**Email**: **anjanareth @gmail.com**

**Contact:** **9745601110**

**ANJANA KRISHNAN S**

Summary

* Over **14 years of experience in IT industry** with capability in working with multiple domains like **Banking & Financial, Healthcare and Retail.**
* **Scrum certified professional** with experience as a scrum master in leading team in delivering end-to-end high revenue applications.
* Extensive experience in concurrently **leading multiple enterprise scale projects** to timely and successful completion in compliance with Service Level Agreement (SLA).
* Highly experienced in **facilitating the** **ceremonies of scrum**, including the daily scrum, product backlog refinement, sprint planning, sprint review, demo and sprint retrospective.
* In depth knowledge in software development life cycle and different development methodologies like **Waterfall and Agile**
* Skillful in Critical **Customers Handling**, Problem Management, Service Level Management and Change Management with exceptional Stakeholder Management Skills.
* Sound knowledge of **tools like** HP ALM , JIRA, Rally, **Bugzilla, Confluence**
* Experience with proven records of Software Quality and Test Management.
* Expertise in **Mobile Testing**, **Web service Testing**, **API Testing**, **Back out Testing** , **Security Testing**, **Pre Production and production verification**
* Hands on experience in **Siebel CRM**
* Experience in **Selenium with Java web driver (version - 3.141.59)**
* Well Experienced in Testing and Quality Processes using **Waterfall, V and Agile Methodologies** and expert using different testing tools
* Managed **Synthetic Monitoring** using Apica Scripting tools

Technical Skills

**Automation Tools**: Selenium (Web driver, Grid)

**Programming Languages**: Core Java, C, C++, Python, Excel Macro

**Databases**: Oracle DB, MYSQL, IMS DB, DB2 and Mongo DB.

**Operating Systems**: Windows 10, Windows 7.

**Mangement Tools**: Zephyr, HP ALM QC, Bugzilla, Rally, Confluence and JIRA.

**Build Tools**: Jenkins.

**Version Management Tools**: SVN, GIT

**Other Tools**: Bender RBT, MS Excel, Oracle SQL Developer, WinSCP3, PuTTY, Oracle Siebel CRM, DBeaver, Postman, SOAP UI

Educational Qualifications

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl No** | **Qualification** | **Name of Institution** | **Year** | **Mark (%)** |
| 1 | BTech in Electrical and Electronics Engineering | Saintgits College of Engineering, Pathamuttom, Kottaym | Jun-2006 | 78.35 |
| 2 | Plus-Two (Science Group | NSSHSS Perunnai, Changanacherry | Mar-2002 | 81 |
| 3 | SSLC | NSSHSS Perunnai, Changanacherry | Mar-2000 | 88.33 |

**Training Details:**

* Undergone 3 Months Corporate training in UST Learning Centre on Basic Software Engineering and Mainframe - COBOL, JCL, DB2, IMS-DB, VSAM, CICS
* Trained in creating Logic Models for Requirement Based Testing using RBT
* Trained in Microsoft Test Professional
* Trained in QTP

**Certifications:**

* Certified Scrum Master
* Scrum Associate Accredited Certification
* Certified Kanban Associate
* Certified Specialist in Data Science and Analytics from ICTKERALA
* IBM db2 certified professional
* Rational - Test Management Certification
* Rational Functional Tester
* Rational Performance Tester
* Online Software Testing Certification

Project Details

**Project: Global Customer Solutions** (Duration:Oct 2017 Onwards)

The client is one of the major consumer credit reporting agency in the United States, considered one of the three largest American credit agencies along with Experian and TransUnion. It has operated primarily in the business-to-business sector, selling consumer credit and insurance reports and related analytics to businesses in a range of industries. Siebel CRM is used by call center agents for the customer support.

**Roles & Responsibilities:**

Role as Scrum Master, I was involved in the following activities:

* Protect Development Team from outside distractions, impediments, or team conflicts and maintain focus on product backlog project timelines
* Work closely with Product Owner in backlog management and continuous delivery of features
* Educate and reinforce scrum methodology and agile framework to team members and stakeholders
* Direct and lead development team from project initiation through the delivery of the final product
* Managed project scope to ensure delivery was complaint with scope commitment
* Tracked and managed product backlog, burndown metrics, velocity and task breakdown
* Addressed problems through risk management and contingency planning.
* Manage to perform various automated tests and ensured continuous regression tests on application
* Participate in all meetings planned for particular release and obtain necessary technical automation requirement. Such meetings includes, design review, test execution timeline etc.
* Coordinated resource allocations, created work assignments for team, maintained timelines / milestones, and ensured compliance with quality standards.
* Collaborated with various teams including developers, database administrators and middleware; led fast-track product releases with onshore and offshore team members.

**Tools Used:** JIRA,Oracle Siebel CRM 8.0, WinSCP, SQL Navigator 5.5, HP Quality Center, Jacoco, Confluence, Zephyr

**Project: Global Customer Solutions** (Duration:Jan 2014-Sep2017)

The client is one of the major consumer credit reporting agency in the United States, considered one of the three largest American credit agencies along with Experian and TransUnion. It has operated primarily in the business-to-business sector, selling consumer credit and insurance reports and related analytics to businesses in a range of industries. Siebel CRM is used by call center agents for the customer support.

**Roles & Responsibilities:**

Role as Test Manager, I was involved in the following activities:

* Test management planning and Daily Run Planning
* Test Management using HP ALM and JIRA.
* Testing Scope, Approach and Strategy definition for Prod and non-Prod verification
* Project Estimation and Schedule Planning
* Test Case Review and Execution for SDLC, Production and Delivery
* Quality Assurance and Quality Checks
* Dashboard, weekly and monthly status reporting
* Test Metrics preparation and exit reporting
* Traceability Matrix
* Defect Triage Meetings
* Ensure schedule, cost and quality adherence
* Stakeholder management
* Onshore Offshore communication Management

**Tools Used:** JIRA,Oracle Siebel CRM 8.0, WinSCP, SQL Navigator 5.5, HP Quality Center, Jacoco, Confluence, Zephyr

Project: TV Clearance system – Station Clearance (Duration: July2011 – Dec 2013)

The Network proposes a schedule of its programs to be aired and the stations agree to air the program, reschedule the program or decline the proposal. This project mainly focused to upgrade the system to current technology

**Roles & Responsibilities:**

Role as Test Lead, I was involved in the following activities:

* Responsible for analyzing requirements and coordinating with onsite team for ambiguity resolution
* Task Scheduling and Task Allocation to team members
* Responsible for detailed Test cases design, functional, GUI and Regression test case execution, defect tracking and review
* Involved in writing and execute SQL queries to retrieve, update and validate data against Oracle database
* Responsible for UAT test case design and involved in UAT support
* Responsible for sending Daily Testing status to Onsite
* Identification of Testing Scope, Approach and Strategy definition for Prod and non-Prod verification
* Test Case Review and Execution for SDLC, Production and Delivery
* Quality Assurance and Quality Checks
* Test Metrics preparation and exit reporting
* Defect Triage Meetings
* Ensure schedule, cost and quality adherence
* Stakeholder management

**Tools Used:** Siebel Oracle, SQL navigator5.5, WinSCP, Rallydev

Project: Theater Master (Duration: Feb2011 – March2011)

The client is one of the largest digital film distributors in U.S. EWS is an exhibitor website designed to provide accurate sales and marketing data to exhibitors worldwide.This project provides required EWS theater master data elements that capture the gist of the business need.

**Roles & Responsibilities:**

Role as Test Lead, I was involved in the following activities:

* Responsible for functional and GUI Test cases design
* Responsible for functional, GUI , Regression test case execution and Defect trackingusingBugzilla
* Reporting Testing status to Onsite
* Wring SQL Queries in Oracle SQL Developer for Retrieving data from the Oracle database for data validation

Tools Used: Oracle SQL Developer, WinSCP3, Putty, MS Excel ,Bugzilla, Tortoise CVS

Project: Contract Management Systems(CMS) Phase6 (Duration: Nov 2010 – Feb2011)

The client is one of the largest digital film distributors in U.S. CMS deals with the contract between film distributor and third party companies. The application provides flexibility for the third party companies to share their data and information with the digital film distributor.

**Roles & Responsibilities:**

Role as Test Lead, I was involved in the following activities:

* Designing High Level and detailed low level test cases of the application
* Test Plan Preparation
* Responsible for the execution of functional test cases and logging defects in Bugzilla
* Reporting Testing status to Onsite
* Wring SQL Queries in Oracle SQL Developer for Retrieving data from the Oracle database for data validation

Tools Used: Oracle SQL Developer, WinSCP3, Putty, MS Excel, Bugzilla, Tortoise CVS

Project:Swintons Duration:(June 2009–July2010)

Swintons project is executed to develop and implement an Open Market E traded solution offering the same functionality as the Closed scheme functionality within Acturis. This is done in order to achieve new business sales of £5m GWP in year 1 of trading, increasing to £24m in Year 5 of the agreement with Swinton. Acturis is a trading platform used by brokers and underwriters to get quotes from the participating insurers.

**Roles & Responsibilities:**

Role as Manual Tester, I was involved in the following activities:

* Involved in Requirement Analysis and Reporting Ambiguities
* Involved in Test data preparation using XMLs and Test case design
* Test Case Execution using Mercury Quality center and reporting bugs
* Wring SQL Queries in Oracle SQL Developer for Retrieving data from the Oracle database for data validation

Tools Used:Mercury Quality Center, XML Spy, Oracle SQL Developer, MS Excel, RFH Util

**Project: Core Product Setup** (Duration:Apr 2008 –May2009)

The client is one of the largest private retail companies in the US. Introducing vendor products to store for retail sales is managed through an application. The application provides options through which store managers can decide on setting up the products for sale in the store. The New CPS application will be used to set-up New Candidates (products under consideration for sale within stores).

**Roles & Responsibilities:**

Role as Tester, I was involved in the following activities:

* Involved in analysis, Test case design, Execution and Defect tracking
* Responsible for task allocation, monitoring and reviewing Logic Models prepared by other team members
* Reporting to onsite and offshore team

Tools Used: Mercury Quality Center, Bender RBT, MS Excel

Personal Information

**Date of Birth :** 12 Feb, 1985

**Permanent Address** : Vadakkettil, Chiravarampu Lane, Perroor, Karyavattom P.O, Trivandrum, Kerala-695301

**Current Location :** Trivandrum, Kerala

**Email Id :** anjanareth@gmail.com

**Sex & Marital Status :** Female, Married