



MAHESH GUPTA

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SENIOR TECHNICAL LEAD

Software Testing / Performance Engineering / QA Team Leadership

- **Deadline-oriented software professional** more than 11 years of experience in full system development lifecycle, including designing, developing and implementing test plans, test cases and test processes fuelling swift corrective actions and significant cost savings.
 - **A good listener with critical thinking and time management skills**, easily collaborate with developers and managers to accomplish milestones. Solid history of discovering errors, resolving defects and ensuring client expectations are met with high-quality software solutions.
 - **Hands-on technology professional** accustomed to working in complex, project/product-based environments. Multifaceted experience in QA software testing, software development and performance testing and engineering.
 - **Backed by strong credentials** including a computer science degree and certification from scrum alliance; advanced command of various testing suites, agile methodologies and monitoring tools; and cross-platform skills in Windows and Linux.
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SKILLS SUMMARY

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|--|-----------------------------------|-------------------------|
| • SQA Testing & Methodologies | • Performance/Load/Stress Testing | • Testing Automation |
| • Test Plans & Processes | • PCRF/Diameter/Telecom Testing | • Defect/Bug Tracking |
| • Functional and Non Functional Requirements | • Capacity Planning | • Agile/Scrum Expertise |
| • Scripting & Documentation | • UI & Compatibility Testing | • QA and QC Standards |

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

PROFESSIONAL EXPERIENCE

Cavisson Systems Inc – Noida, U.P

Software solution provider for performance testing and monitoring

Senior Technical Lead, Dec 2018 to Present

Serve as a team lead (Scrum Master) in client delivery team on testing and production environment of various clients including a few government projects, healthcare and e-commerce industry.

Supervise an eight-member testing team in developing and implementing quality-assurance and quality-control methodologies to ensure compliance with QA standards and customer specifications. Provided client developer teams with detailed reports on quality metrics, identified bugs/flaws and recommended fixes. **Results:**

- **Created and executed performance test plans, cases and scripts** to uncover, identify and document software performance problems and their causes. Led QA testing that:
 - **Prevented hundreds of thousands of dollars** because of non-availability of client's application performance during heavy traffic.
 - **Pinpointed previously undiscovered flaw** in client's application, resulting in more than 50% improvements in software performance.
 - **Identified the root cause of intermittent interoperability glitch** in healthcare and pathology software, leading to formal commendation letter from the client.
- **Documented software defects using bug tracking system** and reported defects involving program functionality, output, online screen and content to software developers.
- **Designed and implemented automated testing tools and programs** addressing areas including database impacts, scenarios, regression testing, User experience testing and error/bug retests.
- **Delivered thorough QA testing reports** that determined product quality and release readiness before production deployment.

Amdocs – Gurugram, Haryana

Specializes in software and services for Telecom OSS

Senior Software Engineer, Oct 2015 to Dec 2018

Serve as a key member of design-support team as the senior tester on PCRF project for telecom industry clients. Analysed customer requirements, conducted gap analysis and worked closely with fellow developers to deliver high-quality software solutions. Assisted with user-acceptance testing and defect tracking. Addressing customer's issues by creating the production alike environment and performed detailed analysis of results with minute details resulting in quick fix and early resolution, eventually resulted in cost savings. **Results:**

- **Transitioned software development efforts to a test-driven development (TDD)** process, which brought QA testing in on the front-end of the development cycle for gains in code quality, software functionality and programmer productivity
- **Conducted formal and informal product design reviews** throughout the software development lifecycle to provide input on functional requirements, product designs, schedules and potential issues. Leveraged developer background to communicate effectively with software design team, quickly gaining their respect and becoming a valued, "go-to" team member on challenging test cases

- **Ensure the best possible solution** for the issue by overseeing and analysing the prime defects by managing and prioritizing the defects at customer site. Collaborate with development team for resolution of issues.
- **Monitor the workflow and make timeline adjustments** as needed. Drive decision making and co-ordination with other teams. Develop status reports and implement & maintain best practices

Comverse Network Systems (acquisition by Amdocs) – Gurugram, Haryana

Specializes in providing messaging services for Telecom OSS

Senior Software Test Development Engineer, Jul 2014 to Sep 2015

- 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

Kronos Solution India Pvt Ltd. – Noida, U.P

Specializes in HR and Workforce Management solution provider

Senior Software QA Engineer, Apr 2012 to Jul 2014

- 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

Orange Business Services – Gurugram, Haryana

Global IT and Communication service provider

Associate Software Engineer, Nov 2010 to Apr 2012

- 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

Cavisson Systems Inc – Noida, U.P

Software solution provider for performance testing and monitoring

Testing Engineer, Jan 2009 to Nov 2010

- 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

TECHNICAL SKILLS

Languages

- C, Java, J2EE, Python, PHP, ASP.NET, PL/SQL, Shell Script
- Java Script, HTML, CSS, XML, XHR, JSON, jQuery, AJAX, Rest API

Operating System and Database

- Unix, Linux, AIX, Solaris, Ubuntu, Windows
- MS SQL Server, Oracle, JDBC, ODBC, ADO.NET, MongoDB, Redis

Networking and Protocols

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

Testing Tools

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

Domain

- Telecom, Reporting, HealthCare, Pathology, Retail & Ecommerce

PROJECT DETAILS

Delivery Team, India

Cavisson Systems

- **Description** – Delivery team is responsible for carrying out daily tasks which can vary from performance report of client's production or testing environment, escalating the issues found in client's application during analysis or taking appropriate action on any alert trigger on any performance metrics.
- **Role** – Sr. Technical Lead/Scrum Master
- **Skills** – Netstorm(LoadRunner), NetDiagnostics(Dynatrace/New Relic), Linux, Shell Script, C, wireshark, Heap/Thread dumps, ADO.NET, JVM analysis, Fiddler
- **Contribution** – Worked as Sr. Team Lead managing 10 subordinates. Prioritizing the daily tasks which needs to be performed. Providing guidance to teammates 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** – Bridgwater 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

Macys, USA

Cavisson Systems

- **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
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INTERESTS

- Analytics, Data Warehousing, Business Intelligence, ETL
- Cloud, SaaS, Security testing, Microservices
- Agile/Scrum

HOBBIES

- Meditation
- Playing games
- Travel

EARTHLING DETAILS

- DOB : 2nd Jan 1987
- Marital Status : Married
- Communicability : English, Hindi
- Nationality : Indian
- Permanent Anchorage : 4/438, 1B, S.No.11, Bhola Nath Nagar, Shahdara, Delhi-32
- Phone : +91 8595 180 169