

Sathishkumar Sankar

Test Lead/Business Analyst/Telecom Billing Specialist /Defect Manager

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Professional Summary

Insightful Test Lead with 10 years of IT leadership experience including oversight of infrastructure, application support and security services. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in request for proposal development, technology needs assessments and resource training. Expert in telecom and banking domain. Worked in Agile & Waterfall projects.

Seasoned Business Analyst offering five + years of IT industry success. Expert on business and systems requirements, user acceptance testing and end-user training. Accomplished at leveraging past lessons to inform future decision-making.

EXPERIENCE

Defect Manager/Scrum Master

Jun 2020 - Present

Cognizant Technology Solution, Chennai

- As part of weekly release, responsible the Defect Triage meeting twice a day with dev / testing team, identifying all the open defects and discussion on the each defect. – This meeting will done until all the open defects are closed before the deployment readiness cut-off.
- Mapping the exact system from which the fix should be provided based on the outcome come of the discussion.
- Negotiating the ETA for the fixes from development team based on the complexity of the defect.
- Publishing the report on the open defect on the hourly basis.
- To send MOM of the defect calls to all participants with actions required from each parties.
- Follow-ups on the Defects ETA is with respective stakeholders.
- Have setup war room for critical blocker defects.
- Tracked defects based on Severity/Priority and highlighted the risk to the Project manager
- To report weekly metrics on defects based on defect aging, Retest count and Root cause to PM.
- Responsible for the release readiness – Go ahead meeting from QEA team.
- Publishing release status mail on the daily basis with the client and all the stakeholders with the graphical representation of executed/passed/ failed test cases count and open defect details against each system.
- Responsible for providing the road map to QEA team for Pre-prod testing & Production testing after deployment.
- Responsible for open defect follow-ups during the time of deployment.
- Publishing the status report after the deployment of every release to the clients and all the stakeholders.
- Conducting RCA meetings after the deployment and circulating the mitigation and corrective actions with the team. Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose.

Business Analyst, Test Lead, Release Lead, Telecom Expert Jul 2016 - May 2020

Ooredoo- Cognizant Technology Solution Muscat, Oman, Muscat

- Collaborated with developers and product owners to stay current on product features and intended functionality.
- Analysed key aspects of business to evaluate factors driving results and summarized into presentations.

- Defined test strategy for product documentation and diagnostic frameworks.
- Debugged code and located root causes of problems by reviewing configuration files and logs.
- Reported test findings to development personnel, advising staff on efficacy of subsequent remediation attempts.
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Researched competitors to build report of rising trends in Telecom markets.
- Recommended telecom operational improvements based on tracking and analysis of telecom data.
- Improved business direction by prioritizing customers and implementing changes based on collected feedback.
- Evaluated results against design and customer standards.
- Interacted with product managers to deliver performance issue resolution reports.
- Documented business processes and analysed procedures to align with changing business needs.
- Diminished process gaps and encouraged optimal productivity by closely supervising workflow of claims analysts and mail clerks.
- Responsible for RTM preparation from testing perspective for all the projects.
- Responsible for SAT and UAT signoffs from clients.
- Mentoring team members and grooming the new team members.
- Reviewing Test design prepared from offshore as test lead.
- Conducting & coordinating KT sessions to the team members based on the SWOT analysis.
- Responsible for test case split-up with the team members during the release and other release lead activities.
- Conducting Defect Triage Meeting and tracking the defect status until the closure.

Business Analyst, Tester, Telecom Billing Specialist

Feb 2011 - Jun 2016

Cognizant Technology Solutions, Chennai

- Supported, implemented and helped shape test approach by identifying solutions to recurring issues.
- Mentored junior team members efficiently to generate best output.
- Evaluated consistency and importance of different business intelligence data against needs to determine optimal courses of action.
- Reviewed files, records and other documents to obtain business information and key data informing responses to development requests.
- Created workflow diagrams and Gantt charts to clearly demonstrate processes and timelines.
- Drafted quarterly and yearly reports on company financial metrics to assess successes and account for deficiencies

SKILLS

Expert in:

- Telecom Billing Tool (Single view &RBM) 10 Years' Experience.
- Databases & Tools-Oracle11g, MS Access.
- Test Management Tool- HPQC, JIRA, BUGZILLA, PROJECT ROOM (Salesforce),ACI
- Excel- PIVOT, REPORTS

EDUCATION

Bachelor of Engineering (B.E.) - Electronics and communication May 2006 - May 2010

Sri Chandrashekarendra Saraswathi Viswa Maha Vidyalyaya University , Chennai

CGPA-8.0

LICENSES & CERTIFICATIONS

Udemy – Certified Agile Scrum Master

Udemy

2020

CSG Certified Singleview Tester – Cognizant

CSG

2012

Telecom certification-Level 0 – Cognizant

Cognizant