



MAHESH GUPTA

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GC 1103, Aditya Mega City, Vaibhav Khand, Indrapuram, Gzb, U.P



PROFESSIONAL SUMMARY

Lead Software Engineer with 10 years of experience in software testing, Performance Engineering, Capacity planning and Automation testing. Result oriented with critical thinking and good listening skills. Versed in giving presentations and sharing the skills. Qualified IT professional who communicates well with clients, co-workers and supervisors alike.

SKILLS AND KNOWLEDGE

- Software Testing
- Performance Engineering
- Automation
- Root Cause Analysis
- Network Analysis
- Agile methodology
- Capacity Planning
- Micro Services
- Profiling
- Database

TECHNICAL SKILLS

Languages

- C, C++, Java, J2EE, Python, PHP, SQL, Shell Script
- Java Script, HTML, XML, JSON, AJAX, Rest API

Operating System and Database

- Unix, Linux, AIX, Solaris, Windows
- MS SQL Server, Oracle, JDBC, MongoDB, Redis

Networking and Protocols

- TCP/IP, UDP, HTTP, HTTPS, Web services, Citrix, AJAX True Client,
- TLS, SSL, Telnet, FTP, SFTP, SNMP, SMTP, 3GPP, LTE

Testing Tools

- Load Runner, Jmeter, Selenium, Dynatrace, MAT, Yourkit, SQL Profiler, Postman, SOAP UI
- Wireshark, JVisualVM, JConsole, Nmon, Perfmon, Winscp, Fiddler, Bugzilla, JIRA
- TIBCO, Kafka, Chrome Developer tools, HTTP Analyzer,

Domain

- Telecom, Reporting, Retail & Ecommerce

EDUCATION

Bachelor of Technology, Computer Science & Engineering

2008

U.P.T.U – ABES Engineering College, Gzb

Certification

Certified Scrum Master

2019

Scrum Alliance – July 7, 2019

EXPERIENCE

Senior Team Lead

Dec 2018 to Present

Cavisson – Noida

- Deploy and install the tools and softwares on client's UAT and production environment. Analysis of Client's application during the load test using profiling tool Netdiagnostics (Similar to Dynatrace). Reporting the major time-consuming methods, DB Queries, threads, etc and finding the bottlenecks in application
- Suggesting the optimizations to client based upon the findings during the load test
- Collaborate with support, QA and Dev team in case of any bug or defect in tool or application to ensure timely and quality delivery of tasks by team
- Providing directions to team mates to manage and prioritize the tasks by conducting daily scrum meetings and getting tasks updates
- Develop and maintain status reports of the various tests conducted in different environments. Decision making based on the tests' results

Performance Test Engineer

Oct 2015 to Aug 2018

Amdocs – Gurugram

- Manage and prioritize defects encountered at customer site
- Ensure the best possible solution for the issue
- Oversee and analyse the prime defects. Monitor the workflow and make timeline adjustments as needed
- Collaborate with development team for resolution of issues
- Drive decision making and co-ordination with other teams
- Develop status reports and implement & maintain best practices

Senior Software Engineer

Jul 2014 to Sep 2015

Comverse Network Systems – Gurugram

- Oversee product performance across all phases of development
- Supported development and software quality assurance to ensure optimal progress and product stability for end user
- Co-ordinated with different teams on development process
- Trained other team members to ensure best performance of product

Senior Software QA Engineer

Apr 2012 to Jul 2014

Kronos Solution India Pvt Ltd. – Noida

- Manage the overall product's performance by collecting the tests result
- Collaborate with other teams to ensure performance in each sprint
- Managed sharing of labs and work with US counterparts for smooth handover and maximum utilization of resources
- Develop and maintain status reports. Decision making on the basis of test results

Associate Software Engineer

Nov 2010 to Apr 2012

Orange Business Services – Gurugram

- Understand client requirements, configuration of scripts as per requirement, designing scenarios, preparing labs and execution of load test
- Configuration of shell scripts and other monitoring tools to collect load test data
- Monitoring and analysing the machine behaviour while running load test
- Preparation of detailed reports and decide further steps on the basis of results

Test Engineer

Jan 2009 to Mar 2010

Cavisson – Noida

- Resolution of client requirements by scripting, scenario creation and execution
- Documented errors and customer questions and escalated properly
- Provided detailed information on product functionality and status reports

ACHIEVEMENTS

- Led team across broad technical discipline. Focused team on business objectives and tracked progress to ensure project milestones were completed on time and with desired results
- Mitigated risk factors through careful analysis of statistical data and test results. Anticipated and managed changed effectively in rapidly evolving technology.
- Defined processes and tools best suited to each project. Moved between different approaches depending on project specifics and client requirements
- Creating detailed plans, schedules and work breakdown structures. Honoured with appreciation from supervisors and clients for outstanding performance

PROJECT DETAILS

Macys, USA

Cavisson Systems

- **Description** – Macys is an American departmental store chain. It became a division of Federated Department Stores in 1994, through which it is affiliated with the Bloomingdale's department store chain. As of 2015, Macy's was the largest U.S. department store company by retail sales. As of February 2019, there were 584 full-line stores with the Macy's nameplate in operation throughout the United States, Puerto Rico, and Guam. The company had 130,000 employees and earned annual revenue of \$24.8 billion
- **Role** – Sr. Technical Lead
- **Skills** – Linux, Shell Script, C, Dynatrace, Netstorm, SOAP UI, LoadRunner, Google Cloud, Fiddler
- **Contribution** – Worked as Sr. Team Lead managing 10 subordinates. Prioritizing the daily tasks which needs to be performed. Providing guidance to team mates for the technical queries and issues faced. Co-ordination with other teams to get the timely and quality delivery to clients.

Bridge Water System, Canada

Amdocs

- **Description** – Bridgewater systems provide Real-time network control gives service providers the ability to shape the data experience on fixed and mobile networks – and continuously innovate with personalized data services that leverage speed and quality of service (QoS)
- **Role** – Senior Software Engineer
- **Skills** – Linux, Shell Script, perfmon, nmon, Jmeter, Thread dumps, wireshark
- **Contribution** – Requirement gathering, Documenting the MoM, Discussing the solutions with development team, configuring and sharing the labs, replication of issues, analysis of problems, identifying bottlenecks and providing the best possible solutions to customer

Comverse Policy, Israel

Comverse Network System

- **Description** – Comverse Policy Analytics provides communication service providers with enhanced monitoring and usage analysis capabilities, serving both as a reporting and as a decision-making tool. The service is designed to create advanced traffic- and subscriber-related reports based on information collected from the actual Internet sessions
- **Role** – Senior Software Engineer
- **Skills** – Load Runner, ETL, nmon, Shell Script, SQL
- **Contribution** – Configuring the scripts using load runner, execution of load test on client like environment, collect the load test data for the ETL jobs, analyse them for different versions, suggest the modifications and document reports

Work Force Management, USA

Kronos Solutions

- **Description** – Workforce management is the product by which companies can manage their employee's timecard, scheduling, forecasting, leaves, attendance and planning of employees
- **Role** – Senior Software QA Engineer
- **Skills** – jVisualVM, jConsole, Dynatrace, MAT, Shell Script, Oracle, SQL, nmon, LoadRunner
- **Contribution** – Oversee and analyse the overall product performance in different versions and on each change request, suggesting the various flags of jvm and their effects on performance of product, analysis of heap dumps to find the bottlenecks, preparation and maintenance of reports on sharepoint for each load run

Edelweiss, France

Orange Business Services

- **Description** – The application Edelweiss is an application of the Orange CRM France for the prepaid customers. The Edelweiss application is intended to allow the recovery of client information
- **Role** – Software Engineer
- **Skills** – http, Tuxedo, Websphere Application Server, JMX, nmon, shell script, Load Runner
- **Contribution** – Creation of test cases and scripts as per the requirements, execution of test cases to meet desired hit rate, analyse system and application performance, documenting the results and preparation of final report to share with clients suggesting tunings of application

- **Description** – Macys is one of the best and renowned companies which provide their customers one nonstop shopping solution. Checkout Project is the project in which customers usually buy the products items online through Macys’s Website
- **Role** – Test Engineer
- **Skills** – Linux, Unix, AIX, Shell Script, C, Netstorm
- **Contribution** – 24x7 support for Macys portal’s performance, oversee the labs, configurations of database and JVM, creation and execution of scripts and scenarios as per the test cases and customer requirements, responsible for performance of portal in different scenarios, sharing the results with the clients and proactively suggesting the changes required

INTERESTS

- Finding Application Bottlenecks, Cloud and SaaS, SOA
- SQL Injection, Cross Site Scripting, Networking, Ethical Hacking
- Agile/Scrum

HOBBIES

- Meditation, Playing games and Travel

EARTHLING DETAILS

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|---|---------------------|---|----------------------------------------------------------|
| • | DOB | : | 2 nd Jan 1987 |
| • | Marital Status | : | Married |
| • | Communicability | : | English, Hindi |
| • | Nationality | : | Indian |
| • | Permanent Anchorage | : | 4/438, 1B, S.No.11, Bhola Nath Nagar, Shahdara, Delhi-32 |
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