

## CURRICULAM VITAE

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### SUMMARY

- Having 9+ years of experience in Software Testing
- Good exposure to Bug Life Cycle using **QC(ALM)**
- Demonstrated expertise in SDLC and STLC through successful completion of various projects
- Deriving the test data and writing the test cases
- Working knowledge of **Functional, Regression, Integration, Black Box, Smoke/Sanity Testing** and **GUI**
- Experienced in **Siebel CRM, OBRM & OSM** Testing
- Experienced in **SAS Campaign** creation & executing
- Test case execution and bug reporting using bug tracking tool

### WORK EXPERIENCE

- Working as a **Senior Test Analyst** with STC Bahrain as a consultant (Avisys service WLL, Manama, Bahrain) from Dec 2018 to till date
- Worked as **Application Development Associate** in Accenture Solutions Pvt Ltd Pune from Aug 2014 to Dec 2018

### EDUCATIONAL QUALIFICATION

- MCA from Sikkim Manipal University, Sikkim, India (2017-2020)
- BCA from Krishna University, Machilipatnam, India (2011-2014)

### TECHNICAL SKILLS

<b>Campaign Tool</b>	:	SAS CI Studio V9.0
<b>Test/Defect Management Tools</b>	:	QC 10, ALM 12.02, Mantis BT
<b>Front End Systems</b>	:	Oracle Siebel (CRM)
<b>Back End Systems</b>	:	Oracle FMW, OSM, OBRM
<b>Web Services</b>	:	Soap UI
<b>Certificate Courses</b>	:	DTP, Hardware (A+)
<b>Diploma Course</b>	:	Networking (N+)

#### Project 4

DEC-2018 to till date

Project	:	stc
Client	:	stc Bahrain
Environment	:	UAT, Preprod & Production
Management Tool	:	Oracle Suite of product (Includes Siebel CRM, BRM, OSM, AIA), SOAP-UI, SQL, Putty, Mantis BT

#### Description:

STC, a wireless and wireline communication-based Telecom in Bahrain. All the BSS application which includes Self-care portal, Mobile app self-care, E-shop, mPOS, IVR as channels through which customer can interact and Sales order are captured and activated in all the systems via Oracle AIA and data stored in Siebel CRM. Once Customer is activated then it includes testing of all the COTS products throughout the project.

#### Responsibilities:

- Having solid practical experience in mobile testing (Mobile self-care stc-bh, stc-pay)
- O2A and U2C Systems Interface Testing– (Siebel CRM, Oracle AIA, OSM, OBRM, Webcare, Eshop, Macalla)
- Good knowledge in order to activation from BSS channels to usage to charge billing end to end
- Activation, provisioning, TRA, Billing, Dunning/collections, HTM for all services and all types of customers like Individual, Corporate and SME
- Having good knowledge on Voice, Broadband and VoBB in terms of activation, billing and termination flows
- Assisted QA lead in documenting User Acceptance Test report and reporting defect resolution
- Creating and implementing an SAS campaign to deliver dynamic offers to end consumers
- Expertise in TRA (Telecom regulatory Authority) for Bahrain for registration of all types of customers with valid functional flows
- Performed SOA / web services testing using SOAP UI to test/invoke web services
- Identified, Reported and Tracked Defects using Mantis defect management tool
- Product compliance with user needs has been tested, verified, and validated

#### Project 3

JUL-2016 to Dec 2018

Project	:	NewCo
Client	:	Vodafone UK
Environment	:	Production Support & Operations
Management Tool	:	Oracle Suite of product (Includes Siebel CRM, BRM, OSM, OPH, UIM), SOAP-UI, SQL, Putty.

#### Description:

Vodafone UK is seeking to transform its Billing and Customer Interaction legacy estate to an Out - of - the Box solution utilizing the best of suite products, associated out of the box processes and eTOM. Key to this is the implementation of consistent business processes across channels and segments by aligning them to the functions in the Out of the Box NewCo solution. Vodafone's key strategic goal is to improve customer experience and drive future business growth whilst reducing operational costs. This solution, to be delivered by the NewCo Programme, should be service-oriented, upgradeable, and scalable & in general, meet the business needs of a tier 1 telecommunications company.

**Responsibilities:**

- Functional knowledge of Mobile Porting (MNP)
- To manually complete real time Port In and Port Out stuck orders end to end
- Sending daily and weekly status reports to client

**Project 2**

JUL 2015 to JUL 2016

Project	:	NewCo
Client	:	Vodafone UK
Management Tool	:	ALM 12.21
Environment	:	Web Based Front End Testing
Tools	:	Oracle Suite of product (Includes Siebel CRM, BRM, OSM, OPH, UIM), Quality Centre HP ALM (12.2 version), SOAP-UI, SQL, Putty.

**Description:**

Vodafone UK is seeking to transform its Billing and Customer Interaction legacy estate to an Out - of the Box solution utilizing the best of suite products, associated out of the box processes and eTOM. Key to this is the implementation of consistent business processes across channels and segments by aligning them to the functions in the Out of the Box NewCo solution. Vodafone's key strategic goal is to improve customer experience and drive future business growth whilst reducing operational costs. This solution, to be delivered by the NewCo Programme, should be service-oriented, upgradeable, and scalable & in general, meet the business needs of a tier 1 telecommunications company.

**Responsibilities:**

- Involved in Analyzing the User requirements
- Responsible for Regression testing and Functional Testing
- Functionally executing end to end Test Cases Using Quality Centre
- Facilitate & own boiler rooms in order to resolve the blocking execution issues and ensure smooth and continuous execution
- Defect Management: Raising and retesting a defect (Tracking the defect throughout its lifecycle) using Quality Centre
- Worked on OSM Upgrade (from V7.0.3 to V7.2.4)
- End to End Integration Testing between OSM – UIM
- Verified the Process Workflows in Siebel for New Order, Update Order, Revision Order, Cancel Order, Suspend Order, Resume Order, Disconnect Order
- Standalone Testing using SOAP UI in OSM
- Involved in cartridge testing of OSM - COM, SOM and RFS layers

**Project 1**

Aug 2014 to JUN 2015

Project	:	Customer3D
Client	:	Vodacom, South Africa
Management Tool	:	ALM 11.0
Environment	:	Web Based Front End Testing
Tools	:	Oracle Suite of product (Includes Siebel CRM, BRM, OSM, OPH, UIM), Quality Centre HP ALM (12.2 version), SOAP-UI, Notepad+ for XML, SQL, Putty

**Description:**

Vodacom is BSS transformation program intended to transform CRM, Order Management and Billing domain. Aim is to Reduce time to market, Flexibility and simplicity of Products and Billing, Single view of customer, Real time Billing, Long term sustainability, Reduce Business rules and processes, Reduction in training time, multi-channel fulfilment.

**Responsibilities:**

- Involved in Black Box Testing.
- Responsible for Regression testing and Functional Testing.
- Creating Test conditions and Test cases/scenarios by using the Quality Centre as repository.
- Functionally executing end to end Test Cases Using Quality Centre.
- Defect Management: Raising and retesting a defect (Tracking the defect throughout its lifecycle) using Quality Centre.
- Manual test execution and was involved in various testing phases like Sanity, Functional, Regression, and New Functionality Testing.
- Worked on Data Migration testing in SIT and UAT phases.

I hereby declare that all the above stated information is true to the best of my knowledge.

(Yuva Sai Srinivas Tirunagari)