



SRIKANTH KANDHALA

LEAD SOFTWARE ENGINEER

Project Management | Software Testing & Quality Assurance | Business Analysis

Salesforce Admin Certified (ADM 201) | Salesforce Certified Business Analyst

CONTACTS



Hyderabad



+91-9949787976



srikanth.kandhala@gmail.com



www.linkedin.com/in/srikanthkandhala

KEY SKILLS

Project Implementation | Business Analysis | Software Quality Assurance Testing | Smart Cities - IoT Integration | Agile Methodology | JIRA | Peer Review | Smart City Solutions | Tools: JIRA, Toolkit

EDUCATION

- Bachelor of Technology, Computer Science & Information Technology from Bharat Institute of Engineering (JNTU), Hyderabad, India.

PROFESSIONAL CERTIFICATION

- Salesforce Certified Business Analyst | 2023
- Salesforce Admin Certified (ADM 201) | 2021

SUMMARY

- Seasoned Leader:** Proficient in overseeing multifaceted projects, leading teams through the intricacies of project management, and testing, with a track record of delivering high-quality results.
- Expertise in Project Management:** Known for orchestrating end-to-end project cycles, employing a strategic blend of software testing, quality assurance, and development methodologies to ensure seamless execution and timely delivery.
- Business Analysis Champion:** Recognized for collecting and analyzing data from stakeholders to understand business needs, and defining requirements for implementing solutions or improvements. Accountable for conducting interviews, workshops, and analysis to ensure alignment between business objectives and technical solutions.
- Mastery in Software Testing & Quality Assurance:** Stellar record of spearheading robust testing frameworks, ensuring rigorous quality standards, and implementing best practices to optimize software reliability and user satisfaction.
- Collaborative Leadership:** Fostering a collaborative team environment, cultivating talent, and leveraging diverse skill sets to achieve collective goals, while inspiring and motivating teams towards excellence.

REWARDS & RECOGNITIONS

- Recognized with the **Way to Go Award** in February 2015 for outstanding contributions.
- Acknowledged with the **Above and Beyond Award** in January 2016 for exemplary performance.
- Played a pivotal role during the critical phase of the COVID pandemic, leading requirement gathering for the Mumbai MCGM cover solution.
- Received three **High Five Awards** at Quantela in appreciation of dedicated efforts and achievements.

PROFILE & VALUE

- Project Implementation:** Oversee end-to-end project implementation processes, leveraging 6+ years of experience in executing projects within Syniverse Technologies and Quantela Inc.
- Business Analysis:** With 4+ years of experience acted as a bridge between stakeholders, ensuring effective communication between business users and technical teams. Translate complex technical concepts into language understandable to non-technical stakeholders and vice versa, fostering collaboration and alignment in projects.
- Software Quality Assurance Testing:** Proficient in Functional Testing and Salesforce Testing, specifically with a focus on Agile methodology. Utilize expertise acquired over 2+ years to ensure the quality of Salesforce applications.
- Process Analysis:** Leverage 6 years of experience as a Process Analyst in Customer Service at Syniverse Technologies to optimize customer service workflows.
- Business Process Understanding:** Primary responsibility involves comprehending and evaluating the overall Business Process of customers, particularly related to smart cities' projects, utilizing strong analytical skills.
- Test Planning and Execution:** Design Test Plans, Test Scenarios, and Test Cases based on functional requirements using JIRA and Copado. Execute Test Cases and curate Test Data manually for Web and Salesforce applications.
- Defect Management:** Proficient in Bug Life Cycle, adept at reporting Defects using JIRA and Copado.
- Peer Review and Collaboration:** Exhibit expertise in peer reviews, specifically in Test Design and Defect Reporting, ensuring the highest quality standards in project deliverables.

WORK EXPERIENCE

Quantela Technologies

Jan 2020 – Present

Lead Software Engineer

- **Active Participation in Agile Processes:** Engaged in Sprint Review, Requirement Analysis, and daily scrum calls, actively contributing to solution discussions for User Stories alongside onshore and offshore teams.
- **Meticulous Test Case Preparation & Execution:** Diligently prepared and executed Test Cases, meticulously prepared Test Data, and flawlessly executed tests to ensure optimal system performance.
- **Business Analysis:** Engage with stakeholders to conduct thorough requirement analysis, gathering insights and input to draft comprehensive user stories. Facilitate discussions within internal teams to strategize solution approaches aligned with the drafted user stories.
- **Scrum Involvement:** Participate actively in daily scrum calls, offering clarifications and updates, ensuring seamless communication between onshore and offshore teams regarding progress and queries on user stories.
- **Critical Role in Covid Response:** Played a pivotal role in gathering requirements during the critical phase of Covid, contributing to the development of solution for Mumbai MCGM.
- **Extensive Involvement in Testing Phases:** Contributed significantly to UAT and Production testing, offering vital support in result analysis and enhancements/defects reporting.
- **Ensured Customer Satisfaction:** Upheld high standards of timely and quality delivery, ensuring customer satisfaction with our solutions and services.
- **Recipient of 3 High Five Awards:** Recognized with three High Five Awards at Quantela, acknowledging exemplary contributions and achievements within the organization.

Syniverse

July 2010 - October 2019

Process Associate

- **Executed Test Cases and System Testing :** Meticulously orchestrated test cases, prepared test data, and flawlessly executed system tests in QA environment to ensure robust system performance.
- **Proficient Defect Reporting:** Expertly managed the Bug Life Cycle, adeptly reporting defects with precision and clarity, utilizing Excel for efficient tracking.
- **Consistently Met Administrative Deadlines:** Demonstrated reliability by consistently completing and delivering all administrative tasks punctually, aligning with company processes and procedures.
- **Customer-Centric Outcomes Delivery:** Ensured delivery of outcomes aligned with customer expectations, meeting and exceeding agreed-upon objectives.
- **Recipient of Way to Go Award, February 2015:** Recognized for exceptional performance and contributions to the organization.
- **Honored with Above and Beyond Award, January 2016:** Acknowledged for exceeding expectations and going beyond the call of duty in delivering outstanding results.

PROJECT HANDLED

Title: Clearview Functionality

Technology Used: Java Platform Client: Inhouse

Approach: Team Management, Functional Testing

Team Size: 4

Title: Bucaramanga

Technology Used: NodeJS 12, Angular 9, PostgreSQL, Elasticsearch, Kafka

Client: National Lighting House

Approach: Salesforce Testing (Service Cloud, Community Cloud)

Team Size: 4

Title: MCGM Covid Management

Technology Used: NodeJS 12, Angular 9, PostgreSQL, Elasticsearch, Kafka

Client: BMC

Approach: Project Implementation and Business Analysis

Team Size: 8

Title: Quantela platform

Technology Used: NodeJS 12, Angular 9, PostgreSQL, Elasticsearch, Kafka Client: City of Kingston (Canada), Barranquilla (75+ Smart Cities)

Approach: Project Management and Business Analysis

Team Size: 5

Title: Lighting Gale Technology Used: Salesforce CRM Client: Inhouse

Approach: Project Implementation and Business Analysis

Team Size: 3