**Shishir Nanavati**

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**Professional Experience** **Summary**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 16+ years of IT knowledge include software development (SDLC), Implementation and Testing (Manual and Automation).
* **RPA Automation Anywhere Certified - Advanced RPA Professional**
* Over 3+ years in working with AWS Environments (lead migration activities) ...
* Over 10 years’ experience with QA and Project Lead Consultant for large scale product implementation.
* Utility billing solutions (CC&B (customer care and billing), Lodestar, Siebel) & Healthcare billing system at large scale.
* Manage multiple simultaneous releases in following an established release launch process inside an agile software development environment
* Work with product owners to understand desired application capabilities and testing scenarios
* Forward planning of software release windows and cycles across the portfolio
* Works closely with DevOps and Project Management Office to foster an effective framework and coordinate mutual Quality management activities
* Understanding how users are really using the product.
* Participate in Estimating Stories or work product
* Functional Expert in pricing, order & billing system (Telecom, Utilities, Finance).
* Experience with Automation Selenium, REST API, Microservices, Jenkins, TestNg, Git, Testing.
* Provide regular updates on progress of Quality and agreed-upon success metrics to Quality teams and senior management
* with strong interpersonal, communication, problem-solving and decision-making skills. Ability to establish and maintain strong alliances; lead and motivate teams; drive projects to successful completion; convey complex
* Extensive Experience with SDLC, STLC, AGILE, Requirement Analysis, Defect Management, Process Improvements, Project Manager (KPI) and Release Management (Life Cycle).
* Work with stakeholders across the product team (Revenue Assurance, Project Stakeholders, DEV Technical Managers) to plan product rollout and QA testing strategies. Manager Root Cause Analysis efforts.
* Awarded by clients, for best performance in excellence for Project, lead and contributing to achieving critical business needs, target within a shorter duration.
* Experience working as Scrum Master in Agile Methodology, Waterfall and iterative methodologies.
* Manage, prepare Risk Analysis, Test Strategy, Test Plan, Test Cases, Test Summary Reports, Defect Tracking and Test Scripts for Manual testing, Risk-Based Testing, and Automation Testing.
* Worked with different technology over my tenure (MS-SQL Server, Oracle, MySQL, NoSQL, MS-Access, ETL for data verification and validation, PL, SQL, Lodestar, VB Scripting, Java, HTML, CSS, database modeling, batch jobs.
* Proficient in planning and executing tests from large system-wide tests (ST, UAT, etc.) to individual functional tests and regression tests, Unit, Functional, Integration, System, Regression, User Acceptance, GUI, Smoke Testing, Sanity Testing

**TECHNICAL SKILLS:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* RPA – Automation Anywhere
* Project Management: KPI Reports, Staffing Reports, Project Status, Client Business relationship
* Testing Skills: Microservices, REST API Testing, SDLC and Agile Methodology, Reviews, Estimations, Test Planning, Designing of Use Cases, Designing of Test Cases, Test Case creation, Test data & Test Scenario creation, Execution of Test cases, Defect Logging & Reporting, Matrix preparation, Test Report preparation
* Testing Techniques: Modelized testing, Risk Implementation, Module Testing, Integration Testing, System Testing, Smoke Testing, Regression Testing, End to End Testing, WEB API Testing, Order system and CRM System Testing
* QA Tools: Postman, (JIRA, HP-Quality Center, ALM), Selenium, ETL, TestNg, Git, Ant, Jenkins, (Client internal tool for REST API and Microservice testing).
* Technologies: ETL (Data Warehouse), BI Reports (Power BI Tool), Crystal Reports, Visual Studio, PL, SQL, HTML, DHTML, Java Script, CSS, XML, python
* Databases: Cassandra, Oracle, Lodestar, CC&B, IBM Lotus Domino, MS Access, SQL-Server.
* Languages: Lodestar Script, VB Script, PLSQL, IBM Lotus Script, IBM Lotus Formulas
* Configuration Management Tools: VSS (Visual Source Safe), TortoiseSVN, Git
* Products: Lodestar, CC&B, MWM (Oracle Utility), Lodestar Reports, Siebel

**CERTIFICATIONS:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **RPA Automation Anywhere Certified - Advanced RPA Professional (DEC 2020)**
* Utilities Meter Data Management 2 sales Specialist
* Oracle Utilities Mobile Workforce Management 2 Pre-sales Specialist
* Oracle Utilities Mobile Workforce Management 2 Sales Specialist
* CC&B - Oracle Utilities Application Framework 4.x Configuration Tools Boot Camp (2014)
* Certified Oracle Lodestar professional
* IBM Lotus Notes CLS Certified Professional

**Work History** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Role: BST Sr. Consultant (QA Project Manager) [April 2016 – Current]***

***Domain: Telecom***

***Env: AWS***

***Client: Verizon Wireless, Dallas, Texas***

**Responsibilities:**

* Sr. QA Project Lead for the billing migration projects (includes data migration, voice and messages migration from legacy system to JITR system)
* Work with product owners to understand desired application capabilities and testing scenarios
* Some of these applications include platforms that both the client and internal employees’ interface with. Significant portions of the testing involve more than 15 internal systems supported by over 300 developers.
* Lead a team of 15 very experienced United States members across multiple states.
* Understand how the customers use the product and make sure user experience (End customers) 100% meet during testing.
* Automation – RPA Automation Anywhere – bulk plan changes / order changes.
* Participate the user stories estimate for the upcoming projects
* Coordinating communications with over 15 internal teams. This includes business clients, software development and senior technology leadership.
* Improving testing processes and metrics for more agile, rapid, higher quality testing cycles.  
  Preparing and presenting PowerPoint slides to senior management of technology teams.  
  Handling approvals for the production implementation of projects within a release.
* Coordinating with the initiative to automate test cases.
* Driving the scrum calls for all requirements/issues changes for Enterprise releases (business projects).
* Lead for the Onshore, offshore model, efforts. Created processes to ensure flawless handoff coordination between onsite and offshore testers. The Review Defect reports, Testing Status reporting, Defect Management using JIRA (Implemented Agile Methodology), KPI Reports
* Provide regular updates on progress of Quality and agreed upon success metrics to Quality teams and senior management
* Work with cross-functional teams to identify and develop Automation test cases for functional and performance testing. (REST API, Microservices, Selenium, Ant)
* Working with a global team and responsible for directing, reviewing the test planning and execution work efforts of an offshore team
* Provide reports and status dashboards to management on the automation sprint backlog, timing, schedule and results
* Active participation in the continuous improvement of the automation strategy and framework (Selenium).
* Functional and Non-functional testing of Mediation Zone, RBM, EOC, APIs (includes Alerts), CRM and usage processing tools, performance testing, **python configuration**.
* **Test data generation** and population in DBMS using SQL queries to improve the quality of testing
* Design of **QA Checklists, Regression, Smoke & Sanity Test Suites** and Quality Control Checklists for QA and Processing teams
* Design and Audit QA Processes and Templates for Testing, System and Processing teams of the organization
* Design and review project plans and QC checklists prepared by Processing Team to process Customers data using Processing Tools designed
* Arrange and conduct review, bug triage, Sprint retrospective and Defect Meetings
* Training to QA team on new technologies

Databases: Cassandra, Oracle

***Role: Sr. Utility Test Consultant / Manager [JAN 2015 – April 2016]***

***Domain: FINANCE, UTILITY Client: Black & Veatch, Dallas, Texas***

**Responsibilities:**

* Working as Team Manager, Architect on the Project Financial Dashboard project for the organization.
* Coordinated with business partners on requirements
* Created, Design the database schema (MS SQL SERVER 2014), ETL Process (MS SQL SERVER – SSIS) and project Dashboard with Microsoft Power BI Tool.
* Data modeling with MS SQL Server
* Created Test Execution Plan (STLC), Test Scripts, Execute Test Scripts.
* Created the SMOKE TEST plans to help business to verify the core functionality after each deployment ad before starting any testing.
* As Team Manager, assigning the tasks to respective developers and all necessary tracking, tasking and migrating to all environments, also involved in debugging the scripts to identify the bugs and fixing the bugs.
* Worked with XML Imports
* Lead the scrum calls for all project activities.
* Created project status and KPI reports, defect tracking system (JIRA).
* Developed Staffing Tool that helps to analyze resource and project availability respectively. It also helps management to allocate resources for upcoming opportunities and help to create Project RFP accordingly.
* Worked on the CC&B billing modules during the testing phase. Verify the billing rates, calculation, bill print details, meter management, customer information, service point configuration.
* Created, modified data setup (V structure) required for the billing process in CC&B system
* Created the CC&B Global Details that helps BV (Organization) to keep a track on prospects, suspect sales opportunities.
* Created the MWM Strategic Workforce Planning
* Managed the code review and design changes
* Working on Enhancing the skill set to Oracle MWM (Mobile Workforce Management), Microsoft SharePoint
* Created presentation on Sybase (T-SQL) Overview to help with one of the proposals working on.

***Role: Senior QA Consultant [April 2014 to Dec. 2014]***

***Domain: Finance, Utility, Client: UGIES, Philadelphia, USA***

**Responsibilities:**

* Coordination with various stakeholders involved with the project, tracking of defects and status reporting.
* Requirement gathering and analysis, allocation of the task to the team members & Tracking of the tasks
* Development of test plan, Estimation, test cases, test data and their reviews, walkthrough
* Review Defect reports, Status reporting, Defect Management using Jira
* Preparation of Matrix, Maintain Requirement Traceability
* Delegated to handle testing of web-based applications (Siebel) and outline test strategy, cases and scripts.
* Handled approval process and test estimation (ETL Testing).
* Automated the manual test cases with Selenium and API Testing.
* Coordinated about software defect tracking and regression updates to stakeholders and managed documentation.
* Maintained manual test and continuous improvement in meeting client needs and handled design reviews.
* Evaluated automation test status reports and formulated tools and scripts.
* Conducted load testing.
* Handled formulation of reusable scripts and evaluated testing needs and automated scripts.
* Managed repository of automated quality assets and extended consultation of complex projects.

***Role: Manager [JAN. 2014 to MARCH. 2014]***

***Domain: Finance, Utility, Client: Iberdrola (CMP), Maine, USA***

**Responsibilities:**

* Coordination with various stakeholders involved with the project, tracking of defects and status reporting.
* Integration Testing, System Testing for the data analysis system, follow the Agile test life cycle
* Development of test plan, Estimation, test cases, test data and their reviews, walkthrough
* Review Defect reports, Status reporting
* Defect Tracking using – Quality Center, Jira

***Role: Manager [JUNE. 2013 to NOV. 2013]***

***Domain: Finance, Utility, Client: LGE KU, Denver, USA***

**Responsibilities:**

* Created Test Plans & strategies (JIRA)
* Work on legacy system enhancement test cases includes verifying PL, SQL script, analysis legacy system script and impact analysis on new enhancement.
* Review Defect reports, Status reporting
* KPI Reports, SMOKE Test

***Role: Senior Utility Consultant [OCT 2010 to MAY. 2013]***

***Domain: Finance, Utility, Client: EXELON (Constellation), Baltimore, USA***

**Responsibilities:**

* Worked with business analysts and IT staff to develop a performance test plan document
* Worked with the Client on User Acceptance Test (JIRA). Created, presented the system flow to allow customers to understand new system workflow.
* Created the QAT Regression Test strategies including functional and technical details required to test the system.
* Created the SMOKE TEST plans that help businesses to verify the core functionality after each deployment ad before starting any testing.
* Created the testing process guidelines to help the Client Test Team with testing future enhancement after going live.
* Managed the production release activities that include creating a production package, cross impact analysis for the production release along with the code version control.
* Worked on the Post-go live impact analysis & testing the Core functionality.
* Created lodestar script to convert legacy system data into new system format during merger project

***Role: Senior Software Engineer, Onshore-Offshore coordinator [OCT 2008 to OCT 2010]***

***Domain: Finance, Utility, Client: Green Mountain (Accenture), Austin, Texas***

**Responsibilities:**

* Requirement gathering and analysis, allocation of the task to the team members & Tracking of the tasks
* Implement the new Lodestar solution for the energy market.
* Worked with the business key resources on requirement gathering, work estimation and impact analysis.
* Worked on system integration for the billing system. Help team members with the integration process and share knowledge.
* Created, Managed solutions to high priority 1 & 2 defect technical solutions (Oracle PL, SQL Scripts) within a given period to meet SLA.
* Created Database Model (MS SQL Server)
* Created Lotus Notes script to incorporate enhancements, production go-live defects.
* Created project status, defect tracking system (JIRA), budget report and KPI reports, MS-Project work plans.
* Created SMOKE Test process document to verify end-to-end functionality for each module Worked with clients on User Acceptance Tests.
* Managed the production release activities that include creating a production package, cross impact analysis for the production release along with the code version control (Visual Source safe).
* Managed the unit testing on the key elements during production releases.
* Support QA activities during the project includes mapping to requirements, defect tracking.

***Role: Senior Software Engineer, Onshore-Offshore coordinator [JULY 2006 to OCT 2008]***

***Domain: Finance, Utility, Client: (Accenture), Mumbai, India***

**Responsibilities:**

* Coordinated with systems partners to finalize designs and confirm requirements.
* Provided continued maintenance and development of bug fixes and patch sets for existing web applications.
* Created Lotus Notes script to incorporate enhancements, production go-live defects.
* Coordinate with onsite client team, architect to discuss go live defects and solutions.
* Provided solutions to high priority 1 & 2 defect technical solutions within a given timeframe to meet SLA.
* Created KPI reports, Managed Project work Plans (MS Project)

***ADDITIONAL RELEVANT EXPERIENCE:***

*Role: Senior Developer [JAN 2006 to JULY 2006]*

*Domain: Retail, Client: AHOLD (Atos Origin), NETHERLAND, Europe*

*Role: Software Engineer [JAN 2005 to DEC 2005]*

*Domain: E-commerce, Client: Mahindra British Telecom, PUNE, India*

*Role: Senior Developer [JAN 2004 to DEC 2004]*

*Domain: Retail, Client: Swastik, Gujarat, India*

**Education** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bachelor of Science: Mathematics Nov2000  
*M.S University*, Vadodara, Gujarat, India

Master’s in computer applications (MCA) Jul2003  
*Pune University, Pune, Maharashtra, India*