Chandramouli Prabakar

Email: shankarprabakar@outlook.com   **Cell no: +91-7401507524**

Career Highlights

- Accomplished Functional Consultant and experienced CRM Functional Consultant with 6.0 yrs. of progressive experience.
- Primary activities include Customer Relationship, involved in the sprint events like planning, reviews, and daily scrum meetings
- Excellent Customer Management Skills, been in customer-facing role for the whole career and onsite-coordination experience to various customers located in US and UK.
- Experienced in various domains like Microsoft CRM, Housing, Banking and Healthcare.
- Skilled in various program Functional technologies and QA methodologies
- Excellent oral and written communication skills
- A very quick learner, flexible to learn and work on new domains & platforms

Certification(s)

- ISTQB – Foundation
- ITIL- Foundation
- Microsoft PL-200: Microsoft Power Platform Functional Consultant
- Microsoft Dynamic 365- Field Service
- Microsoft MB-200: Microsoft Power Platform + Dynamics 365 Core
- Microsoft PL- 900 Microsoft Power Platform Fundamentals
- Microsoft MB-210: Microsoft Dynamics 365 Sales

Organization(s)

- Working as **Functional Consultant** in **HCL Technologies Ltd**, from **Sep-2018 to till Date**
- Worked as **Software Engineer** in **Accenture Solution Pvt Ltd**, from **May-2015 to September 2018**

Academics

- Bachelor's in Computer Application with 82.01% from KLE's Karnataka University -2012-2015
- Pre-University 2nd (Intermediate)- with 50.3%
- X std (CBSE) with 78%

Technical Skills

Management Tools	Azure DevOps, JIRA
Testing Tools	Quality Center (HP ALM), Bugzilla, HPSM

Work Experience

Projects at HCL Technologies Ltd.

Project Title	**Yorkshire Housing Project - CRM**
Client	Yorkshire Housing, UK
Location	Offshore
Duration (from & to)	Aug-2018 – Till Date
Tools / Applications	Azure DevOps, Dynamics CRM, Document Core Pack, JIRA

Responsibility

- Managing the offshore team, Resource Planning, Test & defect Management.

- Involved in the sprint planning, refinement sessions, Sprint review and retrospective meetings.

- Tracking the sprint progress through Agile process, using the burn-down charts.

- Leading the stand-ups, assigning tasks based on the bandwidth

- Preparation of Test strategy document & Review of test cases across the streams

- Point of Contact to the client for various activities like release management, functional clarifications, & to discuss on the identified gaps

- Building, deployment and testing the Document templates using Assure Sign / Document Core Pack

- Involved in daily wash-up calls to discuss the defects identified in CVT / UAT phases.

- Managing the post go-live Hypercare cycle, and responsible to handover the completion to maintenance team.

Project Summary

Yorkshire Housing is a UK based Housing association, which provides affordable homes along with care for the people who live in the homes. Various supports for its customers at Yorkshire Housing include - Tenancy Management, Complaints, Anti-social Behavior, Safeguarding, Sales, Independence, Arrears / Financial Transactions, Repairs, Customer Portal, Partner Portal.

Project at Accenture Solutions Pvt Ltd (Apr 2015-Sep 2018)

Project Title	Broadcom(CA) Clarity PPM and Production Support
Location	Offshore
Duration	May 2015 – September 2018
Tools/Application	Broadcom(CA), HPSM, HP-ALM, MS SQL Server,

- Designed and Executed the Test scripts as per User Stories.
- Track and Report Defect using Bug Tracking tool like **HP-ALM** and **JIRA**

- Performed Manual testing, including Sanity testing, Functional testing, System testing and Regression testing (mostly Black Box Testing) and Database Testing.

- Executing Selenium Test Cases and Reporting defects.

- Security Testing in **CA PPM Clarity** Tool

- SQL Scripting, using Microsoft SQL Server Management Studio 2008, to research, update, add, or delete information for records within tables using SELECT, UPDATE, INSERT, or DELETE statements with JOIN, WHERE, GROUP BY, and ORDER BY clauses.

- Experience testing both web applications and back end services, including functional API testing, integration testing, and UI functionality and usability testing

- Understanding the scope of different types of testing: unit, integration, functional and regression tests

- Implemented best practices for enhancing the performance of the team and maintaining pace with the current technological change and development.

PERSONAL PROFILE:

Name	:	Chandramouli Prabakar
Marital Status	:	Married
Spouse Name	:	Vaishnavi C
Date of Birth	:	12-23-19933
Nationality	:	Indian
Languages known	:	English, Telugu, Hindi, Tamil, Kannada.