**Curriculum vitae**

**Sunder Singh**

Mobile: +91-9885390558

Email ID: sundersingh988@gmail.com

**PROFESSIONAL SUMMARY**

* **About 4.5** **years of experience** in Information Technology with specialization in **Software Quality Assurance** & **Test Automation**.
* Strong in Software Testing/Development Life Cycle and Test Methodologies.
* Experience in Testing Pega Rules Process Commander BPM applications.
* Experience in Testing Siebel CRM, Salesforce & Ipad Applications.
* Having Experience in Test Management Tool Quality Center.
* Having Experience in Test Automation tool QTP & Good knowledge on Selenium Web Driver.
* Good experience in preparing test cases, execution and bug reporting.
* Proficient in analyzing Software Requirement Specifications (**SRS**), Functional Design (**FD**) Document to formulate Test Scenarios and Test Cases.
* Knowledge in entire **Software Development Life Cycle**, which includes Business Requirements Analysis, Design, Development, Testing and deployment.
* Proactive on defect prevention and tracking defects to correction.
* Quick Learner with ability to Train personnel.
* Experience in execution of **SOA/Web Services Testing**.
* Skilled in Database and Backend testing using **SQL queries**.
* Experience in **Functional, Integration, Regression** and **Installation testing** of Web based applications in **SIT, E2E** and **UAT** environments.
* Knowledge in Test management & Defect reporting using **Quality Center and ASSEMBLA**.
* ISTQB Certified and have worked on domains such as BFS, Communications and Life sciences.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Languages |  C, Java Script |
| Operating System | MS-Windows XP/Vista/Windows 7 |
| Software Packages | MS-Office (Excel, Word, Power Point) |
| Tools | HP Quality Center,Assembla,QTP |
| Technology | Pega PRPC 6.1 , Siebel CRM, Salesforce-SFDC,Ios |

**CERTIFICATIONS**

* ISTQB Tester Foundation Level Certified
* ISTQB Tester Intermediate Level Certified
* Pega Certified System Architect 6.1v (CSA).
* Pega Certified Black Belt Methodology 6.1v (CMBB).
* Oracle Database 11g, SQL Fundamentals I.
* Salesforce.com Certified Force.com Developer.

**ASPIRATION**

* To work in a challenging and highly competitive environment where I would be able to explore my abilities and hence contribute to the best of myself.

**EXPERIENCE**

* Working as a Consultant-CRM in Cognizant Technology Solutions Ltd., Hyderabad from November 2010 to till date.

**PROJECT EXPERIENCE**

|  |  |
| --- | --- |
| **Project Title**  | Bax\_MP\_CRM CONSOLIDATION |
| **Client** | Baxter |
| **Technology** | Siebel CRM, Sales force , Oracle SQL Dev, Ios |
| **Role** | Tester-Offshore |
| **Team size** | 5 |
| **Duration** | Aug 2013 – Till Date |

**Project Description:**

 Vaporizer Automation application developed will be utilized by the Vaporizer Business Team and the Specialty Pharma (SP) Field Sales force Team.  Its objective is to automate touch points between sales and vaporizer group by reducing multiple entries of same data. Eliminate manual process resulting in a reduction of sales rep and vaporizer analyst administration time by providing productivity processes and tools in the field.

 The requirements will focus on the following functions:

* Integration of multiple systems
* Notifications – different types
* Vaporizer Request Form
* Vaporizer Return Form
* Vaporizer Approvals

**Roles and Responsibilities:**

* Preparation of manual test cases from Functional requirements document.
* Execution of test cases for User Management module and tracking of defects.
* Performing Role Based Testing using Siebel –CRM Application, Ipads and later with SFDC application and Ipads.
* Performed functional testing manually and constructed positive and negative test scenarios as per requirements.
* Understanding Requirements & Technical specifications.
* Performing ad-hoc and Regression testing of system components under build release schedules.
* Innovative thinking to execute the test cases for high productivity.
* Maintaining data base data and Functional testing on **SIT, E2E and** **UAT** environments.
* Performed extensive database testing using SQL Queries to retrieve the data from the database and checked data integrity.
* Shared knowledge related to process with the new joiners in the team.
* Logging and ensuring the closing of defects in Assembla.
* Involved in development of CR’s of applications, Debugging, unit testing and system testing for the change requests.
* Participated in defect review meetings involving developers and Onsite Coordinators.

|  |  |
| --- | --- |
| **Project Title**  | ngCRM Localization Hungary |
| **Client** | NGCRM |
| **Tools & Technology** | Siebel CRM, QTP 11.0, QC 10.0 |
| **Role** | Tester |
| **Team size** | 3 |
| **Duration** | Aug 2012 – July 2013 |

**Project Description:**

 NGCRM implementation carried out from Bonn, Germany. Main course of project implementation is to provide common approach design solution for Localization countries like Slovak, Hungary, Macedonia & Czech. Scope of the project is to implement Siebel CRM solution, integration CRM system with other operation support system such as Provisioning system, billing systems using AIA architecture. Also it involved proper order handling, responses handling both from functional as well as the technical point of view. Once the order is submitted from CRM, Order Execution Engine received the Order through integration services. OEE orchestrates proper order handling by means of interacting with external applications

**Roles and Responsibilities:**

* Executed, Prepared Automated Test Scripts & testing SOA based Web services.
* Low Level Design, Understanding Requirements & Technical specification documents.
* Reporting and tracking of bugs using Quality Center.
* Performed requirement analysis, designing of detailed test cases.
* Reporting and tracking of bugs, performed retesting.
* Performing ad-hoc and Regression testing of system components under build release schedules.
* Innovative thinking to execute the test cases for high productivity.
* Attending daily calls and discussing about the project with onsite coordinator.
* Executed test cases using Automation tool QTP.
* Sending Weekly Status Report on time.

|  |  |
| --- | --- |
| **Project Title**  | Business Transformation Analysis (BT Sales) |
| **Client** | Key Bank |
| **Tools & Technology** | Siebel CRM, Quality center |
| **Role** | Tester |
| **Team size** | 9 |
| **Duration** | Aug 2011 to Jun 2012 |

**Project Description:**

 The profile tool is to be a single view of relationship and contact/business for the customer data to enable the sales force to get a single aggregated view of a relationship or contact/business. The tool will be used in the sales process to view information relating to demographics, customer accounts (including assets held away), interactions (including call reports) and insights. This tool must be designed and implemented to achieve increased sales force productivity, leading to greater retention in Book of Business balances, increase in Book of Business contribution margin and reduction in client attrition rate

**Roles and Responsibilities:**

* Performed requirement analysis, designing of detailed test cases. Performed peer review on designed test cases.
* Executed Test cases manually from Quality center.
* Reporting and tracking of bugs through QC, performed retesting.
* Performed Adhoc testing, Regression testing, and Integration testing.
* Performing ad-hoc and Regression testing of system components under build release schedules.
* Innovative thinking to execute the test cases for high productivity.
* Sending Daily Status Report to lead on time.
* Shared knowledge related to process with the new joiners in the team.
* Attending daily calls and discussing about the project with onsite coordinator.

|  |  |
| --- | --- |
| **Project Title** | **iCRUSE (Institutional Credit rating and Re-Underwriting System)** |
| **Client** | AMEX |
| **Technology** | PRPC v 5.5, HTML  |
| **Role** | ELT & Tester |
| **Team size** | 11 |
| **Duration** | Jan 2011 to July 2011 |

**Project Description:**

Business Problem: To calculate the Risk Exposure Limit for the Corporate Credit Cards based on the output of the following functionalities

GCCUW 1: Provide ability for users to enter and display some case data fields in local currency. Case entry screen will capture Currency Type and Currency Conversion Rate defaulted to ‘USD’ and ‘1’ respectively for the case

GCCUW 2: Provide ability to calculate Signal Strength and use for underwriting line assignment

GCCUW 3: Provide ability for the system to determine recommended system decision that will contain one of these values - Action/Approve/Counteroffer/Decline

GCCUW 4: Provide ability for the system to execute the ROEC Calculator logic

GCCUW 5: Build Re-Underwriting Logic to obtain a ‘Max Recommended Credit Capacity’ and a ‘Recommended Decision’

**Roles and Responsibilities:**

* Participate in the Analyze sessions and understand the user requirements.
* Performed requirement analysis, designing of the HLTC and detailed test case and uploaded in Quality center.
* Executed Test cases manually from Quality center.
* Reporting and tracking of bugs through QC, performed retesting.
* Performed Adhoc testing, Regression testing, and Integration testing.
* Performing ad-hoc and Regression testing of system components under build release schedules.
* Prepared and executed Unit Test cases for multiple functionalities.
* Sending daily status report to lead on time.

**Event Management System**

|  |  |
| --- | --- |
| **Title**  | Proof Of Concept |
| **Technology** | PRPC V6.1  |
| **Role** | ELT |
| **Duration** | Dec 2010 to Jan 2011 |

**POC Abstract:**

 Event Management System will aim at providing an automated one stop solution for booking, cancelling or modifying of tickets for different events by registered users. An agency manager will be responsible for maintaining the list of events and users registered with the application.

**Roles and Responsibilities:**

* Worked on database transactions triggered from Pega
* Exception handling inside activities.
* Validation of fields.
* Worked on Declarative Expressions and Triggers.
* Implemented 6.1 new features Grid Layout and worked on UI rules.

EDUCATION

* Bachelor of Technology (B.Tech), JNTU University, India.75 %
* Intermediate (MPC) at Narayana Junior College ,Hyderabad.91%
* S.S.C (10th) at Vivekananda High School, Hyderabad.81%

TRAININGS

* Pega Rules Process Commander (PRPC) v5.5 training at Cognizant, Hyderabad.
* Siebel CRM training at Cognizant, Hyderabad.
* SOAPUI Training at Cognizant, Hyderabad.
* QTP Automation Tool, Training at Cognizant, Bangalore.
* SFDC training at Cognizant, Hyderabad.

CORE STRENGTHS

* Skillful team player with excellent communication skills, both verbal and written.
* Has ability to work in a team and individual environment.
* Steep learning curve, Ability to learn new things in a short time
* Innovative thinking to execute the test cases for high productivity..
* Flexible and versatile to adapt to any environment and work on any project in team.

PERSONAL DETAILS

* Date of Birth : 29-09-1988
* Nationality : Indian
* Languages Known : English, Hindi, Telugu
* Passport : Holding a Passport with validity up to 14/04/2021
* Permanent Address : H.no 13-6-454/121/A, Heera Nagar,

 Karwan, Hyderabad-500067, Telangana.