|  |  |
| --- | --- |
|  **Manik Trivedi, Certified Scrum Master** **Software Quality Assurance/ Automation Professional****Performance Testing, Test Automation, Cloud Computing & Telecom| DevOps Change Initiatives** **Industry Preference: IT Software**Dynamic, dedicated IT professional offering 16 years of multi-cultural and diversified experience in driving projects for global clients with excellence in methodology/practices like Agile, Hybrid Agile and Waterfall implementation, DevOps Tools / technologies  |  |
| +919833571855/8356064257 manikdtrivedi@gmail.com  Thane, Maharashtra **Core Competencies**Test Automation Performance Testing Cloud TechnologiesSoftware Quality Assurance ProcessesDev Ops Root Cause AnalysisStakeholder Management Agile Project ManagementDefect ManagementTeam Management **Academic Details** B.E. in Electronics from Sardar Patel College of Engineering, Mumbai University in 2003 **Certifications*** Agile Scrum Master (December 2016)
* Java Programmer (June 2008), ITIL (Deloitte Internal)
* NCFM Capital Markets
* NCFM Derivatives
 |  Profile Summary**Experienced Technology Executive** noted for leading through ambiguity and implementing pioneering solutions; core strength entails software services, software solutions businesses test management, cloud technologies & framework development across Telecom BSS, Lead-to-Cash and Order-to-Cash functional processes for Salesforce Implementation, Capital Market, Investment Banking Extensive experience in working on Automation tools like **Selenium and UFT test automation frameworks and design patterns like Data Driven, Keyword Driven, Hybrid, Page Object model, Page Factory** Gained Onsite experience at **Finland for 4 years** with Telecom client in production support and UAT; also have hands-on experience on Salesforce-Zuora-Net Suite Integrated cloud systems for product-based client businessesVisited other sites and offices in Cyprus, Israel and Indonesia to conduct UAT testing on various Telecom client BSS implementations. Visited other sites and offices in Russia and United Kingdom for development assignments for Intellect Custody System projects for PolarisExcellence in formulating and implementing strategy for **Test Automation leadership;** developed BDD Scripts with Cucumber and writing step definition for behavior; rest and soap based webservices testingOvercome complex technical challenges and make high-stakes decisions using experience-backed judgment, strong work ethic and irreproachable integrity. Respected as a proponent of empowerment.Experienced in setting up and running, Automation and Performance testing team for Kubernetes operators of Kafka, ELK, Filebeat, MySql, RabbitMQ, Redis, Mongo DB, Vault, Apache Spark, Postgres. Prometheus, Grafana, Cassandra for cloud migration to Google Cloud Platform.Devised & implementedstrategiesfor **technology plans**, **executed independent automation testing programs**; successfully implemented Page Object Design, Keyword Driven and Hybrid automation framework using Selenium Web Driver & Test NG.**Contributed in cost effective & innovative tools**; possess in-depth & comprehensive knowledge in **QA processes**, organization & techniques to drive the creation of relevant and detailed test plans as well as organizational policy. IT Skills **Test Automation** – UFT, Selenium**Database**: Oracle, MySQL **Project Management Tools:** Agile Manager**Test Management Tools**: ALM /QC, JAMA and JIRA**Cloud Technologies**: Salesforce**Technical skills**: Hybrid, Keyword Driven, **Page Object Model, Page Factory**, **Jsoup**, Data Driven, **Selenium,** UFT, Worksoft Certify, TOSCA, Java, SQL, Unix, **Cucumber,** Gherkin, TestNG, Ruby, SOAP UI, BrowserStack, RestAssured, Quality Center, JAMA, Jira, Excel, Word, MS Project, PowerPoint, Sharepoint, Eclipse, SOAP and Rest Web Services, JSON, XML, SQL, Extent, ReportNG, Postman**Functional Skills:** Salesforce(Sales, Service Management, CPQ, CLM, Order Management), Zuora (Usage, Invoicing), NetSuite(Revenue Management), SAP CPQ, Integrated Eligibility, DocuSign, Customer Interaction Manager, Revenue Assurance, Lead Generation, Customer Relationship Manager, Enterprise Product Catalogue, Order Management System, Enterprise Inventory, Retail Interaction Manager for stores and agents, Retail Inventory Management (Micro Telecom), EDR Guiding, Postpaid & Prepaid Rating, International and National Roaming, Billing Manager, Bill Document Designer, Account Receivable, Customer Credit, Payments, Back out, Various Collection Policies for Retail Customers , Resource Management, Invoicing, Invoicing Manager, Prepaid Self-care Portal, Postpaid Self-care, Business Self-care Portals, Batch & Online Payment Gateway Interfaces, Acquisition and Formatting, Corporate (Mabel) Billing , Journaling , On Demand Billing, Discounts Engine, IVR, Commissioning, Notifications, Co-location, Installments, Pre-configured, Billing for Online E-book Portal, Ordering and Billing for Connected Devices, Interconnect Billing, Notifications, Various sales channels like retail, agent or dealer, (telephony) call center, national retail partners (E.g. Walmart, Radioshack etc.), reseller or VNOs, Self-care Organizational Experience**May’13 – July’20: Deloitte Consulting, Mumbai, India as Senior Consultant****Jan’12 – Dec’12: Tesnet OY, Helsinki, Finland as Consultant****Sep’11 – Dec’11: Elisa OYJ, Helsinki, Finland as Development Manager****Feb’06 – Aug’11: Amdocs, Pune, India & Helsinki, Finland as Senior Subject Matter Expert****Nov’03 – Feb’06: Polaris, Mumbai, India as Associate Consultant****Accomplishments:*** Received appreciation from client for contibution during Requirement Analysis Phase
* Steered efforts in leading test design for 6 member team for a complex project, which resulted in high quality & timely completion of the project
* Successfully completed various POC’s on Test Automation and suggested tools which can reward the ROI with lesser investment and faster frequency of usage
* Designed Defect Dashboard & Defect Analysis Template, which assisted QA Team
 |
|  |  |
|  Key Result Areas* Designing Performance and Automation Test Plan, Performance & Automation Test Strategy, Automation Framework, Perfromance Test Scripting and reviewing test plan & traceability for Automation and Performance Test
* Understanding & analysing test requirements and tracking the changes & maintenance of the same
* Providing Proof of Concept of Application under Test –UI Testing and Service Testing
* Ensuring the availability of test environment, designing test & defect reporting formats and managing a team of 4 Junior Engineers
* Monitoring testing activities to ensure the quality & functionality of assigned systems; ensuring timely & accurate test communication with Development Leads, Project Manager and Senior Management throughout the project life-cycle
* Attending meetings with client and sharing the periodic status reports
* Performing defect management and advocating the appropriate level of quality by resolving important defects
* Identifying & analysing the defects, questionable functions, errors, program functionality, outputs, online screens, and so on using Defect Tracking Tool
* Driving the continuous improvement to uplift the product and program quality/experience
* Holding review meetings to monitor progress of the program as per schedule and ensuring timely completion of the project to the clients; extending production support for multiple applications
* Crafting performance measures by identifying KPIs, defining reporting and dashboard standards
* Conducting retrospective meetings and continuous improvement strategies & plans
* Managing resources for ensuring timely project completion and implementing testing within Agile/Scrum, formulating quality standards through participation in the software development stages; validating & enhancing the existing QA plan & strategy
* Running Scrum of Scum Meetings for the global engineering team
* Establishing and enforcing Processes and on time deliverables (including defect management and quality metrics reporting) within the gated process to streamline testing and support automation and manual testing efforts
* Steering centralization of Quality Assurance (QA) services, tools and infrastructure; established specialist practices in test automation and performance testing by instituting standard frameworks in line with industry best practices
* Confirming the team is delivering reliable and scalable solutions for both internal and external customers on time with quality
* Inducting team towards the culture of high sense of ownership and quality delivery
* Imparting training to the team members for enhancing their skill levels

Highlights: * Techniques for optimized test automation framework in selenium saving hundreds of hours of coding work leading to faster time to test automation usage
* Owned the defect tracking process; reduced the number incidents on the live platform from 275 to 50 through measures such as regular follow ups, status reporting, scheduling, training, ownership management and crisis management
* Devised tools and accelators in Testing, Development as well as DevOps and leading to hours of effort saving for project delivery
* Wrote documentation for test processes, resulting in a more effective and easier to use checklist, cutting execution time from 200 hours to 75 hours
* Ensured the pairing of development , QA and business analyst team members as well as encouraged them to identify issues and concerns, which helped to achieve reduction in the number of iterations of workflow
* Recommended changes to the testing processes which increased efficiency by 25%, reduced cost by 25%, and improved ROI by 40%
 |

**ANNEXURE**

**At Deloitte**

**Client:** Broadcom

**Description:** Cloud migration project **from AWS to GCP.** Kubernetes operator’s implementation as building blocks

**Period:** Oct’19 – July’20

**Methodology:** Agile

**Project Size:** 150 people

**Technologies:**

**Platform:** Windows

**Tools:** Jira, Kubernetes, Elastic Search, Logstash, Kibana, Filebeat, Kafka, RabbitMQ, Jmeter, Shell Scripting, GCP, MySql, RabbitMQ, Redis, Mongo DB, Vault, Apache Spark, Postgres. Prometheus, Grafana, Cassandra, sematext

**Roles:**

* Leading road map for manual testing, test automation and performance testing for 10 practitioner testing team
* Research on tool and technology selection for automation tests and performance tests of Kubernetes operators deployed in Google Cloud Platform
* System also has integration with AIOPS alert mechanism
* Requirement gathering, solutioning of performance testing/tuning on big multimode node clusters
* Daily status report for the progress in testing of these Kubernetes operators
* Guiding the team on day to day activities like troubleshooting, execution, automation scripting, performance scripting, Jira updates
* Resource planning and schedule approval in co-ordination with onshore team
* Calls to discuss impediments, solutions and daily status with the onshore team

**At Deloitte**

**Client:** Walmart

**Description:** TRIRIGAandSAP implementation with modules like Construction Management (CM) and Program Management (PM)

**Period:** Sep’19 – Oct ‘20

**Methodology:** Agile

**Project Size:** 25 people

**Technologies:**

**Platform:** Windows

**Tools:** Jira, Worksoft Certify, Selenium,

**Roles:**

* Road map for test automation for the project
* Estimation, resource planning, timeline, client approval and recruitment for the test automation part of the project
* Re-use already built automation scripts by third-party vendor now not working with the retailer
* Selenium automation for CM module for different markets like LATAM, Canada, China and Japan
* SAP automation using Certify for CM module for regression of back end transaction triggered via TRIRIGA

**At Deloitte**

**Client:** Hewlett Packard

**Description:** SAP implementation with modules like Supply Chain, Sales. Sales Ops, Finance, Basis, Service, MDG, Enterprise Analysis, Sales Compensation

**Period:** Jun’19 – Aug ‘19

**Methodology:** Agile

**Project Size:** 100 people

**Technologies:**

**Platform:** Windows

**Tools:** ALM

**Roles:**

* Role of defect triaging PMO managing defects resolution progress for the release
* Lead defect’s meeting every day with all the test coordinators and development leads
* Follow up on the Urgent and High defects during the day and get maximum resolution count
* Send a defect’s report with several pivots mentioning data analysis regarding the defects
* Interface with management for the inputs related to defect resolution and reporting
* Send defect status report at the end of the day
* Follow up on quality of defects data like test case linkage, ETAs, correct phase and so on.
* Arrange meetings for the defects which are ageing

**At Deloitte**

**Client:** An US State Government of North Dakota

**Description:** Multi-year project for Government programs implementation for the client which includes complex algorithms for eligibility and distribution of government aid

**Period:** Jun’18 – May’19

**Methodology:** Agile

**Project Size:** 100 people

**Tools:** Selenium, Java, Keyword Driven Framework

**Technologies:**

**Platform:** Windows

**Coding:** Java

**Roles:**

* Estimating the effort for the coming 6 months and conduct resource planning for the team in conjunction with senior management
* Identifying critical areas of implementation, patterns in the defects and derive focus areas for testing
* Dividing the project into smaller focus groups and modules with specific responsibilities
* Framing and assuring process adherence by the team for test design, defect status, and test execution
* Following up on open issues and mitigate closure
* SME for Test Automation leading overall test automation strategy and design bases on Selenium
* Organizing patch approval for regression defects and sanity defects

**At Deloitte**

**Client:** Konica Minolta Business Solutions

**Project Description:** SAP CPQ implementation for the client.

**Period:** Mar’16 – Jun’18

**Development Modes:** Agile

**Project Size:** 30 people

**Technologies:**

**Platform:** Windows

**Tools:** SAP Fiori, SAP CPQ, Selenium, Java, Cucumber, Gherkin, Page Object Model

**Roles:**

* Prepared SOW for the project with details about tasks for coming months for project renewals
* Guided manual test team with the strategy, tasks planning and execution as well as resolution of various impediments
* Acted as a:
	+ Test Automation SME for SAP CPQ Fiori module
	+ Functional SME for E2E flows for SIT phase and lead test design
* Wrote detailed test scripts for ITC and UAT
* Planned tasks for the team for the script writing and test execution in a fast-paced environment
* SME for Test Automation leading overall test automation strategy and design

**At Deloitte**

**Client:** Clarivate

**Project Description:** Salesforce-NetSuite-Zuora integration implementation for the client who owns several Analytics products.

**Period:** From May 2016 until Feb 2018

**Development Modes:** Agile

**Project Size:** 80 people

**Technologies:**

**Platform:** Windows

**Tools:** Salesforce Classic and Lightning, Zuora, Apptus, NetSuite, UFT, Selenium, Cucumber, Gherkin, Page Object Model, Java

**Roles:**

* Performed effort estimation for the testing projects in co-ordination with development team to help senior management with RFP/RFI
* Prepared SOW for the project with details about tasks for coming months for project renewals
* Assisted manual test team with the strategy, tasks planning and execution as well as resolution of various impediments
* Guided automation test team with framework design and impediments resolution
* Acted as a:
	+ Functional SME for Service and Sales modules
	+ Functional SME for E2E flows for SIT phase and lead test design
* Estimated effort for test automation regression suite by providing approach for the same
* Designed & sent customized test execution report for the SIT round 1 and SIT round 2
* SME for Test Automation leading overall test automation strategy and design

**At Deloitte**

**Client:** iHeartMedia

**Project Description:** Salesforce implementation for the client who owns 850 radio stations in US and have close to 0.25 billion listeners.

**Period:** Apr’16 – Jun’17

**Role:** Manual and Test Automation Architect

**Development Modes:** Agile

**Project Size:** 20 people

**Technologies: Platform:** Windows

**Tools:** Salesforce Classic and POC to change in Lightning, Selenium, Cucumber, Gherkin, Page Object, Watir, Ruby, BrowserStack. Java

**Roles:**

* Managed day-to-day tasks for the manual and test automation teams in co-ordination with development team and onsite team
* Architected framework design and strategies for test automation POC of Salesforce Lightning for Sales Module
* Guided automation and manual test teams with the tasks planning and resolve impediments

**At Deloitte**

**Client:** US Cellular

**Project Description:** Amdocs BSS/OSS deployment at the client site. There are projects and change requests to enhance the system based on market/business requirements.

**Period:** From May 2013 until March2016

**Role:** Test Management

**Development Modes:** Waterfall, V-model

**Project Size:** 40 people

**Technologies: Platform**: UNIX, Windows

* **Tools**: Selenium, Java, UFT, QTP, QC/ALM, Clarify, Toad, Putty, SQL Developer, Ultra Edit, Smart FTP
* **Database**: Oracle

**Roles:**

**Project:** (Omni-channel) Electronic Bill Presentment and Bill Payments (via postpaid self-care web and mobile portal)

* Estimated the effort for the testing projects in co-ordination with the other people in the team
* Prepared test strategy and test plan document in co-ordination with onsite team and manage review and approval with the client
* Act as implementation & functional SME on the project and provide test automation strategies and solutions and processes for regression
* Prepared SOW document for the given thread
* Coordinated the test cases design and execution effort from offshore
* Shared day-to-day activities from offshore for the project
* Coordinated with the UAT for review only scenarios

**Project:** System Integration Test for Omni-channel, Regression Suite and Enterprise Product Catalogue, Test Automation

* Participated in RFP/RFI response and prepare estimations, ramp-up plan, RACI matrix, transition plan, knowledge map for the project
* Reviewed requirement documents for release projects and develop test strategy and test planning for new BSS deployed applications
* Prepared test strategy and test plan document in co-ordination with onsite team and manage review and approval with the client
* Divided the larger project requirements into small functional parts and assign it to the team members for test design preparation
* Conducted trainings on new release functionalities
* Reviewed end-to-end test design for the release projects
* Acted as implementation & functional SME on the project and provide test automation strategies and solutions and processes for regression and EPC testing
* Understood Scope the automation test scenarios for the release project by analyzing regression suite
* Guiding the team on opening new defects and review the existing defects which are rejected
* Performed code reviews of automations scripts and plan regression and data creation during the release
* Used automation scripts for data creation activity during Enterprise Product Catalogue testing
* Estimated testing effort for change requests, test automation and release projects coming during every release and follow-up execution of the testing
* Managed offshore automation team. Designed and upgraded automation framework, created 300 automation end-to-end scripts
* Planned and coordinated POC for the test automation of new web portals
* Planned and managed data mining and test data requirement effort
* Communicated risk and issue log for the release delivery and update weekly and daily reports

**At** TesnetOY **(**Jan 2012 to Dec 2012)

**At** Amdocs **(**Aug 2010 to Aug 2011)

**Client:** Elisa OYJ

**Project Name:** Billing Excellence

**Project Description:** Migration of 6 different billing systemsto Amdocs Billing Productbased on Elisa decision to unify the billing processes into one billing software

**Period:** Aug 2010 to Aug 2011 & Jan 2012 to Dec 2012

**Role:** Test Lead

**Note:** Worked on the same project via Amdocs & Tesnet OY

**Location:** Helsinki, Finland

**Methodology:** Agile

**Technologies: Platform**: UNIX, Windows.

* **Tools**: Clarify, Toad, Putty, SQL Developer, Ultra Edit, Smart FTP
* **Database:** Oracle

**Roles**:

* Participated in testing strategy planning for new functionalities in CRM, Billing and Ordering, data migration, usage catch up, bill to bill, screen to screen, performance and roll-out test plan meetings
* Was part of the user & business manager meetings to understand the existing processes in the previous systems and finalize the functions for new systems
* Participated in the scoping & scheduling deliveries to testing teams
* Prepared high-level, end 2 end test scenarios building for the integrated system based on the finalized functional requirements and follow-up for business approval for the same and communicate to the team members
* Coordinated review meetings for test plans, suggest additional scenarios where ever required before sending for business approval
* Scheduled test execution plan with the testing team members
* Studied automation tools as well as frameworks, select appropriate testing tool and prepare innovative functional designs for the test automation
* Generate bugs reports, set priority for each bug based on business urgency and schedule fixing time for the same with the development teams based on SLA
* Discussed storage upgrade, maintain hot (bug) fixes list and installation of testing environment versions for testing, schedules of production like data replication and future versions based on the testing needs with the infrastructure teams and environment manager
* Generated daily reports and send to the customer stakeholders with clear indication of testing progress, risk areas for various development projects
* Escalated to minimize risk areas like shortage of manpower or increased number of bugs for the project
* Scheduled test results approval with the stakeholders
* Scheduled and ensured bug free and high-quality production ready software functions at the end of every sprint and release
* Participated in backlog grooming, project dailies, sprint planning, mine-sweeping, sprint demo and retrospective sessions for agile development teams
* Scheduled meetings for new team member trainings, business user trainings, lessons learned and project readiness

**At Elisa**

**Project Name:** Change Requests

**Project Description:**

**Period:** Sept 2011 to Dec 2011

**Role:** Development Manager

* Coordinated meetings for change requests coming from Elisa business with vendors
* Approved the design of the change requests based on the discussion with Elisa business
* Wrote use cases for the change requests and pass it on to the testing teams
* Evaluated vendor software products
* Evaluated business requirements coming from clients and create system requirements

**At** Amdocs

**At Elisa**

**Project Name:** Ongoing Support

**Project Description:** Ongoing Support provided to the production system where in the data issues and defects of the production system are fixed and enhancements are added based on business requirements and optimization needs

**Period:** Aug’08 – Jul’10

**Role:** Production SupportLead

* **Platform**: UNIX, Windows
* **Tools**: Clarify, Toad, Putty, SQL Developer, Ultra Edit, Smart FTP
* **Database:** Oracle

**At Amdocs**

**Clients**: AT&T, Elisa, Excelcom

**Project Name:** Amdocs Product Support

**Project Description:** Amdocs Product Support (L2) team supports the core part of the products ABP, CRM and OMS (Order Management System). All the clients of the Amdocs development and support teams of Amdocs are clients of this team. And also perform Regression Testing of Service Pack and Patch Bundle releases of the Amdocs Billing Products. APS team also provides support to the customer sites and other development centers for acceptance testing, system test, testing support and other activities as and when required.
**Period:** Feb’06 – Jul’08

**Role:** Senior Tester, Level 2 Support Analyst

**Technologies:**

* **Platform**: UNIX, Windows
* **Tools**: Clarify, Toad, Putty, SQL Developer, Ultra Edit, Smart FTP
* **Database**: Oracle

**Roles and Responsibilities:**

* Handle cases opened by the Amdocs production support and development teams based on their priority and as per the procedures defined in APS methodology
* Reproduce the problematic scenarios in the core integrated environment analyze logs and data to find solutions in case issue can be solved by work around, configuration change or reference change
* Send case to L3 team for defect fixing if code fix is required
* Testing core Hot fixes and patch bundle over core environments of the Amdocs Billing Product
* Perform functional tests over Amdocs integrative environments which have Order Management system, CRM and ABP all installed in it
* Execute E2E test calendars to perform a system test for various Amdocs customers. Performed system test activity for Excelcom and Elisa

**At Polaris Software Labs**

**Client:** HDFC Securities

**Project:** Orbicustody

**Project Description:** Application is web-based version of custody system developed by Polaris.

**Period:** Nov 2003 to Feb 2006

**Role:** Developer

**Technologies:**

**Platform**: UNIX, Windows XP/NT/2000.

**Coding** : Pro\*C, SQL, PL/SQL, J2EE

**Tools**: Toad, Crystal Reports

**Database**: Oracle

**Roles:**

* Lead the trade module and provide help to new developers in the team to build DDD
* Participate in code change committee meetings
* Build Detailed Design Documents (DDD) from the functional requirements sent from the customer site
* Executing and modifying Pro\*C, Crystal Reports, JSP/Java Programs, UNIX scripts as per the approved DDD presented to the change committee
* Writing and Executing Test Cases for Unit testing of the components developed