MAHESH GUPTA

+91 8595 180 169 | Guptamahesh86@gmail.com

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

Linkedin : mahesh-gupta-8639aa15

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.

SKILLS SUMMARY

- SQA Testing & Methodologies
- Test Plans & Processes
- Functional and Non Functional Requirements
- Scripting & Documentation

- Performance/Load/Stress Testing
- PCRF/Radius/Diameter/Telecom Testing
- Capacity Planning
- UI & Compatibility Testing

- Testing Automation
- Defect/Bug Tracking
- Agile/Scrum Expertise
- Wireshark/TCP Dump analysis

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

TECHNICAL SKILLS

Languages
- C, C++, Java, J2EE, Python, PHP, SQL, Shell Script
- Java Script, HTML, CSS, XML, 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 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, Jenkins
- TIBCO, Kafka, Chrome Developer tools, Plugins, HTTP Analyzer, GIT

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

EXPERIENCE

Sr. Technical Lead   Dec 2018 to Present
Cavisson – Noida

- Responsible for performance monitoring of client's application and delivery of reports and other deliverables to clients. Identifying the issues proactively by analysing the request trend on daily basis in order to ensure maximum availability of environment.
- Drill down to code and query level details for the high time taking transactions and provide recommendations to client. Performance testing on client's application using cavisson's tools Netstorm (Loadrunner) and NetDiagnostics (Dynatrace)
- Managing junior subordinates with the technical queries and challenges faced in daily activities like scripting issues, collection of various metrics, analysis of test or Production monitoring data, etc.
- Keeping the client's stack updated with new builds deployments and co-ordination for downtime of servers from client. Collaborate with other teams (support, QA and Dev) to ensure timely and quality delivery of tasks by team
- Providing directions to team mates to manage and prioritize the tasks by conducting daily meetings and getting tasks updates. Develop and maintain status reports of the various tests conducted in different environments
- Decision making based on the test results performed before handing over the results to client and review of reports and recommendations to client

Senior Software Engineer

Oct 2015 to Dec 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

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

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