Mounika Upputuri

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Experienced IT Analyst having experience of 6 years with a demonstrated history of working in the information technology industry. Have significant experience in Software Test Life Cycle and Agile Methodology. Experienced in delivering challenging targets.

# EXPERIENCE

**IT Analyst @ Tata Consultancy Services**

12 July 2019 – Present

**Customer Relationship Management**

**Client: DBS Bank**

## **ENVIRONMENT**: **Jira, SQL**

**Description***: The DBS Bank re-platforms enterprise CRM solution from Microsoft dynamics to the FIO OFbiz open source CRM system. The new CRM system unifies and improved customer service to achieve higher levels of customer satisfaction, thereby improving sales, revenue, and profitability.*

**RESPONSIBILITIES**

* Understanding the Requirements and Functional Specifications of the application and actively gathered requirement analysis
* Authoring Test suite and performing Test case reviews and logging defects in JIRA and generating the reports in the BI Publishers tool.
* Performed various Black Box Testing Methodologies like Functional Testing, Compatibility Testing, Usability Testing, and Regression Testing.
* Identify various scenarios for functional and integration testing involved in maintaining results and keeping track of metrics by preparing appropriate reports.

**Senior Software Engineer @ Pure Software**

July 2015 – July 2019

**Inform Clinical Trials**

**Client: Oracle**

## **ENVIRONMENT: Inform tool, BugDB**

**Description:** *The project involves Clinical Trial development/customization activities in InForm base products. The various modules that are implemented for any trial will be tested to verify that the development meets the client specification. Custom reports requested by customers are tested.*

**RESPONSIBILITIES**

* Performed inform integrations like Oracle Clinical (OC), IRT Integrations, Lab Load integration, outbound integration.
* Extensively performed Manual Testing and Logged defects in Bug DB and generating the reports in BI Publishers tool.
* Setup the test environment for the team. Authoring Test suite and performing Test case reviews.
* Trained new team members on Inform Integrations.

## SKILLS

Languages. : MYSQL

Testing Tools. : Inform, Bug DB, Oracle Test Management Tool, Oracle BI Publisher, SD Index, Postman, Database.

Defect Tools : Jira, BugDB

Operating System : Windows, Linux/Unix

# **EDUCATION**

Oct 2010 - July 2014

**Bachelor of Technology** from Jawaharlal Nehru Technological University with specification in Mechanical Engineering

## ACHEIVEMENTS

* Received “Bingo” Award for Exhaustive testing and acheived Zero Defect deliverables in Q2 2018.
* Received outstanding performance “CRM HK Replatform award “ for Q3 2020.