**Soft Skills:**

**PROFESSIONAL SUMMARY**

* Hands on experience in all stages of the SDLC life cycle, especially in Quality testing and Project handling, Software testing and Quality Analysis both in Microsoft and Mobile environments.
* Worked in **Agile & Kanban** teams.
* Mobile Testing Experience with **Native** & **Web apps** on **Android and iOS devices**.
* Expertise in **Cross Platform Testing** (OTT Testing - Roku, Amazon Fire TV, Apple TV, Vizio TV, Samsung Smart TV).
* Worked on **Analytics Testing** (Omniture, Mix panel, Mparticle, ComScore, Heartbeat).
* Sound Knowledge on **Charles Debug tool**.
* Sound Knowledge in preparing **Test Metric Reports, Sprint reports** and updating **RTM**.
* Worked on **Enrollment** and **Payout** Process.
* Worked on **Life Sciences –Commercial and Managed Care** Process for ModelN Client in both Manual and Automation Testing.
* Extensive Knowledge on ModelN In-House Automation tool **RTS2.0**.
* Extensive Knowledge on End–to–End **Media Domain**.
* Mentored new Joiners as per Team needs.
* Enthusiastic **Scrum Master** worked in Agile environment as a software engineer for 11 years. Worked on 3 Scrum teams and filled in as Scrum Master on several occasions. Proven history of successful work with cross-functional teams.
* Excellence in guiding team &amp; organization on how to use **Agile/Scrum** practices and values to delight customers
* Extensive exposure in project delivery management and the Testing Life Cycle including design of the System Test Plans, **End to end testing, Adhoc testing, Feature Testing, Sanity Testing & Regression Testing, Manual Testing, Mobile Testing** based on business and functional requirements.
* Skilled in using Test management tools like **Quality Centre, Qmetry, ALM** and defect tracking tool **JIRA**.
* Proficiency in assessing the **Scrum Maturity** of the team and organization and coaching the team to higher levels of maturity, at a pace that is sustainable and comfortable for the team and organization.
* Experience in **delivering project**, meeting all technical requirements within agreed triangle of constraints basis
* Experience in **supporting strategic direction** of large-scale programs, setting budgets and managing risks while achieving overall company goals and exceeding customer expectations

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Software Testing | Mobile Testing, OTT Testing, Manual Testing and Functional Testing, Content management system (CMS), Test Management  Plan/Strategy, Test Cases/ Scenarios, QA Checklist/Summary, Quality assurance/Quality Control  Business Cases/Scenarios, Verification/Validation, Functional/Non -Functional, System, Integration, Compatibility,  Sanity/Smoke, User Interface testing and Knowledge on UNIX using Telnet and Putty. Trained in Selenium automation |
| Test/Defect Management Tools | HP ALM, JIRA, QC, Qmetry, Zephyr, RTS2.0 |
| Project Management Tool | MS Office |
| Operating Systems | DOS, Windows 98/2000/XP/7/8 |
| Programming Languages | C, C++, HTML, CSS, JQuery, Core Java, Siebel |
| Defect Tracking Tools | QC, JIRA, Zephyr |

**ACADEMIC CREDENTIALS**

Siddhartha Institute of Computer Sciences - OSMANIA UNIVERSITY, Telangana

**Master of Business Administration in Human Resources (M.B.A- HR) - 2019**

Certified Scrum Master, Senior QA tester offering nearly 11 years of successful career in Project Management and Team Management/ Mentoring**.**

**Software Testing** \* **Quality Assurance** \* **Delivery Management** \* **Client Relationship** \* **Program Management** \* **Project Management** \* **Agile Coach**

**DEEPTHI GOUD AAKULA**

***CSM, ISTQB, OCP***

**Mobile**: 9703949922

**E-mail**: deepu.dolly07@gmail.com



**Certifications: **

* OCJP core java certified.
* MS/SQL 2005 Brain Bench assessed professional.
* ISTQB- Level 0 certified Tester.
* Certified Scrum Master from Scrum Alliance.

**Core Competencies:**

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| --- | --- | --- |
| Project Management | Stakeholder Management | Agile Planning/Forecasting |
| Quality Assurance | Scrum / Agile Coaching | Delivery Management |
| Continuous Improvement | Release Engagement | Program Management |

**ACHIEVEMENTS**

* Was awarded **“Pillar of the month” in NBCU-Ent Digital** for outstanding performance.
* Was awarded **“Star of the month” in NBCU-GMO** for outstanding performance.
* Was awarded **“Pillar of the month” in Aetna- ACOM3/Broker Comissions** for outstanding performance.
* Was awarded **“Associate of the Quarter” in NBC-GMO** for outstanding performance.
* Received an appreciation in **NBCU-GMO** for delivering the **GMO Sprint releases and Enhancements** on time with good quality of deliverables.
* Active member of **Emergency Rescue Team**.
* Organized many Events internal to CSP as a member of “**FUNDOO**”.
* Active member of **Coventry Carnival team.**
* Attended the **Rational functional tester training.**
* Supported regularly for **Internal/External Audits.**
* Participated in **Celebrating Cognizant events, sports and other organizational programs**.

**PROFESSIONAL EXPERIENCE**

**November 2010 - Present - Cognizant Technology Solutions, Hyderabad - Associate,**

Cognizant Technology Solutions Corporation is an American multinational information technology, consulting and business process outsourcing company. It is headquartered in Teaneck, New Jersey, United States, North America. The company has become a Fortune 500 comply and the Fortune magazine named it as the world's third most admired IT services company after Accenture and IBM.

***Highlights:***

* Carried out evaluation of process quality and adherence to software product standards, processes & procedures assuring that standards are established and followed in Software Development Life Cycle.
* Developed Quality Assurance relating to Intranet site that included training on Quality Assurance methods and practices, multiple templates for Test Plans, templates for Test Cases, and templates for Test Reports.
* Determined the scope on multiple projects, provided estimates based on that scope, and revised the scope in order to meet the needs of the client.
* Maintained **DSR, WSR, Project metrics PMR and Sprint on Sprint** client metrics, **RTM** and **Process Audits**, **RCA** for every sprint.
* Worked on 3 Scrum teams and filled in as Scrum Master on several occasions. Proven history of successful work with cross-functional teams.
* Coached and trained the teams with agile principles and scrum framework
* Ensured compliance with CMM and ISO standards by process monitoring and audits. The standards include - Documentation Standards, Design Standards and Code Standards.
* Attended Conference calls, project meetings and planning milestone for projects.

**PROJECTS**

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| --- | --- | --- |
| **Project** | : | **ModelN - CSL,Provider Management & EOL (Client Location)** |
| **Role** | : | QA Senior Tester and Scrum Master |
| **Testing Approach** | : | Automation & Manual testing |
| **Testing Types** | : | Sanity, Automation, Functional,Performance & Regression Testing |
| **Tools Used** | : | JIRA, Zephyr, RTS2.0,RTS1.0 |
| **Client** | : | ModelN (Life Sciences) |
| **Team size** | : | 10 |
| **Description** | : | Model N is a provider of revenue management solutions for the Life Sciences and technology industries. The company helps customers in maximize revenues and reduce compliance risk by transforming the revenue life cycle to strategic end to end process |
| **Responsibilities** | : | * Have been an SME for few modules in the project. * Worked with team on prioritize product backlog, sprint backlog, user stories and acceptance criteria * Facilitated agile process and coach the scrum team with the scrum principles * Collaborated with Product Management, Software Architects, Software Developers and QA Testers to perform requirements analysis on product features for the next version(s) of products * Coached and trained the teams with agile principles and scrum framework * Worked as agile coach for all the agile teams during the enterprise agile transformation * Worked on Commercial Module in the Application. * Learnt RTS2.0 the automation framework of ModelN. * Designed and executed templates and automation scripts using the RTS 2.0 framework of Model N. * Involved in the migration testing of flex to EOL. * Extensively performed Integration, Functional and Regression testing. * Tracked and reported the defects using Microsoft Excel assisted in regenerating the defect and Used JIRA for defect tracking. * Worked closely with development team to resolve the defects and Testability issues throughout Software Test Life Cycle. |

**Project # 2**

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| **Project** | : | **NBCU - GMO** |
| **Role** | : | QA Lead, Scrum Master & Senior Tester |
| **Testing Approach** | : | Mobile, OTT & Manual testing |
| **Testing Types** | : | Smoke, Sanity, Functional, Automation & Regression Testing |
| **Tools Used** | : | JIRA, Zephyr, Mixpanel, Charles |
| **Client** | : | NBCU (IME) |
| **Team size** | : | 16 |
| **Description** | : | The application is used to streamline app integration for app developers and make integration efficient so brands can focus more on product user experience and design. AndroidTV, FireTV, Chromecast are streaming device for TV APPs. |
| **Responsibilities** | : | * Worked with team on prioritize product backlog, sprint backlog, user stories and acceptance criteria * Facilitated agile process and coach the scrum team with the scrum principles * Collaborated with Product Management, Software Architects, Software Developers and QA Testers to perform requirements analysis on product features for the next version(s) of products * Coached and trained the teams with agile principles and scrum framework * Worked as agile coach for all the agile teams during the enterprise agile transformation * Analyzed multifarious seller metrics/KPIs in order to create categories and ranking * Lead a team of 16 members for various modules worked in the project. * Have been an Offshore SME in the project. * Worked on Automation scripts for the Regression Testing. * Worked on Android TV, Apple TV, Fire TV, ROKU, iOS and Android App testing. * Extensively performed Integration, Functional and Regression testing. * Reported the defects to Dev team and track the status to the closure in the Team Track * Lead a team which developed tools for productivity |

**Project # 3**

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| **Project** | : | **NBC Ent Digital** |
| **Role** | : | QA Senior Tester |
| **Testing Approach** | : | Mobile, OTT & Manual testing |
| **Testing Types** | : | Smoke, Sanity, Functional & Regression Testing |
| **Tools Used** | : | JIRA, Zephyr, Mixpanel, Charles |
| **Client** | : | NBCU (IME) |
| **Team size** | : | 8 |
| **Description** | : | The project was about the NBC Universal Mobile App. It gives the details of all the daily shows and events. The application is used to streamline app integration for app developers and make integration efficient so brands can focus more on product user experience and design. AndroidTV, FireTV, Chromecast are streaming device for TV APPs. |
| **Responsibilities** | : | * Lead a team of 5 members for iOS Module in the project. * Have been an Offshore SME for iOS in the project. * Worked on Apple TV, iOS and Android App testing. * Extensively performed Integration, Functional and Regression testing. * Delivered the projects in Agile Methodology. * Involved in Product Backlog refinement, Sprint planning and Retrospective meetings * Involved in Management activities as a Lead. * Reported the defects to Dev team and track the status to the closure in the Team Track * Lead a team which developed tools for productivity * Test Case Preparation & Review, Defect raising & Tracking with the help of JIRA & solely responsible for Defect retesting, actively participation in defect call, Defect Triage call & execution status meetings. * Attended and conducted several Walk troughs with the Business Analysts, Technical Analysts for better understanding of the application. Discussed daily issues via conference calls. * Extensively performed Functional and Regression testing. |

**Project # 4**

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| **Project** | : | **Aetna –ACOM3/ Broker Commisions , eEnrollment** |
| **Role** | : | QA Tester |
| **Testing Approach** | : | Manual testing |
| **Testing Types** | : | Smoke, Sanity, Functional & Regression Testing |
| **Tools Used** | : | HP ALM |
| **Client** | : | Aetna (HealthCare) |
| **Team size** | : | 8 |
| **Description** | : | eEnrollment stands for the process of enrolling members, their dependents and their Demographic and Contract Details into a certain Plan or Platform. The member information that is sent electronically in each format to Coventry is to be processed successfully and accurately into Coventry’s Claims Processing Engine that is the IDX.  The successful enrolment of members into IDX is the purpose of the Testing Process that is involved in the various enrolment Projects. |
| **Responsibilities** | : | * Preparing Bulk Test data. * Posting Test data into the Applications. * enrolling new members in the application to test various demographic and contract details. * Performing Different types of testing and logging the Defects in HP ALM. * Running Payouts to calculate commissions. * Validating commission amounts based on the requirements. * Performing Different types of testing and logging the Defects in HP ALM. * Reported the defects to Dev team and track the status to the closure in the Team Track * Test Case Preparation & Review, Defect raising & Tracking with the help of ALM & solely responsible for Defect retesting, actively participation in defect call, Defect Triage call & execution status meetings. * Extensively performed Functional and Regression testing. * Worked closely with development team to resolve the defects and Testability issues throughout Software Test Life Cycle. * Worked and reported the defects using Microsoft Excel assisted in regenerating the defect. * Made extensive use of MS Office tools to create and maintain documents such as test execution and test results documents. |

**Project # 5**

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| **Project** | : | **Lexis Nexis – R3, R3.5 & Pinnacle** |
| **Role** | : | QA Tester, Administrator |
| **Testing Approach** | : | Manual testing |
| **Testing Types** | : | Smoke, Sanity, Functional & Regression Testing |
| **Tools Used** | : | Quality Centre |
| **Client** | : | Lexis Nexis (Siebel) |
| **Team size** | : | 8 |
| **Description** | : | LexisNexis is a leading global provider of content-enabled workflow solutions designed specifically for professionals in the legal, risk management, corporate, government, law enforcement, accounting, and academic markets. LexisNexis Group is a corporation that provides computer-assisted legal research services. |
| **Responsibilities** | : | * Manual testing of End-to-End Application. * Performing Different types of testing and logging the Defects in QC. * Siebel Administration Tasks. * Siebel Configuration for Task Based UI. * Interacting with end clients for requirement clarifications and daily status. * Involved in Test Requirement Analysis. * Involved in preparation of Test Scenarios and Test Cases based on the requirements. * Executed the test cases in Quality Centre. * Test Case Preparation & Review, Defect raising & Tracking with the help of Quality Centre (QC) & solely responsible for Defect retesting, actively participation in defect call, Defect Triage call & execution status meetings. * Attended and conducted several Walk troughs with the Business Analysts, Technical Analysts for better understanding of the application. Discussed daily issues via conference calls. * Extensively performed Functional and Regression testing. |

**Project # 6**

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| **Project** | : | **Ford Motor Company Ltd** |
| **Role** | : | Siebel Developer |
| **Testing Approach** | : | Manual testing |
| **Testing Types** | : | Smoke, Sanity, Functional & Regression Testing |
| **Tools Used** | : | Quality Centre |
| **Client** | : | Ford Motor Company Ltd (Siebel) |
| **Team size** | : | 8 |
| **Description** | : | Ford Motor Company is an American multinational automaker. Ford Motor began a manufacturing revolution with mass production assembly lines in the early 20th century, but today it is one of the world's largest automakers. |
| **Responsibilities** | : | * Worked on minor enhancements in the Application. * Worked on Siebel Configuration Module. * Upgradation task for the Application. |

**Proof Of Concepts (POC)**

* **Mobility CRM** - Developing mobile applications which projects entire Siebel application on mobile phone. Worked on HTML, JQuery, and Php for development of Siebel mobile applications. It is mainly an application which is designed using Java, JQuery, HTML, and CSS.
* **OPEN UI** - Developing the Siebel application to be worked on different browsers like IE, Chrome, and Safari. It gives view on different screens like iPhone, iPad, iPod on safari. Developed the Application such that it should be seen on different views. Worked on Siebel, HTML, CSS and JQuery to develop the application. The main objective was to implement an application on iPad, iPod, iPhone and Browser based. It involves java and JQuery to develop the whole application.
* **BPS C2.0 Content Development** - Cognizant internal project for development of C2.0 content. Developed the whole application alone. It is mainly developed using HTML, CSS, and JQUERY.
* **Producer ID Extractor Tool** - A Tool that extracts Producer IDs and validates with expected output that saves manual validation effort. It is done using VB Scripting.