

## VIJAYARAGAVAN RAMANUJAM

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Mobile: 9677104208

### Objective:

To work in a quality driven professional environment, which will best suit my technical knowledge. It will allow me to use my leadership skills & experience for personal and professional growth.

### Professional Summary:

- Having 13+ Years of experience in IT Industry comprehensively in Software development(QA) & Agile-Scrum, currently enabling organizations to identify business value and streams and implement Lean-Agile portfolio. Have successfully trained organizations implement Agile methodologies by setting up and coaching teams in adopting Agile principles and practices, and by building and maintaining continuous delivery pipeline.
- Worked as **Professional-2 Application delivery in DXC Pvt Ltd, Chennai in PayPal GOPS Project** as performing **Scrum Master** role.
- Worked in Scrum team by facilitating and ensured that team is following the scrum values and principles to achieve the sprint goals.
- Promoted as a Senior R&D Tester with role **as Scrum Master**, at Solarwinds Pvt.Ltd. Chennai from Dec-2014 – Feb-2016
- Worked as R & D Tester, at Solarwinds Pvt.Ltd, Chennai from Oct2012 – Dec2014
- Joined as Software Engineer and Promoted as a **Analyst - Testing**, at Verizon Data Services Pvt. Ltd., Chennai during August 2008 – Oct2012. **(4.2 Years)**
- Created Automation scripts using QTP11 and Selenium Web driver.
- Maintenance of Automation scripts.
- Involved in Agile methodologies – Scrum Model and DevOps Co-ordination
- Experience in multiple testing strategies like Black box, Functional, System and Regression Testing.
- Testing of Web Application, NMS and Desktop Application on Windows.
- Ability to understand Functional Requirements and Design documents.
- Experience in writing Test Cases based on the Functional Specification and executing the Test cases.

- Involved in bug tracking (iTrack, QC10.0, Fogbugz, Jira) and resolving bugs with developers.
- Experience in Automation tools like **QTP11.0 & Selenium tool.**
- Experienced in identifying scenarios for automation and automating the same by developing scripts using QTP and Selenium.
- Verizon's Spot Award for 2009 and 'UDeserve' and 'Pat on Back' Award for outstanding performance for the year 2009,2010 and 2011 for the job well done.
- Excellent communication skills, strong analytical and problem solving skills with ability to adapt new methods and procedures. Self motivated with ability to work independently or as a team member.
- Solarwinds QA Manager's Award at year 2013 and 2014 for the performance done in UDT and core-NPM products.

**Qualification:**

Graduation in B.Tech. [Information Technology] from Anna University.  
College: National Engineering College

**Skill Set:**

<b>Operating System</b>	DOS, Windows 98, Win 2000 / ME / XP/7
<b>Languages</b>	C, C++ & Core Java
<b>Project Management Tools</b>	Oracle Primavera, MS Project
<b>Backend Tools</b>	MS-Access, Oracle 9i, Toad 10.5
<b>Testing Tools</b>	Itrack, Quality center 10.0, Fogbugz, Test link, QTP(11.0),Jira & Rally
<b>Automation</b>	QTP 11.0, Selenium (java)
<b>Automation Framework</b>	Hybrid Framework, TestNG
<b>Networking</b>	NMS, Knowledge in SNMP, Switching, routing, Layer2 & 3 jobs.
<b>DevOps Tools</b>	GIT, Maven, Jenkins, Docker & kubernetes

## **Certification:**

- Certified Scrum Master(CSM) by Scrum Alliance
  - Completed **Certified Scrum Master** (PSM I) by SCRUM ALLIANCE®.( Member: 000402068)
- Scrum Fundamentals Certified(SFC) by SCRUM study
  - Completed **Scrum Fundamentals Certified** (SFC) by SCRUMstudy - Accreditation Body for Scrum and Agile. (License No: 75018)
- Professional Scrum Master(PSM) I by Scrum.org
  - Completed **Professional Scrum Master** (PSM I) by Scrum.Org (Credential ID -657412)

## **Professional Experience:**

LinkedIn - <https://www.linkedin.com/in/vijayaragavan-ramanujam-csm-5b0b1971/>

**Credo Systemz, Chennai**  
**Scrum Consultant – Part time**  
**July 2017 till date**

### **Responsibilities**

- Communicate the business need, urgency and vision for change to the Agile teams
- Establish high performing, cross functional teams, coach and lead them in organizational change
- Shape up the environment by suggesting on better work environment, colocation, have proper test environment and automation tools set up
- Ensure continuous value delivery with good user stories and improved estimation skills by learning from mistakes
- Define and launch Agile Release trains with proper PI planning workshops
- Optimize value delivery and synergy using Continuous Exploration, Continuous Integration, Continuous Deployment and Release On Demand aspects
- Streamline workflows, activities and automation needed for developing a new piece of functionality from conceptual state to on-demand release of value to end user.
- Introduce Built in Quality practices like Test first, CDP and pair work
- Continuously train on self-organization
- Encourage teams to focus towards sprint goals
- Build Kanban boards for tracking stories and train the teams to use them
- Align HR to Agile ways of working by reviewing hiring processes, establishing performance reviews as teams, career paths and rewards.
- Continuously improve on the ways that work gets done through retrospectives
- Work across silos – constant collaboration across the organization to improve productivity and responsiveness
- Engage teams in collective learning

- JIRA implementation from scratch to track and monitor backlogs, velocity, release progress and finally report to Senior Management
- Clients include Rusada, Ducont India Pvt.Ltd, EMD Systems Software Pvt.Ltd, Apptium technologies, Innive Inc.

**DXC Pvt.Ltd.** Chennai, India

**Professional-2 Application Delivery (Associate Manager) – Acted as Scrum Master  
Since Mar2016 – Jun2017**

Compass Gold Project:

Global Operations is developing application, peoples who are using application developed by GOPS team we call them as Team Mates/Agents.

We are doing Automation of COMPASS GOLD Application that will be useful for the Case/Dispute management tool. Seller and Buyer (Credit card, Bank, PayPal fund and PayPal credit) accounts. Two types of disputes are internal and external. QA team will be testing the regression flows of Create new dispute case to resolved state of dispute. Automation of processor integration module will be handled by me. Automating its functional cases is completed for major flows.

Roles and Responsibilities:

- Part of the Agile transformation team that introduced Agile practices and standards and thereby communicate the business need, urgency and vision for change to the Agile teams
- Manage and deliver project objectives or enhancements with a high level of quality and within agreed cost and time
- Organized and facilitated all the scrum ceremonies (Daily Stand up, Sprint backlog grooming, sprint planning, sprint retrospective) by working with product owners and business teams
- Provided agile training to all team members and facilitated the agile training to entire customer team and performed the agile coach role in guiding, facilitating and implementing the process.
- Prepared automation test scripts using hybrid framework. Used tools like Github, Jenkins for Continuous Integration
- Involved in Smoke testing, System testing, Regression testing, Database testing, browser compatibility testing and device compatibility testing
- Performed the role of release manager in coordinating and adhering to release management process
- Spearheaded and brought in changes and continuous improvement increasing the productivity of Scrum teams and the quality of deliverables
- Met the sprint goals of every sprint by removing impediments if occurred and proactively managed the communications / interactions to remove the occurrence of any impediments

- Tracked, monitored and reported burn down charts, team velocity and sprint/release progress through committed vs delivered stories.
- Prioritized and implemented all lessons learned which were identified as part of scrum retrospective meetings
- Collaborate with technology teams to ensure smooth production transition and reduction in time to market

**Solar winds Pvt.Ltd.** Chennai, India  
**Senior R & D Tester – Acted as Scrum Master**  
**Since July2014 – Feb2016**

Project: Orion Core – NPM

SolarWinds Network Performance Monitor is powerful and affordable network monitoring software that enables you to quickly detect, diagnose, and resolve network performance problems and outages. Now with deep packet inspection and analysis, our network monitor provides quick and accurate identification of network and application reliability. Features available in the NPM are given as below

- EOC – Enterprise Operations Console
- Network Availability and Performance Monitoring
- Deep Packet Inspection & Quality of Experience
- Capacity Planning, Alerting and Reporting
- Intelligent Network Alerting
- Drag-and-Discover Performance Charts
- Dynamic Service Groups
- Customizable Performance and Availability Reports
- Integrated wireless polling
- EOC – Enterprise Operations Console

**Solar winds Pvt.Ltd.** Chennai, India  
**R & D Tester**  
**Since OCT2012 – JUN 2014**

**Project: User Device Tracker**

**Project Description:**

SolarWinds User Device Tracker (UDT) delivers automated user and device tracking along with powerful switch port management capabilities so you can stay in control of who and what are connecting to your network. Quickly find a computer or user, as well as track down lost or rogue devices with a simple search on a user name, IP address, Hostname, or MAC address. And, if the user or device is no longer connected, historical data will show last known location. You can even perform whitelisting, as well as create a watch list, and be alerted immediately when a specific

user or device connects. Plus, SolarWinds User Device Tracker lets you take immediate action to shut down a port to mitigate a threat or alleviate a network performance issue. Best of all, you can do it all from an easy-to-use.

#### Automated Device Tracking & Switch Port Management

- Automatically discovers, maps and monitors switches, ports, and network devices
- Quickly finds devices and retrieves user name, port details, connection history and more
- Enables searching on IP address, user name, Hostname or MAC address to track endpoints
- Allows whitelisting and watch lists with automatic alerts and click-of-a-button port shutdown
- Provides detailed switch port usage data, capacity analysis, and built-in reporting

#### Roles and Responsibilities:

- Acted as Scrum master as well as QA lead for 3 testers in SDT.
- Acted as additional role of Scrum master by driving sprints in day today basis.
- Analyzed and helped PO with the user stories in backlog refinement meeting to selected for upcoming Sprint.
- Co-ordinated the Sprint retrospective meeting and also listed the process improvement items during Retrospective.
- Preparing Automation Test Scripts using hybrid framework.
- Enhancing and Maintaining the scripts
- Involved in Smoke testing, System testing, Regression testing, Retesting, Database Testing, Browser Compatibility Testing and Device Compatibility Testing.
- Automate the AUT using Selenium and modify the scripts on changes.
- Review and analysis of the defects identified.
- Reviewing Test Scenario, Test cases, Test data and provide feedback.
- Defect Reporting and Tracking for its closure using Jira.
- Assisted the team in maintaining updated reports on resolved defects.
- Coordinated Scrum Ceremonies and daily status is updated for the respective modules to the Onsite Team
- Interact with Onsite Team based on issues and concerns in various modules

**Verizon Data Services Pvt. Ltd.,** Chennai, India  
**Analyst -Testing**

## Since August2008 – OCT2012

(Part of Verizon Communications, USA, A Fortune 500 organization and a leading telecommunications service provider in the US with annual revenue of US \$ 60 billion.)

### **Project Description:**

The ESG Central portal is an Internet service that Verizon Provides for account representatives in call centers. The Portal provides the users with the ability to assist the customers to select Verizon products & services, to initiate orders, review billing inquiries, report network trouble and inquire on status. The Portal VzB offers a web-based application for both Customer Representatives and for Customers which involves Modules/products like **Billing Inquiries, Ordering, Account Hierarchy, Repairs, Rendezvous, VWMS, iPrice, eBonding** etc., Services enabling Verizon to become a one-stop, single point-of –contact for customers coast-to-coast.

Projects' Handled at Verizon Data Services:

### **Project 1:**

Module	:	VERIZON ENTERPRISE CENTER (VEC) E-portal
Duration	:	January 2011 – Oct2012
Team Size	:	3
Methology	;	Scrum Model
Role	:	Analyst

#### Description:

e-Portal is a separate domain applied to Verizon Enterprise Center (VEC) and Verizon Business Center (VBC) to implement personalization capability to user. The user are given options to choose from Role-based views. Standard view is based on VEC commercial portal includes all the goal areas, accounts and services. Themes are pre-defined by VZ for special contract or customer services. All the portal page content is divided into static and configurable portion.

#### Personalization features offered by portal

- Presentation Themes:

Page themes are based on the business relationship between customer and VZ controlled by entitlement.

- Types of few Contracts:

- Basic commercial VEC
- Medium business (MBP)
- Service managed platform (SMP)
- Digital distribution clearing house (DDC)
- Service desk

- User Roles:

Aligned with job description in customer companies E.g. “Network Manager”

- Role-Based Default View:

A default page pre-configured with role-relevant portlets

- Customized view:  
A user can add/delete portlets and rearrange the page. The customized view can be saved in user profile.
- Entitlement:  
Determinants the individual user's rights to functions and data based on customer's CPNI record and relationship with Verizon. The entitlement controls apply to all portal tabs, applications and data. The role-based views are always within entitlement permissions provided to those users.
- Portlets:  
Pluggable user interface software components that are displayed in web portal. A portal page becomes a collection of non-overlapping portlet windows.

### **Project 2 :**

Module : NETWORKX IORDER  
 Duration : September 2010 – Oct2012  
 Team Size : 5  
 Methodology ; Scrum Model  
 Role : Software Engineer

#### Description:

Networkx universal customer center offers a host of applications that support a full business lifecycle and enable you to save time, control cost and manage your Verizon Business Services. Customer enabling tools allow you to directly order and follow the status of your network services as well as get a price quote. The services which are provided by this iorder portal are install new service, move service, add service and disconnect service.

Place and view the status of the order for Networkx data and voice products, including IP VPN, Private IP, U.S and Global private line, local services, inbound and outbound long distance services, Internet services, Internet access and more.

### **Project 3:**

Module : VERIZON WORK MANAGEMENT SYSTEM (VWMS)  
 Duration : January 2009 – Oct2012  
 Team Size : 3  
 Methodology ; Scrum Model  
 Role : Software Engineer

#### Description:

The Verizon work management system is a single point of contact in serving enterprise customers through out the life cycle of their projects submitted to National Project Management Office (NPMO). It is an online tracking system for creating, submitting, monitoring & managing customer projects and services. You can use the VWMS to synchronize status updates from legacy systems and monitor workflow progress of related service orders. The VWMS replaces tracking project activities by spreadsheets, emails, phone calls and paper trails.

Sales launches a VWMS project by creating the project, adding customer contact information and saving the project. The saved project is delivered to a senior project manager

who accepts the project and send it to the project manager. From there, the project goes through the entire workflow process.

#### **Project 4:**

Module	:	RENDEZVOUS
Duration	:	November 2008
Team Size	:	2
Methodology	:	Agile Methodology
Role	:	Software Engineer

#### **Description:**

Rendezvous is used to maintain and track the customer's e-mails and faxes in the VzB portal. It is virtually a one-stop-shop for processing customer's e-mails/faxes, providing a host of functionality which can be performed on the e-mail which includes creating/linking orders, bill inquiries, repair tickets etc. It maintains important metrics and provides a high level of traceability. It provides extensive reporting capabilities giving the executives a high level view of the customer satisfaction provided by Verizon Centers.

#### **Project 5:**

Module	:	PORTAL REPAIRS
Duration	:	November 2008
Team Size	:	2
Methodology	:	Agile Methodology
Role	:	Software Engineer

#### **Description:**

The Repair Screen offers tools to create a trouble ticket, view an existing trouble ticket / history, perform line and circuit test, filter tickets by center or state, generate a performance report, and track the status of a previously submitted trouble ticket. Although you can view repair information for any customer, the repair Screen offers quick access to the customers on the "My Customers" list.

The table on the Repair Screen home page lists current trouble tickets for those customers on the "My Customers" list, and includes those tickets that are recently opened or closed. You can access older tickets, after the ticket is closed, by creating a performance report.

#### **Responsibilities:**

- Involved in Updating, Executing Test Cases and Preparing Test Reports.
- Prepared and Executed the Automation scripts for smoke testing using hybrid framework
- Created test scripts using the modular framework in QTP for smoke testing.

- Involved in bug tracking and resolving bugs by discussing with developers.
- Interacting very closely with the developers for a better delivery of the code.
- Involved in Production Validation.
- Involved in testing the production IRs.
- Tested the application in win 2000/XP and various browsers (I.E 7 & 8, firefox,Chrome)
- Performed the following types of testing
  - Funtional Testing
  - GUI Testing
  - Regression and progression Testing
  - Smoke testing
  - Ad Hoc testing
- Entering the defect details using the Quality center, Jira & iTrack
- Reviewing Test Report
- Involved in Agile methodologies – Scrum Framework
- Preparation of Test Status Report and Prepare Test Metrics
- Automation Feasibility Analysis
- Drafting Automation Test Strategy and Test Estimation
- Involved in automation of Regression Testing suite.
- Self and Peer review of test scripts.
- Onsite-Offshore coordination

**Personal Details:**

Address : A-4,Capt Chandra Mouleeswaran illam,No:3 Alagiri street,  
Pallikaranai,Velachery Main Road,Chennai-600100

Date of birth : 09.11.1985.  
Marital Status : Married  
Gender : Male  
Alternate Mail id : vijay.ragavan85@gmail.com

I hereby declare that the information provided by me is authentic to the best of my knowledge and belief.

Place : Chennai.

Date :

[Vijayaragavan]