**Santosh Samala**



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| **Title:** | **Senior Consultant** |
| **Location:** | **Hyderabad, India** |
| **Languages:** | **English (Fluent), Hindi (Fluent) and Telugu (Fluent)** |

# Experience Summary

Have experience of 10 Years in Software Testing and profound expertise in coordinating testing effort, responsible for test deliverables, Testing Methodologies, Management, Team leading activities, comprehensive testing of various application. Documentation based on standards for Software Development and effective QA implementation in all phases of SDLC.

Have been working for J&J (US Healthcare) project Orchard Integration – Appian BPM Platform from past 1.5 Years

Worked for major Global clients AT&T (US Telecom), TalkTalk (UK Telecom) and Optus (Australia Telecom).

Good exposure with client and worked in client place (UK) for 1 year.

Expertise in Functional Testing (Quality Center, ALM, SPIRA, JIRA), QTP,

API Testing (SOAP UI and Postman), RPA (Blue prism), Performance Testing (Batch Processing using Unix), Bugzilla, SQL, Unix, Database Testing, CRM Billing, Web Application Testing, Regression Testing, UAT Testing, System Testing, System Integration Testing and Performance Testing.

Worked on various billing systems like Singl.eview, Amdocs Ensemble, MDS, Kenon Arbor etc..,

Good experience in preparation of test bed, installation testing, Replication of Problem, Generation of bug report and Rootcause Analysis.

Coordinating with development and QC team. An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a positive, flexible & detail oriented attitude, strive to be my best.

Extensive experience in Designing/Developing and maintaining Test cases/Test scripts, analysing bugs and interacting with Dev team in fixing defects.

Flexible and versatile to adapt to any new environment and work on any project.

Has an extensive experience in working with complex projects where most of the testing types were used including Regression testing, Functional testing, System testing, GUI testing Proficient in generating and managing Defect Tracking Reports.

**KEY SKILLS:**

* Functional Automation Testing (QTP, Selenium using Robot Automation framework), Testing tools (Quality Center, ALM, SPIRA, JIRA, TFS), API Testing (SOAP UI and Postman), Telecom CRM billing, Performance Testing (Batch Processing using Unix), Bugzilla, SQL, Unix, Database Testing, Web Application Testing, Regression Testing, UAT Testing, System Testing, System Integration Testing and Performance Testing.
* **Technical:** SQL, Toad, Confluence, Appian Application, Power BI, eLims, Blue Prism, Winscp/Filezilla, EMM, HTML, Soap UI, Postman, IVR semafone CTI, TFS, $U Console, Billing Systems (Singl.eview, Kenon Arbor, MDS and Amdocs Ensemble)

# Experience

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| **01** | **Type of Industry:** | **Healthcare** |
|  | **Project Description:** | DOL Application is a centralized platform for data exchange between multiple J&J and Jabil systems. This centralized platform will serve as a single-source of truth between J&J and Jabil, and will eliminate data redundancy. |
|  | **Role/Title:** | Test Lead |
|  | **Project Duration:** | March-2019- Present. |
|  | **Responsibilities:** | Leading the team and distribute the work to the team members.Participates in Sprint planning sessions and provides Test estimationsPreparing Test cases and Reviewing of Test casesPreparing and Publishing the Daily Test execution planPerformed all functional Testing activitiesReport, track & handle the defects in BugzillaInteraction with onsite team on daily basisPreparing and Publishing Mid-day and daily Status , Weekly and Monthly reports |
|  | **Operating Systems:** |  |
|  | **Software / Languages:** | Windows 10 |
|  | **Special Tools:** | Power BI, Appian, Confluence, SQL Developer and JIRA. |

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| 02 | **Type of Industry:** | **Telecom** |
|  | **Project Description:** | OSS and BSS Activities – Network Migration |
|  | **Role/Title:** | Test Lead |
|  | **Project Duration:** | Aug-2015- Mar-2019. |
|  | **Responsibilities:** | Understanding the user requirements and deriving the scenariosAnalysing and designing Test cases based on the Business RequirementsDefining the test result template and things needs to be captured as part of test execution to the peers.Reviewing the Test scripts and Test Results of the peers.Lead a team of 6 members in Cash & Banking module and worked as an onsite co-ordinator for the BSS Migration Project during the tenure of Tornado Project.Execution of Test Cases in Spira, logging and tracking the defects in a defect tracking tool – Bugzilla.Attending the daily defect triage calls and providing solution on the defect fixes at times. Chasing the respective component team in to provide the correct root cause. Raising tickets to through JIRA for Development team to action. |
|  | **Operating Systems:** |  |
|  | **Software / Languages:** | Windows 10 |
|  | **Special Tools:** | Singl.eview, JIRA, $U Console, Putty, Toad, Chordiant (CRM), HPX CC, IVR, CTI, Semafone, Jira, Bugzilla, SQL Developer. |
| **03** | **Type of Industry:** | **Telecom** |
|  | **Project Description:** | AT&T Mobility Telegance (Organization- AMDOCS) |
|  | **Role/Title:** | Senior Subject Matter Expert |
|  | **Project Duration:** | December 2013 - June 2015. |
|  | **Responsibilities:** | * Developing and Maintaining Test Scripts, analyzing bugs and interacting with development team members in fixing the defects. * Performance testing using Unix Batch Processing (Backend process involves different jobs execution in Unix Env) and part of job scheduling (starting/stopping of preconfigured jobs using IBM Tivoli Workload Scheduler TWS) or via unix shell commands  Order Provisioning, Order Management (OMS), Running EOD, CRM Billing/Charging, Data Mediation Process (MAF /MPS- Message Acquisition and Formatting / Message Processing/Data Migration)Performs End to End AMDOCS Ensemble Product testing starting from Service request, Order Provisioning, Service activation, Data Mediation, Usage Charges for Billing, Run Billing Cycles etc.. |
|  | **Operating Systems:** |  |
|  | **Software / Languages:** | Windows 7, Linux |
|  | **Special Tools:** | AMDOCS Ensemble, CRM, SQL, OMS, Amdocs Billing, Putty, WinScp, SDS Performance site, Toad and Qchat |

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| **04** | **Type of Industry:** | **Telecom** |
|  | **Project Description:** | Optus Australian Telecom Billing (Organization – Tech Mahindra) |
|  | **Role/Title:** | Senior Test Engineer |
|  | **Project Duration:** | May 2011- December 2013. |
|  | **Responsibilities:** | * Test Design. * Functional Test Execution SIT. * Test Script Authoring. Story Point Estimation. * Daily status reports. * Defect tracking and Regression testing. |
|  | **Operating Systems:** |  |
|  | **Software / Languages:** | Windows 10 |
|  | **Special Tools:** | HP Quality Center, CMS, OMS, CRM Billing, Executing SQL queries in Toad, QTP V11.0, Vb Script, Running the concurrent programs in Oracle application version10i, and also worked on **Client based systems like: OPOM, Arbor(Billing System), Single-view Billing, IVR Payments, Vertica, SOS etc.** |

# Training, Certifications & Affiliations

* ISTQB Foundation Level Certified 2012
* AMCAT Testing tools.
* AMCAT Agile Testing.
* Agile Software Development.
* IBM DB2 Fundamentals
* Programming for Everybody (Python).

# Higher Education

* Bachelor of Technology (Computer Science and Engineering), JNTU Hyderabad.

# Contact Details

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