**Pargat Singh Gaidhu**

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**OBJECTIVE**

Software Test Team Lead with **9 years of testing and quality assurance experience in Telecom Industry** engaged in Analysis, Design, Testing, Modifying and Implementing Business Process Management and managing multiple competing priorities and engaging technical & non-technical stakeholders

**PROFESSIONAL SUMMARY**

* **S/W Test Team Lead managing teams up to 45-50 members in size**, handling Manual and Automation testing of Transformation/ Business Enhancement Projects.
* **Hands-on experience with quality assurance practices** that includes Test Strategy, Test Plan, Test case & Test Data review, and Test Automation review.
* **Experienced in implementing test methodologies** including Waterfall and Agile.
* Experienced in planning and executing tests using tools like **Quality Center, Jira, SharePoint**
* **Oversee testing activities** which include: debug and troubleshoot, coordinate issue resolution, defect tracking and defect triage activities.
* Established **innovative testing processes** for the customer needs.
* As part of DevOps practices, led the team for designing “One Testing Approach”.

# Experienced in Customer interactions and working in multi-vendor environments.

* Managing Project related activities as per CMMI level expectation.
* Contributed towards building Test Competency by providing Trainings et cetera.

# Experienced in managing geographically distributed teams including coaching and mentoring.

* Strong interpersonal and communication skills with a track record of motivating and developing good team players.
* Creative problem solver with advanced analytical, planning, and scheduling skills with a focus on timely delivery.

## Open to travel as per the business needs.

**PROFESSIONAL CONTOUR**

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| **Position** | SW Test Team Lead (April 2020 – Present) |
| **Company** | Amdocs |

**Roles & Responsibilities:**

* Leading geographically distributed multi-cultural testing team (35+ people currently)
* Leading End to End Test Management with tasks that include Test Strategy, Test Cycle Planning, Efforts Estimation, Test Plan & Test Execution review and Defect management.
* Leading automation of Regression Calendars for Postpaid, Prepaid & Wireline LOB.
* Work closely with Release Manager and provide inputs in PI Planning, Daily Scrum of Scrum.
* Engage in Customer Demos after Program Increment completion.
* Work closely with customer Test Managers and other Vendors for efficient and effective handling of E2E Testing as well as timely risk callouts.
* Coordinate with Business users for Side by Side Test Validations and UAT Closure.
* Collaborate with various teams including developers, database administrators and middleware experts for issue resolutions.
* Periodic (Daily, Weekly & Monthly) Test Status Reporting and leading LL and Retrospective sessions. Also responsible for Defect Triaging along with all Vendors.

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| **Position** | Software Test Engineer (Mar 2015 – April 2020) |
| **Company** | Amdocs |

## Roles & Responsibilities:

* Contributed in manual testing for different phases like System Integration Testing, User Acceptance Testing, End to End Testing, Production Support, Regression Testing, and Sanity Testing.
* Automated test scripts execution for regression testing using Ginger
* Led a team of 3-4 members for complex solutions from design to execution.
* Mentored team mates and handled On Job Training for new joiners.

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| **Position** | Testing Engineer - ETL (Feb 2012 – Mar 2015) |
| **Company** | Tech Mahindra |

## Roles & Responsibilities:

* Contributed in Product Configuration Testing, Like to Like Testing, Regression Testing, Sanity Testing and User Acceptance Testing for Data Migration
* Responsible for handling various Change Requests independently from design to execution.
* Led a team of 3-4 members for complex solutions from design to execution for Data Migration
* Coordinated Test Support Activities along with various Vendors.
* Mentored team mates and handled On Job Training for new joiners.

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| **Position** | Customer Service Associate (Sep 2011 – Feb 2012) |
| **Company** | Amazon |

## Roles & Responsibilities:

* Demonstrates effective, clear and professional written and oral communication. Provides prompt and efficient service to Amazon Customers including the appropriate escalation of Customer’s issues. Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues
* Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions. Liaise with other departments such as Seller Support, M erchant Investigations, or Payments teams as required to resolve Customer’s issues and questions.

**TECHNICAL SKILLS**

* Languages: SQL, PL/SQL, Unix Shell
* Testing Tools: HP Quality Center, Amdocs Testing Studio, Jira
* Automation Tools: Ginger (Amdocs In-House tool)
* Agile Tool: Rally
* External Tools used: IBM’s COGNOS, Toad, Putty, Outsystems’s WFM, Agent Desktop (BT)
* Amdocs BSS Suite: Billing, CSM, CRM, OMS, EPC, AR, Mediation and Turbo Charging (OCS/OCFS) Partner settlement

**ACADEMIC PROFILE**

* Engineering Degree with 64% aggregate in “Computer Science” from Jawaharlal Technological University, Telangana, India

**RECOGNITION**

* Rewarded with “Spot Award” Amdocs Q4(Juy’20- Sep’20) for contribution to Prepaid BAU Release with Business Critical CRs
* Rewarded with “Spot Award” Amdocs Q4(Juy’19- Sep’19) for contribution to Prepaid BAU Release with Business Critical CRs
* Rewarded with “Employee of the Quarter” Q1 (Oct' 16 - Dec' 16) in Amdocs for contribution to the release to production with quality
* Rewarded with “Employee of the Release” by Testing Team (British Telecom) for efficiently delivering the release to production with quality
* Awarded as ‘BRAVO’ in Tech Mahindra Q3 2014-15 awards for contribution to Data Migration BAU release
* Member of “Best Team” award winning team in BT-15 IDU Tech Mahindra
* Member of “Best Team” award winning team in Tech Mahindra, Chennai for performing in Peer learning in OS, Telecom and SDLC streams during training. (Year 2012)

**REFERENCES**

* References will be provided upon request