###### Vishobha Bazaz

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| **SUMMARY:** |

* 7.5 years of experience as a Senior Analyst / Technical Lead / Software Test Specialist. Exposure working with people in multiple countries & industries from diverse nationalities and domains.
* Experience with ITIL practices & principles.
* Project management of Production defects, throughout the lifecycle from opening of defect to its fixing, testing, validation & deployment.
* Involved in Testing, Design, Development and Implementation of Software applications.
* Expertise in analyzing requirements, writing use cases, test plans, test cases and traceability matrix.
* Diverse work experience on Lab Testing, Functional Testing, System Integration Testing, User Acceptance Testing, Regression, Smoke and End to End Testing.
* Experienced in defect management, defect analysis and defect reporting using HP Quality Center.
* Good knowledge on SDLC, Test Life cycle, Test methodologies like Agile & Scrum.
* Participated in test review meetings, defect review meetings, walk through to discuss requirements,

Test status, issues and open defects.

* Proficient in all aspects of Software Testing Life cycle such as Use case analysis, Test plan creation, Test case preparation, Test reports and Defect tracking.
* Extensively used SQL queries to manipulate the data. Performed Back End Data Validation in DB via complex SQL Queries.
* Expertise in performing different types of Testing: Black box, GUI, Integration, Regression, Backend,

System, Regression, Lab, End-to-End and User Acceptance Testing

* Possess strong knowledge of Amdocs Billing System. Responsible for Generating & Verifying Invoices & tracking discrepancies in bill charges for each month.
* Experienced Projects going Live or upgrading to higher versions.
* Key member of onsite team responsible for Mentoring and Training other QA's and new joiners on board.
* Worked on On-shore: Offshore Model exploiting the best of time and resource utilization with Time Zone differences.
* Good team player with excellent analytical, presentation, communication and multi - tasking skills.

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| **TECHNICAL EXPERIENCE** | | |
| Certification | ITIL Foundation Examination in IT Service Management |
| Languages | SQL, UNIX shell script using VI editor, C, C#, Java, .net |
| Test Tools | ClearQuest, HP Quality Centre, ATS, Knowledge of QTP Automation Tool. |
| Utilities | ISP, VMWare, MS Excel, MS Word, SOAP UI, VI Editor, HTML |
| Database | TOAD, Oracle, Windows |
| Testing Types | UAT, SIT, Regression, Functional, Lab Testing, Mobile Testing(Android & ios), POS Testing with ISP & VMWARE, Credit Card Testing, Front End Testing, Backend Testing(Amdocs Billing System & DB validations), Amdocs CES8.1 Testing of all the modules |

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| **U.S. Cellular – Senior Defect Analyst (Location: Bensenville, IL, USA) Jan*, 2016 – June 2107*** |

**U.S. Cellular**

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| **Summary** | U.S. Cellular owns and operates the fifth-largest wireless telecommunications network in the United States, serving 5 million customers. I was responsible for project management of Production defects, throughout the lifecycle from opening of defect to its fixing, testing, validation & deployment. |
| **My Responsibilities** | * **Project Management of Production Defects:** Overall responsible from inception of defect to getting the fix delivered, tested, verified & deployed in production. - * **Reporting:** Generating several daily/weekly/monthly reports to find about active/failed/Ready Testing defects, execution status and overall health of production defects. * **Hosting Meetings & Collaborating-** Hosting several daily/weekly meetings with internal & external partners to review performance, suggest improvements, discuss issues & understand any gaps. |

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| **Capgemini – Technical Lead (Location: Oakbrook, IL, USA) Aug*, 2015 – Dec, 2015*** |

**Mc Donald’s**

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| **Summary** | McDonald's is the world's largest chain of hamburger fast food restaurants, serving around 68 million customers daily in 119 countries across 35,000 outlets. I am leading QRD (Quick Response Development) team, which tests & certifies the fixes before they are deployed in field. |
| **My Responsibilities** | * **Test Estimation:** Prepare test estimates and relevant test plans and scenarios * **Defect Management:** Quickly identify any issues and engage developers and project team members as required. Document defects for historical reference and remediation * **LAB Testing:** Prepare the lab includingsetup, configuration, and reimagingforefficient testing of projects. Test Monthly Support Updates (MSUs) and other packages, hardware, and updates using applicable deployment methods |

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| **Amdocs – Software Test Specialist (Location: Wooddale, IL, USA) Oct*, 2012 – March, 2015*** |

**U.S. Cellular TOPS Program**

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| **Summary** | U.S. Cellular owns and operates the fifth-largest wireless telecommunications network in the United States. TOPS Program is an upgradation and enhancement of its E2E BSS system to latest Amdocs CES 8.1 |
| **My Responsibilities** | * **Requirement Gathering and Analysis:** Gathering Business Requirements, analyzing & documenting them in documents using MS Word/Excel. * **Test Cases Design & Execution:** Designing Test Plans & HLC’s from Business requirements and getting them reviewed by business. Involved in Test Case Design, Development & Execution. * **Defect Management:** Reporting & Retesting of Defects using HP QC. * **LAB Testing:** Lab testing is performed on real mobiles (ios/android platform). Validating the connectivity of various elements (Voice/data/SMS/MMS) on real network switches. * **UAT**: Facilitating User Acceptance Testing by Supporting Business Analysts & managing UAT scenarios. * **SIT**: Responsible for Onsite testing of critical modules (EPC, OMS, CRM, AAM, TC, AMDD and Billing). * **Back End Testing:** Responsible for Generating & Verifying Invoices & tracking discrepancies in bill charges for each month. * **Front End Testing:** Responsible for testing Web Based GUI. Expert in testing Amdocs Clarify CRM & MCSS Portal. * **Training:** Responsible for mentoring and training new & junior members in team. |

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| **Amdocs – Senior Testing Engineer (Location: Kuala Lumpur, Malaysia) June*, 2010–May, 2011*** |

**Astro Transformer**

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| **Summary** | Astro is Malaysian direct broadcast satellite (DBS) pay television service. The Astro transformation project involves upgradation of Amdocs 5.5 to Amdocs 7.5 (CRM, OMS and ABP) |
| **My Responsibilities** | * Key member of the Onsite SIT and UAT team in the Astro Transformer 7.5 Phase 1 GO-LIVE * Designing and Execution of Test cases for Amdocs 7.5 (CRM, OMS, ABP) * SIT+UAT Defect coordination with Astro Business and development team. * Scoping**-** Working with Amdocs and Client architects to provide estimation for Test requirements. |

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| **KoinFlip Sdn. Bhd. – Application Developer (Location: Kuala Lumpur, Malaysia) Dec*, 2009–May, 2010*** |

**MyMoneyManage**

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| **Summary** | MyMoneyMange is an online application that tracks finances, controls expenses, creates multiple budgets and manages financial goals. |
| **My Responsibilities** | Supporting and enhancing MyMoneyManage |
| **Environment** | * asp.net * SQL Server 2005 |

**Ltd. – SOFTWARE ENGINEER *Feb, 2007 – Feb, 2008***

**Mar*, 2008 –Sep, 2008***

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| **SmartChip LTD. – Software Engineer (Location: New Delhi, India) Mar*, 2008 –Sep, 2008*** |

**GSM**

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| **Summary** | GSM is an ERP Application that controls various processes like Procurement, Invoicing & Billing, Delivery, Sale Order and Dispatch of sim cards. |
| **My Responsibilities** | * Designed and developed web pages for the various processes * Designing unit test cases which help in accurate implementation of the functional Requirements. |
| **Environment** | * C# * asp.net * SQL Server 2005 |

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| **TRISOFT SYSTEMS – SOFTWARE ENGINEER (Location: New Delhi, India) Feb, 2007 – Feb, 2008** |

**Electronics Point of Sale (ePOS) for Vodafone India.**

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| **Summary** | ePOS is a web application for sales, distribution & inventory. The application control all the activities related to Channel Management, Customer Information Management, Sales & Invoicing, Inventory etc. |
| **My Responsibilities** | * Designed and developed web pages for the various processes. * Involved in writing SRS and other related documents for the project. |
| **Environment** | * C# * asp.net * SQL Server 2005 |

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| **PROFESSIONAL QUALIFICATION** | | | |
| 2016 | ITIL Foundation Examination in Service Management | Peoplecert | 85.00% |
| 2006 | Masters of Computer Applications | ICFAI University | 70.27% |
| 2005-2006 | * Diploma in Software Engineering * Appreciation of SQL Server | NIIT | Excellent  Performance |

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| **EDUCATIONAL QUALIFICATION** | | | |
| 2004 | BCom (Hons.), | University of Delhi | 60% |
| 2001 | Class XII | CBSE, JDKP School | 81.8% |
| 1999 | Class X | CBSE, JDKP School | 83.6% |

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| **PERSONAL PROFILE** | | |
| Sex | Female |
| Nationality | Indian |
| Marital Status | Married |
| Strong Points | A positive attitude, self-motivated & zeal to learn. |
| **US Visa Status** | **Valid work permit. No sponsorship required.** |