insurance (BFSI), Pharma and Life Sciences Domain. A highly accomplished, skilled and talented Senior Test Lead (aka) QA Manager with a proven track record to support in overall direction to the project team and managing the client relationship. I am seeking for a position **as QA Manager or Sr. QA Manager** to utilize my professional strengths and knowledge within the organization.



**Professional Summary**

 Experience to a wide Business Domains like Database Management, Expense Management, CRM, Telecom, Network & storage, BFSI and Pharma (NSA (National Sales Audit), DDD (Drug Distribution data) and MIDAS (Multinational Integrated Data Analysis System).  Expert in Preparing Test Strategies, Testing Methodologies, Test Management, Test Estimates, RCA/Escalations, setting up QACoE.  Expert in Agile (Scrum) World and Waterfall methodologies.  Experience in Automated Tool like Selenium Web driver 3.0 using Eclipse and RubyMine  Experience in Continuous Integration (CI) frameworks and CD (Continuous Delivery) with Selenium-Web driver using Jenkins.  Proficient in designing Test scripts using element Locators, WebDriver Methods, Java, JUNIT and TestNG annotations.  Experience in implementation of Web and Desktop Automation Framework using Selenium.  Experience in implementation of Mobile Automation Framework using Appium Tool.  Experience in working in all phases of Software Test Life Cycle (STLC) and Software Development Life Cycle(SDLC) Experience in working in JIRA/SVN/GIT/Confluence  Having Knowledge and understanding of NPS, CSAT, CES report for customer satisfaction.  Management experience includes Manpower handling, Leadership, and improving team performance, conflict management, decision making, hiring right talent and ensuring smooth functioning of all operations Experience in conducting regular Audits on the team and daily governance with the auditor Experience in preparing monthly business review, quarterly business review and quality reviews for preparing team scorecard. Experience in managing and handling the team of 10 to 60 members from distributed and remote regions in Agile environment. Extensive experience in testing of various Client/server, multi-tier and N-TierWeb based software applications Proficient in analyzing and translating business requirements to technical requirements and architecture to meet client experience. Proficient in Data Testing using complex Structured Query Language (SQL) in Work Bench in Salesforce Testing in Lightning and Classic Environment, having strong database knowledge in writing complex Structured Query Language (SQL) query. Experience in leading and managing teams as – **Senior Test Lead (aka) QA Manager,** Test Manager, Test Lead, Scrum Master, Senior QA, UAT support Analyst, Data Analyst. Application Project Manager, IT Specialist, Associate Test Engineer. Worked as a **Business Analyst,** with end to end client for requirements gathering by using Use Cases, Business requirement Documents, System Requirement Specification, Functional Requirement Specification and come up with the best possible solution to implement the Excellent communication skills, interpersonal skills, negotiation and articulation skills, self-motivated, quick learner and team player.



**Experience Summary**



* Senior QA Lead with **Indecomm Digital Services (Rebranded as Encora Innovation Labs), Bangalore Karnataka, INDIA** – Jan 2015 – till date.
* Lead Product Engineer with **Tangoe India Softek Private Limited, Bangalore Karnataka, INDIA** – Feb 2014 – Dec 2014.
* Senior Test Lead with **A3 Logics (India) Private Limited, Jaipur Rajasthan, INDIA** – May 2013 – Jan 2014.
* Test Lead with **IBM India Private Limited, Bangalore Karnataka, INDIA**- Jan 2006 – April 2013

**Skill Set**



**Languages**: C, C++, Java, JSP, SQL, UNIX and LINUX, Python 3.8.5, Ruby 2.7.3 / RubyMine 2021.1.1, PyCharm2021.1 **Database**: Oracle11g, MS-SQL Server Management Studio 17.9.1, MS Access 2007, Postgresql, Star&Snowflake schema. **Operating Systems**: Windows 10, Linux/Unix, Citrix, MacOS **Testing Tools**: SOAP-UI, Post Man, Work Bench, TOAD, SQL Developer, SQL Server Management Studio2011 R2, Web-Ex, IBM Test Management Tool, SCME (Software Configuration Management Environment), Putty, Visio(Draw.io), Dream Viewer, MS Project, MS office Suite, SAS V9.2, Informatica 9.6.1 **Automation tools**: QTP/UFT, Rational Requisite Pro, Selenium IDE, Selenium Web driver 3.0, Appium for Mobile Automation Testing, Cucumber 6.0.0, Test Complete, Apache JMeter, Blazemeter, HTTP watch, Gauntlet. API Automation using POSTMEN & REST explorer, YourKit for CPU/server performance, UI-Path and UI-Path Orchestrator, Katalon Studio/Katalon Recorder.

**Scripting Languages:** Shell, JUnit, Ruby 2.7.3 / RubyMine 2021.1.1, Rubular, Python 3.8.5

**Framework**: Keyword Driven, Data Driven, Behavior Driven using Gherkin, Flask, Django, Robot Process Automation(RPA) **Defect Management Tools**: TRAC, DRTT (Defect Recording Tracking tool), Mercury Quality Center, Application Lifecycle Management (Alias QC 10), Rational Clear Quest, JIRA, KANBAN, Bugzilla, Azure/TFS, XRay, **Build Management Tool**: Hudson/Jenkins, Liqui-base, RunDeck

**BI Tools**: Microsoft Power BI, Tableau, SAS V9.2

**Processes**: IBM QMS (Quality Management System), One Process, Express One, Agile Methodologies. **Domain**: Telecom, BFSI, Network & Storage, CRM, BFSI, Pharma and Life Sciences Domain **Level of Testing**: Extract/Transform/Load Testing (alias ETL Testing), BI Testing, Manual Testing, Mobile Testing, Siebel Testing, Salesforce Testing, Database Testing, Data Centric Testing, API/Web Service Testing using Postmen, Workbench (Rest Explorer), Backend Testing, Regression Testing, Stress Testing, Volume Testing, Smoke testing, Installation and Data load Testing, Sanity Testing, User Acceptance testing, Production testing, Web services testing, Cross browser Testing(Using Selenium, Saucelabs and BrowserStack), Automation Testing and Scripting. Localization (L10N) | Internalization (I18N) & Unicode tester on Non-English locales such as CHT, CHS, Korean, Japanese, Portuguese, German, French for enterprise applications

**Education:**



* Corporate – Post Graduate Diploma in Business Administration (Customer Relationship Management)– 2012, Symbiosis Centre of Distance Learning, Pune, India
* Bachelor’s in Computer Engineering - 2005, Rajasthan University (SMCET), Jaipur, India

**Certifications:**



* ISTQB Foundation Certification in Software Testing
* Six Sigma White Belt Certification
* Brain Bench Win Runner 6.0 Certification
* Brain Bench Software Testing Certification
* Brain Bench Software Quality Assurance Certification
* Oracle Certified Associate Certification after completing below two certifications  
  a) Completed Oracle Sql-9i (1Z-007) Certification  
  b) Completed Oracle Sql-9i (1Z-147) Certification
* Rational Test Management Certification
* IBM AIX-190 Certified
* CSTE Certification from STQC
* CSTM Certification from STQC

**Training & Seminars**



* Salesforce Lightening
* Selenium Automation and Tools Training
* Usability Testing Training
* Seminar on Agile (Scrum) World Methodology.
* Seminar on Cloud Computing and Testing.
* Mobile Testing Training
* Security Testing Training
* ISTQB Advanced Test Manager Training.
* TestRail
* HIPPA Awareness Training for Business Associates

**Achievements:**



Achieved TOP GUN Award in Indecomm for the seamless delivery with top quality innovative practices in December’2020

Achieved Best of IBM Award (April 2013) for outstanding performance in PADM Property Sprint 1- 6 April’13 release Achieved Best of IBM Award (Jan 2013) for outstanding performance in PADM General Liability Sprint 1- 6 January’13 release Achieved Best of IBM Award (Oct 2012) for outstanding performance in PADM Worker Compensation Sprint 2 - 6 Oct’12 Achieved Best of IBM Award (Sept 2012) for outstanding performance in PADM Worker Compensation Sprint 1 Sept’12 Achieved Best of IBM Award (June 2010) for outstanding performance in June'10 release Achieved IBM Global Thanks Award (Oct 2009) for outstanding performance in October '09 release  
Achieved IBM Global Thanks Award (Feb 2009) for outstanding performance in February ’09 release  
Achieved IBM Global Thanks Award - India Recipient (Oct 2008) for outstanding performance in October’08 release   
Achieved STAR of the Month Award (July 2007) for successful and outstanding release   
Achieved Bravo Award (June 2007) for outstanding performance in June’07 release  
Achieved Bravo Award (October 2006) for outstanding performance in October’06 release  
Achieved Spot Award (June 2006) for dedicated performance and grasping the domain knowledge.  
Achieved Lots of Client Appreciation emails for my dedication, hard work and commitment.

**Projects Summary**



**Project #1 APAC Delivery Project**

**Organization Indecomm Global Business Services**

**Partner IQVIA (AHM Direct Inc.)**

**Client Janssen, AstraZeneca, Merck Sharp & Dohme, Pfizer, Astellas, DKSH, Novartis**

**Technology: Manual and Automation**

**Level of Testing Database Testing, Microsoft Power BI Dashboard Testing and Functional Testing by Agile Methodology.**

**Methodology AGILE Scrum**

**Location Bangalore, Karnataka, India**

**Duration Jan 2020 – Till Date**

**Synopsis:**  APAC Delivery project, is a Data Delivery project which have three data structure/data sets; NSA (National Sales Audit), DDD (Drug Distribution data) and MIDAS (Multinational Integrated Data Analysis System). We receive the data in monthly/quarterly/year to date/ moving annual total, format from Local offices of respective APAC countries (Australia, New Zealand, India, Taiwan, Thailand, Singapore, Malaysia, Vietnam, Philippines, Hong Kong, Korea, UAE, Turkey) which we extract, transform, load and deliver to the customers in NSA/DDD/MIDAS data structure based on the subscription. This data will be used for the market research and analytics done by the Customer

APAC Delivery Project also consists Dashboard creation in Microsoft Power BI, which will represent the tabular and the graphical representation of the Data for APAC Countries. The Microsoft Power BI Dashboard is then used in the market research and analytics

**Roles & Responsibilities:**

As a **Senior** **QA Lead and Business Analyst**, the primary responsibilities are:

\* Planning, estimation, costing the projects falls under the APAC Delivery project with Stake holders and BU Team

\* Work closely with the development team and business team to analysis/leverage the requirement before project kick start.

\* Create test plan, test cases and test scripts based on the Data received and the requirement.

\* Handling and Managing team and allocate responsibilities.

\* Run the test planned by using complex structured queries in the Database.

\* Testing the Dashboard built on Power BI and filter out the potential issues in Azure/TFS

\* Perform Load and Performance testing so that multiple users can access the dashboard at once.

\* Perform the various type testing like Smoke Testing, Sanity Testing, Beta Testing, White Box and Black Box Testing before the code move into the real environment.

\* Automate the process to avoid redundant/repetitive work.

**Team Size: 1**8

**Project #2 Centris Direct**

**Organization Indecomm Global Business Services**

**Partner IQVIA (AHM Direct Inc.)**

**Client GSK, GSK Global, AVANIR, Alkermes, Alcon Global, Alcon Canada, Sanofi China, Janssen, Novartis**

**Technology: Manual and Automation**

**Level of Testing Salesforce Testing in Lightning and classic Environments, Database Testing, Functional Testing.**

**Methodology AGILE Scrum**

**Location Bangalore, Karnataka, India**

**Duration Oct 2015 – Jan 2020.**

**Synopsis:**  Centris Direct is a Mobile application which is developed on Sales Force platform, which runs on Mobile, IPAD, Mobile browser and Web Browser. This application handles program creation for AHM direct sales representative. Centris Direct also runs on Web application which can be used by the planner and the Manager. The programs are created by the Sales representative from Mobile application and processed by the Planner/Manager.

The programs are derived based on the user requirements like Speaker Program, Abbreviated Program, Peer to Peer, Virtual Host and Virtual Link are being created by the Sales representative which handled and completed by the Planner/Manager.

**Roles & Responsibilities:**

As a **Senior** **QA Lead and Scrum Master**, the primary responsibilities are:

\* Handling a team of 14 Team members within the sprint from different time zones.

\* Planning, estimation and resource allocation for the projects falls under the Centris Direct Project.

\* Implementation of the Centris Direct application based on the user requirements using Sales Force Lightning application.

\* Configuration of the Centris Direct application based on the Business Rules provided in the user requirements.

\* Maintain the Coordination with Onsite team and business owners for requirement analysis and delivery.

\* Testing the Centris Direct application which includes Data Testing, IPAD Testing and Salesforce Testing (Lightning and Classic environment.)

\* API/Web Service Testing using Postmen, Workbench (Rest Explorer) between one up and one down applications.

\* End to End testing from pre-sales, opportunity, ordering, provision and billing in Salesforce platforms

\* Analyze production defect and give a quick turnaround to the user, also provide a valid root cause of the issue.

**Team Size: 1**5

**Project #3 Matrix QA**

**Organization Indecomm Global Business Services**

**Client Actian INC. (HCL Corporation)**

**Level of Testing Database Testing, Functional Testing and Extract/Transform/Load Testing using Agile Methodology.**

**Tools Used Linux Version RHEL5/ RHEL6, Postgresql, Informatica. Gauntlet, Python.**

**Methodology AGILE**

**Location Bangalore, Karnataka, India**

**Duration Jan 2015 – Sept 2015**

**Synopsis:**  Matrix project is built on PADB database version 5.2. Using the PADB database, we certify the releases and certification. This includes Drivers Installation Testing, ODBC/JDBC Testing, Globalization Testing, Actian Management Console (AMC) testing, Gauntlet tool for running the python scripts.

**Roles & Responsibilities:**

As a **Scrum Master**, the primary responsibilities are:

\* Handling a team of 10 Team members within the sprint.

\* Planning, estimation and resource allocation for the projects falls under the Matrix Product

\* Maintain the Coordination with Onsite team and business owners for requirement analysis and delivery.

\* Involve in the QA testing to be technically sound and close the project successfully with all the bugs closed

\* Analyze production defect and give a quick turnaround to the user, also provide a valid root cause of the issue.

**Team Size: 1**0

**Project #4 Telecomm Expense Management System, Matrix R&D Product**

**Organization Tangoe India Softek Private Limited** (a Symphony Teleca (HARMAN International) Company)

**Level of Testing Database Testing, Functional Testing and Extract/Transform/Load Testing using Agile Methodology.**

**Tools Used JMeter, Test Link, Sequel Server Management Studio, Hudson/Jenkins, Selenium WebDriver, KIBANA and HTTP Watch.**

**Technology: Manual and Automation**

**Methodology AGILE Scrum Process**

**Location Bangalore, Karnataka, India**

**Duration Feb 2014 – Dec 2014**

**Synopsis:** Connections make up most of the enterprise technology expense. It's big, complex, embedded and overwhelming. But really, it should be about the individual – the end-user. Ideally, organizations can establish corporate policy governing who can have what, including a common rules engine and catalog facilitating rapid on-boarding. The result can be a common end-user inventory including assets, expense and usage of all their tools including fixed, mobile, data, licenses and more. This data can provide layered transparency, governance and control at the department and corporate level. The entire lifecycle can be optimized; from sourcing best fees, terms and conditions, to eliminating expense leakage, optimizing usage, enforcing policy and security and providing end-of-life and global support services according to corporate rules.

**Roles & Responsibilities:**

As a **Lead Product Engineer and Scrum Master**, the primary responsibilities are:

\* Handling two scrum teams of 20 Team members within the sprint.

\* Planning, estimation and resource allocation for the projects falls under the Matrix Product

\* Process compliance and reviews with external and internal auditors

\* Given the live demo to Product Owners and Stake holders to make them familiar to the new changes in the application.

\* Maintain the Coordination with Onsite team and business owners for requirement analysis and delivery.

\* Scrum Master of daily scrum/standup meeting Story planning, sizing meeting and story grooming meeting.

\* Involve in the QA testing both manually and using the Automation framework

\* Support the UAT and Production Team to finish the testing within or ahead of time.

\* Logged the enhancements and shared with the Business Analyst which will help them to design the next release.

\* Analyze production defect and give a quick turnaround to the user, also provide a valid root cause of the issue.

**Team Size: 2**0

**Project #5 Clear Benefits.**

**Organization A3 Logics India Private Limited**

**Client Clear Benefits, (Client – BENU (US), www.benu.com) California USA**

**Level of Testing Database Testing, Functional Testing and Extract/Transform/Load Testing using Agile Methodology.**

**Tools Used JMeter, JIRA, Test Link, Sequel Server Management Studio, Hudson**

**Technology: Manual and Automation**

**Methodology AGILE Scrum Process**

**Location Jaipur, Rajasthan. India**

**Duration May 2013 – Jan 2014**

**Synopsis:** Clear Benefits is cloud-based benefits administration software platform. It takes the complex calculations of the premium and makes it simpler. This platform gives employers access to a reliable central source of employee benefits data, events and activities to manage, communicate, and monitor their entire employee benefits program.

The Clear Benefits software application is a web-based application, eliminating the need for IT department support & installation, software updates, and hardware purchases. Employees can access benefit information, update personal information including life events, find benefit forms, review Open Enrollment details, make Open Enrollment elections, and enroll and make changes to their benefit elections by logging onto Clear Benefits.

**Roles & Responsibilities:**

As a **Senior Test Lead and Scrum Master**, the primary responsibilities are:

\* Handled a team of 10 Team members including onsite and offshore team members.

\* Planning, estimation and resource allocation for the projects falls under the Clear Benefits.

\* Process compliance and reviews with external and internal auditors

\* Understanding the functional and business requirements and create test cases.

\* Participate in the live demo to users to make them familiar to the new changes in the application.

\* Maintain the Coordination with Onsite team and business owners.

\* Participate in daily scrum/standup meeting, Story Telling and sizing meeting and story grooming meeting.

\* Involve in the QA testing to be technically sound and close the project successfully with all the bugs closed

\* Support the UAT and Production Team to finish the testing within or ahead of time.

\* Logged the enhancements and shared with the Business Analyst which will help them to design the next release.

\* Analyze production defect and give a quick turnaround to the user, also provide a valid root cause of the issue.

**Team Size:** 10

**Project#6 Application Lifecycle Management Automation**

**Organization IBM Global Business Services**

**Client Prudential Retirement Insurance Corporation, USA**

**Level of Testing System Testing, Automation Testing, Volume Testing**

**Location Bangalore India**

**Duration June 2012 – April 2013**

**Synopsis:** The purpose of Application Lifecycle Management Automation project is to automate the reporting status of the project and product level releases and to have a separate platform for Test/Project Management and Testers. Application Lifecycle Management alias ALM is the advanced version of Mercury Quality Center V10.0. Today the management of any company or account use the **Requirement Tab** of Application Lifecycle Management to fetch out the project status report but after the GO – LIVE of Application Lifecycle Management Customization and Reporting project the user will be working only in the **Release Tab** of Application Lifecycle Management.

**Roles & Responsibilities:**

As a **ALM Automation Test Lead**, the primary responsibilities are:

\* Creating the PL/SQL queries and the program to fetch the reports from different Tab of Application Lifecycle Management tool

\* Updating the reporting structure in Application Lifecycle Management application

\* Used Agile Methodology for completing Application Lifecycle Management Automation project

**\*** Automating the Application Lifecycle Management reporting structure

\* Daily status calls for coordinating the updates with the E2E client IBM Prudential Account

\* To perform Load and Performance testing so that multiple users can assess the Application Lifecycle Management application simultaneously

\* To perform the various type testing like Smoke Testing, Sanity Testing, Beta Testing, White Box and Black Box Testing before the code move into the real environment.

**Team Size**: 28

**Project#7 Partner Master Project**

**Organization IBM Global Business Services**

**Client NetApp Inc. USA**

**Level of Testing System Testing and SIT (SOA and Web based testing)**

**Location Sunnyvale, California, USA**

**Duration Dec 2010 to May 2012**

**Synopsis:** Network Appliance University, Partner Data Management and Partner Data Service are three different applications which come under Marketing Application Track of NetApp. All three applications have individual releases every month.

* Network Appliance University is an application which provides different type of courses to the end users.
* Partner Data Management, is an application which keep track of partner getting enrolled and terminated from NetApp. This application keeps track of access level, type of partner and the different roles and responsibilities of the partner.
* Partner Data Service deals with the web services involved and invoked by the systems. We use SOAP UI tool for this application which is a part of Service oriented Architecture
* The purpose of Partner Database to stores all the partners associated with NetApp Inc. USA Partner Master Project is a part of Partner Data Management application which is having other spokes system also like Synergy, Tech net, Network Appliance Universe (NetApp U) and (GTM) Go to Market.
* With Partner Master Project Partner Data Management application will be sending all the partners to Customer Data Hub Application with the help of an Integration layer built on SOA (Service Oriented Architecture). Customer Data Hub Application will be the central repository which interact other spokes system apart from Partner Data Management application like Siebel, Enterprise Resource Planning (ERP) and Systems Applications and Products (SAP).

**Roles & Responsibilities:**

As a **Test Lead and Onsite Coordinator**, the primary responsibilities are:

\*Understand Partner Master Project, which is Partner Data Management Application, Partner Master back end Integration logs checking, Customer Data Hub Application workflow too.

\* To give live demo to users to make them familiar to the new changes in the application.

\* To give live to the Directors and the Stake Holders of the project.

\* To complete the QA testing on time successfully with all the bugs closed

\* To load the QA Scripts in Mercury Quality Center with all the bugs listed during QA testing

\* To Coordinate with Onsite and Offshore team.

\* To complete Data Conversion testing and Connectivity Testing

\* To Supported the UAT team to finish the UAT within or ahead of time.

\* Played an important role to do the analysis of the business requirement and validated them thoroughly.

\* Logged the enhancements and shared with the **Business Analyst** which will help them to design the next release.

\* To perform Load and Performance testing so that multiple users can assess the application simultaneously

\* To perform the various type testing like Smoke Testing, Sanity Testing, Beta Testing, White Box and Black Box

Testing before the code move into the real environment.

**Team Size**: 25

**Project#8 Joint System Testing**

**Organization IBM Global Business Services**

**Client AT&T Inc. USA**

**Level of Testing System Integration Testing and Web based testing**

**Location Middletown, NJ, USA**

**Duration June 2010 to Nov 2010**

**Synopsis:**  Work with the Business owners and the stake holders.

\* Work closely with the team to make them understand the functionality and the newly added features

\* Work towards the estimations, planning and deliveries of each project.

\* Work closely with the team members to give the successful delivery of the project along with the demonstration to the End to End User.

\* Involved in the resource allocation within each cluster.

**Roles & Responsibilities:**

As an **Application Project Manager**, the primary responsibilities are:

\* To deliver successfully projects without any delays

\* To work closely with the Project owners and bring the project to the Tower Level Release

\* To work closely with the team to make them understand the functionality and the newly added features

\* To work towards the estimations of each project.

\* To work closely with the team members to give the successful delivery of the project along with the demonstration to the End to End User.

\* To get involved in the resource allocation within each cluster.

\* To get involved in the end to end execution where we need to build an end to end flow from Contract Application to the Billing Application

**Team Size**: 90

**Project#9 Joint System Testing**

**Organization IBM Global Business Services**

**Client AT&T Inc. USA**

**Level of Testing System Integration Testing and Web based testing**

**Location Bangalore, India**

**Duration Jan 2006 to May 2010**

**Synopsis:** AT&T is a USA based telecom organization, within which we have several project on TCP/IP Layer 2 and Layer 3, based on the services, for example GSM, CDMA, EVPN/AVPN/GVPN, VoIP, BVoIP, ACORN, MIS, MIS - Global. The flow starts from Pre-Sales, Ordering, Provisioning, Configuration and Billing.

**Pre-Sales**: In Siebel CRM, user create the lead -> opportunity-> Sales Order which will be having details about the contract.

**Ordering**: The Sales Order retrieves the data in GIOM and process the order where user can select access arrangements like MPLS, DSL, Ethernet, Layer 2 (FR / ATM), International Long Line and Dedicated Satellite Access.

**Provisioning**: USRP is used to do the provisioning where the user address will be verified along with type of services user ordered with an integration of ICORE/INSTAR/GCP.

**Integration Layer**: EFMS/EFMS-MS is a key application which integrated and verify the end to end flow and complete the tasks before initiating the Billing process.

**Billing**: CADM/Clarify is used to generate the Billing based on the Flex Rate/Usage Billing Base and provide the e-signature.

**Roles & Responsibilities:**

As a **Team Lead**, the primary responsibilities are:

\* Deliver successfully all the 48 projects without any delays

\* Provided successful demos to the End to End Users

\* Tracking the project status and reporting precisely to the higher Management

\* Reported daily status to the higher Management in CRIT SIT Calls

\* Helped the team to get the quick turnaround of the defects

\* Participated in the execution for some critical project during the release

\* Reviews and Audit done on the ACCOUNT LEVEL by internal and external auditors.

**Team Size**: 59