

Praveen Desai

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CAREER SUMMARY:

A highly competent and results oriented Test Lead and certified scrum master with 14+ years of experience in QA, Manual Testing & Automation testing using Selenium and inhouse tools(cofta) for Salesforce projects on Apttus CPQ, Salesforce CPQ, vlocity CPQ, PROS CPQ and CLM. Has been into driving and leading teams for functional testing and has been in various client facing roles. Excellent experience in each phase of Test Life Cycle, has owned, created, presented test strategies, test plans, has been part of UAT, Post Go-live and hypercare phases. Has very good exposure of Software Development Life Cycle, Agile Methodologies, Jira, Scrum across multiple projects.

PROFESSIONAL SUMMARY:

- Has an overall of 14+ years of experience in QA, Manual Testing, Apttus CPQ, Salesforce CPQ, vlocity CPQ, PROS CPQ and CLM using Salesforce, Functional testing
- Has very good understanding of Software Development Life Cycle, Software Testing Life Cycle and Bug Life Cycle.
- Solid experience of AGILE Methodologies and Scrum processes
- Involved in Agile development projects for over 9 years and participated in Scrum and Sprint meetings.
- Actively participated in Sprint Retrospective, Sprint Review meetings and used to put forward the challenges faced by the team during the sprint to all the stakeholders.
- Solid experience of Defect/Test Management tools like JIRA, ALM, Azure DevOps
- Proven skills in Leading and training teams, Test Management and Meeting the deadlines
- Strong communication & interaction with Clients, Developers, Business Analysts, Management
- Proven ability in working individually or as a part of team, Problem solving, Process improvement activities, Analytical skills, reporting and Assisting the Manager.
- Certified ISTQB Foundation level
- Certified Scrum Master CSM

PAST ORGANIZATIONS:

Organization	Designation	From	To	Years of Experience
Deloitte Consulting	Senior Consultant	Aug 2013	Oct 2022	9+
vCentric	Senior Consultant	April 2013	Aug 2013	0.5
Gameloft Software Services	Test Lead	May 2007	Jan 2013	5.5

EDUCATION SUMMARY:

- Bachelor of Engineering from Vijayanagar Engineering College affiliated to Visveswaraya Technological University

DELOITTE EXPERIENCE:

Industry: Technology Media and Telecommunications**Served clients for: Deloitte Digital****Designation: Senior Consultant**

Role: Lead the complete testing activities of the Scrum Team. As a test lead was responsible for planning, estimating, and delivering the QA tasks from the team accordingly. Helped the functional team on user stories building activities and participated in Sprint planning sessions and scrum ceremonies like sprint planning including story point sessions, daily scrum, sprint review and sprint retrospective meeting. Worked on End-to-End management of Defect Life cycle across all testing phases SIT to UAT, Production cutover support for testing Post Go-Live, Hypercare and defects during UAT period. Responsible for Triaging the defects and getting them assigned to Dev team based on Priority and getting the defects to closure.

- Praveen has owned the End-to-End Testing for the releases which involves one of the most complex products for the client
- Praveen has been able to drive all the internal stand-up/status meetings both offshore and onshore teams
- Praveen owns and shares the end to end summary and offshore handoff emails and communicates this very effectively with the entire team
- Praveen has led all the working sessions including the teams across various vendors for Feb release testing
- Praveen mentored the onshore team and provided the complete KT for the end-to-end process and led the completion of creation of the end-to-end process flows which were reviewed and approved by the Product Owners from client
- Praveen led the test scenarios and test cases reviews with all the product owners for the Feb release products and was successfully drive these conversations and gain the confidence of the client PO's and get the approvals & sign-off of these testing artifacts
- Praveen reviewed the product model & complex AIS documents which are functional documents for the end-to-end testing for each of the Feb release products.
- Praveen has successfully trained and mentored all the team members both offshore and onshore with the functional understanding of the end-to-end testing functionalities each time team members had clarifications and queries
- Praveen owned the defect management for the complete release testing and communicated effectively with all the stakeholders during all the defect triage meetings including all the leadership from client, downstream teams
- Praveen has created and owned the test strategy documents for all the products from the Feb release, got them reviewed internally and approved by client leadership
- The timelines and scope of Feb release have been changed frequently; Praveen was able to accommodate these changes to ETE testing by taking guidance from offshore manager
- Praveen owned the end-to-end test execution for the tiger team war room meeting started last week which has been created to accelerate the progress of ETE execution. This war room meeting involved all the leadership stakeholders across all the vendors
- Praveen created and owned multiple distribution lists (DL) for both the offshore and onshore teams as the multiple team members and leadership was finding it difficult to document and share the emails across all the team members. With the help of these DL's, it has been very comfortable for

the entire team including external vendor teams to exchange the information very effectively as the information does not get lost using these DL's unlike usage of e mails

- Praveen owns the Jira defect management and extracts the defects list for multiple releases running in parallel and share these details with the larger group daily
- Praveen created dashboards for all releases and provided KT to all the team leads for these releases on how to maintain and publish them to leadership and stakeholder's
- ETE testing team had followed an approach of having one big test case with 70 to 80 test steps, this approach was not being effective when the test case progress had been discussed or shown during the test execution phase. Praveen has suggested the approach of breaking down the one big test case into multiple smaller test cases which are catering to the specific functionality
- Praveen was awarded multiple outstanding and Applause awards during his tenure with Deloitte Consulting and received the recent one by one of the Directors on the program with the below award message:
 - **Praveen, Thank you for your hard work and commitment to our client delivery. Your exemplary client service has showcased quality results on our testing outcomes at program. I truly appreciate all the hard work, and continued diligence – keep up the good work!**

Technical Environments have worked in:

A Salesforce Platform: Enterprise (Dev, Test, Training/UAT, Production Environments); PriceFx, PROSCPQ; vlocity CPQ (Includes Intelligent Workflows, Asset Based Ordering, DocuSign, eSign for Contracts, ServiceNow, Universal Platform with multiple cloud applications including Universal Biller for Billing & Invoicing, Apttus CPQ, Apttus CLM, Apttus Deal Maximizer, Apttus Advanced Approvals and Intelligent Workflows, DocuSign for Apttus, Atlassian JIRA Align, Atlassian JIRA iTrack, Microsoft Teams, WebEx Meetings, Zoom Meetings, Microsoft SharePoint; Microsoft Office Suite

Worked as Functional BA in one of the projects

Role: Praveen worked in the functional team as a functional BA role during the discovery phase of project

- ✓ Praveen owned the product workstream in the discovery team
- ✓ Praveen collaborated with the client product owners and had the conversations during the working sessions with all the stakeholders successfully
- ✓ Praveen successfully captured the requirements as discussed during the discovery sessions and added them to the InVision app
- ✓ Praveen created the User Story Headers for all the Products for one full release which includes a total of 16 products, got them reviewed, approved and sign-off by all the client Product owners for each of the products
- ✓ Praveen has been proactive in helping the other discovery team members in reviewing their USH and providing feedback and suggestions which helped the team members
- ✓ Praveen puts forward his Point of View with the team during the discovery workshops

Designation: Consultant

Responsibilities:

- Involved in Requirement Analysis for User Stories sprint wise, Test Scenario Preparation, Test Case Preparation and Execution.

- Developed complete functional understanding of the end-to-end process for Quote to Cash or QTC from quote creation to order activation.
- Assisted the team members in understanding the user stories and helping them to come up with test scenarios and better test cases in the form of thorough peer reviews which helped in finding most defects during the sprints.
- Provided HP ALM & Jira trainings to the team members both from onshore and offshore.
- Coordinated with cross location teams for tracking and updating the daily status to the leadership and to the stakeholders both offshore and onshore and client.
- Validated the documents based on the acceptance criteria of the story to meet properly and mark the story as done.
- Created the Jira dashboard and shared across the entire team for regular updates and statuses of the user stories and defects.
- Created the defect lifecycle with the various appropriate applicable statuses a defect can traverse to closed status.
- Presented Demo's to the client for regular releases

PREVIOUS EXPERIENCE:

Designation: Test Lead

The Client is one of the leaders in mobile applications.

Handset Embedded Projects HEP deals with demo embedded Applications; basically, there are 2 types of embedded demos.

1. SMS Demo: This type of demo allows user to access all its features, but only for a limited time. To disable this time restriction, user sends an automated SMS to the specific carrier, and the carrier replies to the user query in a form of a code or key generator. Finally, this code is used to disable the time restrictions.

2. WAP Demo: In this type of demo, useful and important features are in locked state and the application is time restricted. The demo consists of "Get the full version links" which directs the user to portal for buying or unlocking the full/complete version of the application.

Responsibilities:

- Analyzing requirements and posting clarifications.
- Managing the Project in Project Management Tool.
- Deploying QA builds on test server and doing build acceptance testing.
- Creating test data based on technical specifications and business requirements.
- Doing a test coverage traceability analysis to ensure that all requirements and supporting and reviewing test cases for correctness and comprehensiveness for test engineers.
- Testing for GUI and Functionality of the new features implemented in the existing bug base.
- Analyzing of bug reports
- Preparing weekly status reports