Lokesh Akula

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Summary

Dynamic professional with around 10 years of experience in Agile Project Management / Scrum Master (CSM), QA Lead/Manager roles which leverages the ability to understand and build complex system solutions to Clients.

Skills:

Agile Project Management: Scrum Master, SAFe Agilist, Release Management

Certifications: Certified Scrum Master (CSM), SAFe Agilist 4.6

Test Management: HP ALM QC, Jira Zephyr, Jira Enterprise/Confluence

Test Automation: Selenium Web Driver, TestNG, Cucumber

Cloud: Salesforce Admin, Process flows/builders, Triggers logics, Permission Sets, and Salesforce Reports building.

Web Debugging: Firebug, Selenium IDE

Database: Oracle SQL Developer, Salesforce SOQL Developer

DevOps CI/CD tools: GitHub, Jenkins,

Web Service: SOAP UI, POSTMAN

Business Intelligence tool: Microsoft Power BI

- Certified Scrum Alliance Certified Scrum Master & SAFe Agilist 4.6
- Managing the technical delivery activities for Salesforce Cloud and Web based Applications through Agile/Waterfall Methodology.
- Worked through the BAU projects to amend the project needs and mitigate risks, configuration changes.
- Possess effective communication skills, Onsite/Offshore working model with co-operating clients and teams across locations.
- Interact with team & clients to serve as servant leader, build trust among the team member for project success.
- Preparing Metrics, Project Planning, KPI reporting to management on the project status, dependencies, and risks.
- Project Budgeting & Tracking, Variance reporting, Risk Tracking
- Implement Agile methodologies using a Scrum framework
- Successfully introduced Agile to design and development teams
- Implementation of whole enterprise JIRA tool for Agile Projects also led the Project implementation and adoption of JIRA for US management and workflows
- Rigorously reviewed and managed backlog and in-progress items ensuring Sprint goals
- Led sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features for Production
- Created Burn-down charts, Velocity charts for analysis and reporting. Worked on reports and customized dashboards for clear visibility of projects to stakeholders.

- Worked closely with product management and technical stakeholders to clarify the schedule, status, and details of each project.
- Following the proper techniques to estimate the US as per the agile standards.
- Experienced as an QA Lead, responsible for training, coaching, and mentoring team to deliver quality products to customers.
- Well experienced in STLC Testing Types in working model of Agile & Waterfall projects.
- Working experience with Onsite/Offshore model of countries Canada / US / UK experience for around 2.5 years.
- Leading/Coordinating the teams at Onshore and Offshore for key implementations of Project and Mentoring.
- Extensively involved in building Test Planning Creation, developing & executing test cases, reviewing and monitoring progress, planning & managing dependencies, risks, and resources, schedules, estimates, test reports & bugs.
- Experience in Selenium Automation Scripting and framework building.
- Eclipse, Selenium Web Driver, IDE, Page Object Modelling (POM), Cucumber & TestNG Frameworks, Maven Builds.
- Working Experience on Salesforce Admin, Process flows/builders, Triggers logics, Permission Sets, and Salesforce Reports building.

Experience

Atadi Symtel

Consultant

Eviden, Atos Pvt Ltd (Jan 2023 – Till Date)

Project: Ameriprise Financial LLC, India

Role: Scrum Master / Agile Project Manager

- Implement agile methodologies using a Scrum framework
- Successfully introduced Agile to design and development teams
- Implementation of whole enterprise JIRA tool for Agile Projects also led the Project implementation and adoption of JIRA for US management and workflows
- Rigorously reviewed and managed backlog and in-progress items ensuring Sprint goals
- Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features for Production
- Created Burn-down charts, Velocity charts for analysis and reporting. Worked on reports and customized dashboards for clear visibility of projects to stakeholders.
- Function as Scrum Master working with the team to give appropriate estimates on product backlog items, remove impediment, ensuring the team is comfortable and sprints are completed on time.
- Facilitate Sprint planning, Sprint retrospective, Sprint planning review & Sprint demo for Stakeholders.
- Project Budgeting & Tracking, Variance reporting, Risk Tracking
- Refining and continually redefining Agile Process for the department.
- Coach Team members and train co-workers about the agile processes, and framework Facilitate Story estimation and help with detailed tasks creation

- Worked with product owners and Scrum teams to groom stories in advance of each sprint Participated in the Agile/Scrum Community to continually improve agile processes within the organization.
- Help the Scrum team finalize Sprint Backlog during planning and communicate committed stories for the upcoming sprint to the Release Train Engineer or Senior Management and other stakeholders.
- Capture Metrics such as Sprint burndown, Velocity, Release burndown, & other metrics to measure overall team progress

Consultant

Atos Syntel Inc, UK (Apr 2022 - Dec 2022)

Project: Student Loans Company (Scotland, UK)

Role: DevOps Release Manager/Change Management, Iteration Scrum Master, QA Lead

- Coordinated with management to adhere to the Centre of Excellence (CoE) project release plan.
- Managed release schedules effectively to avoid any delays.
- Managing the technical delivery activities for Salesforce Cloud and Web based Applications through Agile/Waterfall Methodology.
- Worked through the BAU projects to amend the project needs and mitigate risks, configuration changes.
- Help the Scrum & Kanban board run through its process flows by inspecting the delivery completion status and risks mitigation of the requirement user stories.
- Developed release management procedures to improve delivery efficiency.
- Analysed change requests and identified potential impacts on projects.
- Monitored project status regularly and reported to management.
- Developed release script and managed release roll-out process.
- Deploying the code via Jenkins and Go CD tools

Associate Consultant

Atos Syntel Inc, USA (Jun 2020 - Mar 2022)

Project: CUNA (Madison, US & India)

Role: Agile Scrum Master, Salesforce QA Lead (Manual & Automation)

- Implement agile methodologies using a Scrum framework
- Successfully introduced Agile to design and development teams
- Implementation of whole enterprise JIRA tool for Agile Projects also led the Project implementation and adoption of JIRA for US management and workflows
- Rigorously reviewed and managed backlog and in-progress items ensuring Sprint goals
- Led all sprint planning, sprint reviews, sprint retrospectives, and daily scrums with the development team resulting in product features for Production
- Created Burn-down charts, Velocity charts for analysis and reporting. Worked on reports and customized dashboards for clear visibility of projects to stakeholders.
- Worked as an Agile QA Lead, Led the team from QA team from Onshore for a Cloud Transformation& Implementation Project

- Extensively involved in building Test Planning Creation, developing & executing test cases, reviewing and monitoring progress, planning & managing dependencies, risks, and resources, schedules, estimates, test reports & bugs
- Well experienced in Functional, Salesforce Testing, Automation Testing and SOQL Database Testing (Salesforce Database)
- Worked on Continuous Integration and Continuous Development/Deployment DevOps process.
- Worked on tools & technology JIRA/Confluence Enterprise Setup, Jenkins, GitHub, Salesforce, DevOps
- Worked on Business Intelligence tool Microsoft Power BI tool to evaluate the Reporting aspect of the element.
- Worked as Salesforce Admin to setup Process flows, Permission Sets, and Salesforce Reports building
- Working Experience on Salesforce Admin, Process flows/builders, Triggers logics, Permission Sets, and Salesforce Reports building.
- Worked on Implementation of the Salesforce Cloud Application Automation using Selenium Web driver for Regression and Daily Health Check of the application.
- Used GitHub and Jenkins as tools to maintain the code repositories and schedule deployments

Associate Consultant

Atos Syntel Inc, USA (Oct 2019 - May 2020)

Project: Allstate Insurance Company (US)

Role: BA & Tenfold Developer

- Good knowledge of the Auto & Property Personal line Insurance domain
- Authored business requirements document for proprietary software application-led requirements elicitation sessions (including requirements analysis), solution assessment and validation, use cases, and interface/functionality mock-ups
- Writing queries and producing required reports and documentation. Receives and responds to requests from users and ensures timely and effective reports
- Meet with stakeholders to analyse requirements and determine the impact on business rules
- Implement Business Analysis Techniques to understand and analyse the gaps in the business process
- Improved team performance by identifying, managing, and supporting the resolution of team impediments
- Coordinated closely with product managers to ensure that stakeholders were consulted and informed · Worked closely with product management and technical stakeholders to clarify the schedule, status, and details of each project
- Developer for a policy admin system using a legacy technology called Tenfold which executes powerful database operations
- Updating or creating the new code function using the variables, Parameters as per the new project change logics and implementing it in the Database operation Set, transaction, rule trees, and result tables
- Updating the Policy component rate factors as per the latest business provided.
- Working on a project called RDMT which is the conversion of existing rating methodology to a new sequential rating method using BODMAS rules.
- Working on Agile Methodology Project. Participated and facilitate in planning meetings such as backlog review, Sprint planning, Daily stand ups, sprint retrospectives

Associate Consultant

Atos Syntel Pvt Ltd, India (Nov 2018 - Sep 2019)

Project: Allstate Canada Group

Role: QA Lead (Manual & Automation

- Worked on Functional Testing, Automation Testing, Mobile Application Testing, and Database Testing.
- Worked on DevOps CI/CD pipeline and its tools
- Working knowledge on tools & technology JIRA, HP QC, Jenkins, GitHub, SQL Server Database.
- Leading in Sprint QA team in achieving the quality for committed sprint goals and supporting the technical understanding of the product and User Stories for timely delivery and resolving conflicts between teams
- Providing inputs and working on implementation of in-sprint Automation using Selenium Web Driver and its TestNG and Maven Frameworks
- Worked on Mobile Web Automation using Selenium Web Driver and Native Automation of Perfecto Simulator Devices
- Well experienced in handling defects/bugs and containing them
- Extensively involved in building Test Planning Creation, developing & executing test cases, reviewing and monitoring progress, planning & managing dependencies, risks, and resources, schedules, estimates, test reports
- Worked on SOAP UI for Webservice Testing for a Payment Gateway testing. Validating the responses from the 3rd party system and debugging the codes
- Worked on POSTMAN for Data Driven testing to get the values from the data base based on the parameterization
- Onboarded team members on the agile mindset, processes, and frameworks
- Successfully introduced Agile to design and development teams
- Helped the team to develop, capture, and analyse metrics to facilitate team improvements resulting in the cost savings
- Organized and improved agile practices and values, increasing productivity and overall team satisfaction
- Led the Project implementation and adoption of JIRA which reduced the time it took to create and manage tickets
- Improved team performance by identifying, managing, and supporting resolution of team impediments
- Coaching on Sprint Ceremonies: sprint planning, sprint reviews, sprint retrospectives, and daily scrums

Senior Software Engineer

Atos Syntel Inc, Canada (Jun 2018 - Oct 2018)

Project: Allstate Canada Group

Role: Onsite Lead QA Manual & Automation

- Collaborating with customer and team to understand and clear the requirement that needs to evaluate for the release/iteration/Sprint
- Coordinating with developers/BAs and other teams to understand and gather input about the requirements
- Working closely with offshore to achieve day to day deliverables by resolving queries and providing right inputs.

- Maintained standards for testing software including identifying testing resources as well as scheduled and planned testing activities
- Led the execution of test plans and scripts for project-based, new software rollout. Testing to include unit testing, application testing, integration testing, feature functionality testing, validation testing, and regression testing
- Led the Selenium Automation implementation working through the sprints and providing inputs in utilizing CICD DevOps tools.

Software Engineer

Syntel Pvt Ltd, India (Aug 2013 - May 2018)
Project: Allstate Canada Group

Role: Manual & Automation QA

- Communicated with BA, Client, Project Managers, Systems Architects, Systems Analyst, DBA's and
- Software Engineers to gather requirements for testing and developing estimates for testing execution
  · Reviewed testing execution and ensured project testing deadlines and milestones were met utilizing various reporting on Quality Centre
- Prepared Dashboard Reports and produced QA reporting decks for project stakeholders.
- Facilitated use of standard testing documentation, test planning strategies, and defect management tools including the successful implementation of Quality Centre and Jira corporate-wide.
- Participated in post-implementation reviews and documented testing process lessons learned after major releases
- Prepared Test Plan document, Estimation, Test Cases, Test scenarios, and conditions.
- Reviewed the Test Cases written by team members and mentoring
- Defect reporting & tracking using QC and attending Defect and Status calls with Customer along with · RCA and Defect Prevention Techniques.
- Worked on Selenium Automation & Performance Testing Proof of Concept to implement the idea of Manual Regression test suite.
- Implemented Selenium Automation using Java and TestNG Framework
- Utilized Data Driven Framework and Page Object Model to implement the regression suite used Eclipse IDE and GITHUB as a code repository.

Education

University of Madras

Bachelor of Science (B.Sc.), Information Systems Management Jun 2010 - Apr 2013

Licenses & Certifications

Scrum Master Certified (SMC) - Scrum Alliance
Issued Jan 2019 - Expires Jan 2021

SAFe Agilist Certification - Scaled Agile, Inc.
Issued Mar 2019 - Expires Mar 2020

Honours & Awards

Imaginative Value Award - Syntel

Jun 2016

Have been awarded for providing automation solutions for a production health check activity of customer facing application.

5 Years Achievement - Syntel

Aug 2018

Have been awarded for long term service in Atos Syntel

Adaptive Value Award

Jun 2021

It has been an honour award for being adaptive in Agile Environment resulted in Successful project Go-Live!