

 K Anvesh Kumar

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Objective:

Over 10 years of experience in the software testing with 2 years of onsite work experience in Australia(Melbourne) and Proven as a Salesforce CRM Test Lead/Administrator and Pega CSA 8.5 Certified Test lead in Auto/Property & Casualty Insurance, Banking and Telecomm domains. Certified Quality professional and has a good work experience on Mobile based testing with IOS, Android and Blackberry device platform and having good communication, hardworking nature, can easily adapt to the work platform, and have the flexibility to adapt any new environment and work on any project

Area of Expertise:

* Experience in software testing of Pega/Siebel/Salesforce Web applications
* Familiar with Salesforce Triggers, Custom Objects, Record Types, Workflows, Email Templates, Visualforce, Apex, Data loader
* Hands on experience with salesforce components like salesforce service cloud, salesforce sales cloud, salesforce community cloud , salesforce marketing cloud, work bench (SQL) ,Sandbox.
* Hands on experience in Salesforce admin activities like customization of user Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users of the respective organization.
* Hands on experience with Functional,Integration,Performance testing which are part of ERP Testing
* Familiar with P2p lifecycle process related to requesting, purchasing, receiving, paying for goods and services.
* Extensive Exposure to all stages SDLC, STLC, BLC.
* Experience on GUI, Functional, Regression, Retesting, End to End, Sanity, Smoke, Database, and mainframe Testing.
* Designing Test Plan, Test Sets, and Test scenarios.
* Test cases Execution, Analyze Test Results and Defect Management in Quality Center and ALM
* Innovative and able to absorb new technologies fast and ability to work under stress with confidence.

Summary:

* Having 10 years of Software testing experience primarily as Test Lead (Pega/Siebel/Salesforce)

at Banking/insurance/Telecom/Utility domains.

* Good understanding of the entire Software Development Life Cycle, Software Testing Life Cycle and Bug Life Cycle.
* Well experienced with different software engineering methodologies like V-Model, Iterative, Agile and Waterfall methodologies.
* Strong Hands on in identifying Test Scenarios and well versed with detailed Test Cases authoring for functional requirements and nonfunctional requirements.
* Experience in creating Traceability matrix to ensure comprehensive test coverage requirements.
* Expertise on Black Box testing techniques like BVA, ECP and Decision tables.
* Proficient in performing Smoke/Sanity, Functional, Regression, Application Integration, System Integration, UAT Support and End-to-End testing.

Work Experience:

 Currently working as **Test Analyst** at **Infosys – Hyderabad** since Oct 2015and now holding a total work experience of 10 yearswhich includes my previous company (**Capgemini – Hyderabad)** work experienceas4 years

Achievements:

Received Client Appreciation awards and Project Star awards at BU,DU unit levels at onsite/offshore .

Special Skills:

Tools : Siebel 8.1, Pega CSA (7.2,8.5) Certified, Jira, MQC, ALM, Rally, Confluence,

 SQL, TOAD, SQL server, Mainframes, SOAP UI, Postman, Putty, UNIX,

 Winscp, Control M, Oracle Ebus, Oracle HCM Cloud, SAP, SONIC messenger

Databases : SQL, Oracle 11g

Operating systems : Win. XP, windows 7, Windows 10

Browsers : IE 8, IE 11 and Google Chrome, Mozilla, Opera, Microsoft Edge

Testing Methodologies : Water Fall, Agile

Testing techniques : Web Application based, API based, Soap UI,

 Mobile Application testing (IOS, Android), HCM Cloud based testing,

 Windows application based testing

Certifications : Pega Certified System Architect (CSA 8.5) , Tricentis Certified Automation

 Specialist, Quality Assurance Certified tester

**Academic Profile**

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| --- | --- | --- | --- |
|  **DEGREE** | **BOARD/UNIVERSITY** | **YEAR OF PASSING** | **PERCENTAGE** |
| B.TECH | COLLEGE OF ENGINEERING,GITAM | 2011 |  7.68(cgpa) |
| INTERMEDIATE |  BOARD OF INTERMEDIATE EDUCATION | 2007 | 86.8% |
| S.S.C | BOARD OF SECONDARY EDUCATION | 2005 | 78.5% |

**Projects Summary :( Employer name: Infosys)**

**Current Client : South East Water (Melbourne, Frankston)**

**Onsite Experience: 2 years ( Pega Test Lead )**

**Description:** South East Water is one of three Victorian Government owned retail water corporations that provides drinking water, sewerage, trade waste, recycled water and water-saving services for residents and businesses in an area ranging from the southeast of Melbourne to south Gippsland in Australia. The water distributed by South East Water is supplied by Melbourne Water, as is the infrastructure. Oversight is provided by the Department of Environment, Land, Water and Planning.

**Project 1**: Continuous Usage

The project aims to develop a solution to receive continuous flow alarms from the digital water meters then sends notifications to South East Water’s customers warning them of potential leakage at their property. Consequently, this warns the customers to identify and fix up the leak timely therefore reducing water wastage. Furthermore, this prevents the customer from receiving high water bill due to the leakage therefore creating a positive customer experience with South East Water Client and this solution was developed based on Siebel CRM , PEGA and customer Email/SMS notifications were rolled out using salesforce marketing cloud

**Project 2**: Meter Exchange

Utilise existing enterprise grade technology that will be capable of managing the collective Planned Meter Exchange batches in play concurrently, at any given time. The nature of the program is well supported by Cases with workflow. The solution shall Utilise Pega for case management and Dell Boomi for data enrichment, providing the necessary public facing services. Minimize the solution to ensure that Planned Meter Exchange can be delivered on time for Digital Utility Core Capability and this solution was developed based on Siebel CRM ,Maximo IBM, PEGA and customer Email/SMS notifications were rolled out using salesforce marketing cloud .

**Tools/Special Skills** : Web Application based, API based, Soap UI,

 Mobile Application testing (IOS, Android), HCM Cloud based testing,

Windows application based testing ,

Dell Boomi, Salesforce, salesforce work bench , marketing cloud ( customer notifications ) Pega, Siebel, Microsoft Azure , Power BI , ODS/SQL

**Previous Client #1: Proximus BELGACOM Group \_ UK Client**

**Description:** Telecom interface delivery for ordering of wholesale/retail products

**Responsibilities:** Worked as Functional SME and Pega Test lead for E2E Project and Production support teams

* Handled 10 members team and ensured their day to day updates and published DSR to onsite team
* Production defects tracking and providing appropriate support to dev team for quick resolutions
* **Used to perform the Integration, Automated Regression Testing, Decision Rules, and Flow Rules verification as part of Pega Unit Testing Feature and ensured a bug-free product**
* **Performed different types of testing like Flow-based , Rule-based and Role based Testing approaches .**

**Previous Client #2: Bank of America Corporation** **(**[**Charlotte, North Carolina**](https://en.wikipedia.org/wiki/Charlotte%2C_North_Carolina)**)**

**Description:** Bank of America is a multi-national banking and [financial services](https://en.wikipedia.org/wiki/Financial_services) corporation headquartered in Charlotte, North Carolina. It is ranked 2nd on the [list of largest banks in the United States](https://en.wikipedia.org/wiki/List_of_largest_banks_in_the_United_States) by assets. Using Cash Pro Online (Global Payments) application have the ability to manage your cash, payment and receipts, investment, foreign exchange, credit and trade with access choices that works best for you. Also this can be used for creation of new service requests based on the client requirements and once the request gets successfully invoked in CPO upon successful approval then request gets pushed to CVAT (Customer Verification Application tool) for Processing / Resolving the request and this CVAT tool is a Pega specialized Application which runs basis on the PegaRULES Process Commander.

Project Name 1: **Siebel Upgrade**

Client : Bank of America

Role : Test Analyst

Duration : 12/01/2015 to 11/01/2016

Tools Used : HP ALM, Siebel 8.0, Pega

**Description:** This project mainly talks about creation of new service requests based on Siebel/Pega/Windows based applications and also based on the user selection of different products (ex: Account Opening/Account Maintenance/Signer Maintenance) different level of RLI/PLI activities gets generated at each stage of processing , Once all the product level Activities and Request level activities pending tasks gets completed then automatic request closure trigger happens and the final request status updated to CLOSED from Pending Closure.

Project Name 2: **X-Men** **Wolverine (Document Upload)**

Client : Bank of America

Role : Test Analyst

Duration : 12/01/2015 to 11/01/2016

**Description:** This project is all about creating a new request/cases in Pega/cashpro online service application and for resolving the case here we use a tool (Customer Verification Application Tool) Pega frame work specialized tool and based on the instructions sent from CVAT to Cashpro some sort of New request id gets generated in CPO (document center) where user has the ability to upload a document upon successful validation a bank officer will go ahead and approve/reject the uploaded document at CVAT. Based on this Pega workflow designed procedure a request gets resolved on the commands received (PRPC)

**Projects Summary :( Employer name: Capgemini)**

**Client : Farmers Group, Inc (Woodland Hills, CA)**

Project Name 1: **Farmers Claims Capacity**

Client : Farmers Insurance, Simi Valley, CA.

Role : Quality Analyst

Duration : 10/08/2011 to 16/07/2015

Tools Used: HP ALM, Toad, SQL Dev, Siebel 8.0, Pega, Salesforce CRM

**Description**: Farmers Insurance Group of Companies is the USA's third-largest insurer of both private Personal Lines Insurance and homeowners Insurance and also provides a wide range of other insurance and financial services products. Farmer's claims have PEGA/SIEBEL interfaces to enter the claims information into their systems like FNOL, HELRDR, and Heart etc. Claim Management is the process of analyzing and assessing the overall claim, post initial claim entry (FNOL). Once these details are notified, the Claims will be processed through HEART (Siebel application). The claim management views will provide a snapshot of the overall claim data including claim units, police/fire reports, injury, damages, care coding, and sum total financials . Later the complete solution implemented by Pega was migrated to salesforce application for better user experience .

Project name # 2:**Claims Data Mart**

Role : Quality Analyst

Tools Used : HP ALM, Toad, ILM, SQL Dev, Siebel 8.0, Pega,Salesforce web application

**Description**: This project is to create a new Claims Data Mart replacing CMR and other existing reporting platforms within Claims.  The goal is to provide a single source for all Claims data.All lines of business are in scope: Auto, Commercial Property, Homeowner Property, Finance, Subrogation, SIU, HelpPoint, etc.In its end state, the data mart will have data from HEART and 80+ other data sources.The project is in both the Elaboration and Construction phases for Release 1 (Commercial Property).The platform for the new data mart will be based on OBIEE (Oracle Business Intelligence Enterprise Edition).

Project name # 3: **Claims Management**

Role : Quality Analyst

Tools Used: HP ALM, Toad, SQL Dev, Siebel 8.0, Pega,Mainframes,Soap UI, Inet applications

**Description**: Farmers have interfaces to enter the claims information into their systems like Farmers.com, FNOL etc. Claims are created in Heart and are typically managed by ‘Claims Representative’ (CR). Claim Management is the process of analyzing and assessing the overall claim, post initial claim entry (FNOL). Once these details are entered, the Claims will be processed through HEART (Siebel application). The claim management views will provide a snapshot of the overall claim data including claim units, police/fire reports, injury, damages, care coding, and sum total financials.

Project name # 4:**MACP - ODS Backend Calculation**

Role : Quality Analyst / SME

Tools Used: HP ALM, Toad, Informatica 9.1, ILM, SQL Dev, Siebel 8.0, Pega

**Description:** The Objective of this project is to submit billing and expense information for MACP claims through automated process. Farmers to provide billing (time worked on the MACP claim) and indemnity/expense (payments made on the claim) information in a standardized file format which can be imported into the MACP database. Also need ability for Servicing Insurers (Farmers) to ftp the files to be imported into the MACP database.

Project name #5 : **Claims Mobility**

Role : Quality Analyst

Tools Used : HP ALM, IOS Devices, Android Devices, Blackberry Devices.

Platform : Android, IOS, Blackberry

**Description**: Farmers have interfaces to enter the claims information into their systems like Farmers.com, FNOL etc. Claims are created in Heart and are typically managed by ‘Claims Representative’ (CR) through the web. But now Farmers has introduced, self-registration of Claims by policy holders and later approved by CR. And they customized web form to mobile viewing, especially for smartphones and a Farmers Claims Mobility Application in all three major operating systems.

**Roles and Responsibilities:**

* Reviewed the Business and system requirements for each release.
* Ability to multi-task and willing to adapt to changing requirements in a fastpaced work environment
* Developed Test Cases and Test Scripts and bug reporting in MQC & ALM, Rally.
* Good Command in Claims data and policy creation, billing information validations
* Excellent experience in providing KT's, prioritizing the activities and Assigning defects
* Coordinated with Business Analysts in understanding Business requirements.
* Created and executed detail function test scripts based on the business requirements.
* Extensive experience in defining Acceptance Criteria, identifying Test Metrics
* Preparing Test Reports and presenting Test Progress Reports to the management.
* Performed System Test, Performance Test, Unit Test, Integration Test, Smoke Test,

Functional Test and Regression Test.

* Involved in executing the test cases in various browsers like IE 8, IE 11 and Google Chrome
* Good working knowledge in navigating Siebel Screens and views.
* Well versed with Siebel Terminologies.
* Strong Knowledge in Triggering Coverage and Financial Transactions in Siebel 8 application.
* Verified the claims created in 3rd party applications are available in Siebel application and vice versa.
* Quick in reporting the observation if there is a change in the application due to Siebel patches.
* Experience in authoring Siebel Open UI application specific test cases which covers non-functional requirements.
* Performed SOAP UI, .Net application testing.
* Creating the Master Test Plan for the entire project by release wise.
* Gathering the requirements from Business Team and Analyzing for each release.
* Creating the Testing Strategy Document.
* Creating the Scenarios to cover the Requirements
* Executing the Coverage Pull scenarios on legacy system using SOAP UI.

**Personal Profile:**

Gender: Male

Languages known:  English, Telugu,Hindi,Tamil

Marital Status: Single

Nationality: Indian

Date of birth: 06/05/1990

Passport no: K6410408

Place: Hyderabad

Date: Anvesh Kumar