**Swathi M**

**Mail :**swatisalian28gmail.com

**Mobile** : 9108485699

* **CARRIER OBJECTIVE**

* Mission-focused Scrum Master with extensive experience coaching and skilled at building consensus across high performance teams.
* **SUMMARY**
* Certified Scrum Master (CSM) from Star Agile Institute.
* Having 9+ years as Scrum Master, Agile Coach and well versed with testing concepts.
* Exposed to Agile methodologies and experience in handling Daily Scrums, Sprint Planning, Sprint Review meetings, Preparing Burndown charts & removing any impediments within team.
* Having excellent exposure to Telecom domain.
* Coaches the team in the use of Agile/Scrum practices to ensure value and customer satisfaction.
* Direct people management responsibilities for 24 or more people comprising of business analysts. Creative designers, developers, testers and other support functions.
* System Testing/Verification experience of the Ericsson Core, WCDMA, and LTE Network. Good testing knowledge of all the applications in the Performance Management area.
* Life Cycle Expertise: Requirements, Design, Implementation, Test, Delivery and Maintenance & Support in both Agile Scrum methodology and Waterfall model.
* Highly competent in the successful release of programs, developing the best QA practices, and executing test plans and quality monitoring during the complete software development lifecycle.
* Direct interaction with customer to understand the issues and solve them accordingly.
* Good time management and ability to track the project needs, with a constant focus on the project scope and requirements.
* **SKILL SET**
* **Area of expertise:**   NMS/EMS, Troubleshooting, Integration Testing, system testing, Manual Testing, Unit Testing, Sanity Testing, Performance Testing, Team Leading.
* **Tools & Utilities :**MS office applications 2003/07/10, FTP applications, etc.
* **Networking Technology Protocols** : FTP, SFTP
* **Operating Systems** : Windows 98/2000/XP/7/8 and UNIX/Linux
* **Language** : Basic Knowledge about C, C++; and Java
* **Scripting Languages** : VB Scripting (Beginner Level)
* **Database** : Sybase IQ

* **EMPLOYMENT DETAIL**

24h Oct 2011 to**till** date:    Wipro Technologies Ltd, Bangalore as **Senior Project Engineer**

* **ACHEIVEMENTS**

Excellent Execution Award - Awarded for building high performing and cross-functional agile team in the telecom account.

Appreciated by Customers for quick and fast resolution of issues.

* **PROJECT PROFILE - 1**

**Wipro Technologies**

Client : Ericsson

Domain : Telecom

Project Name : PCI

Team Size : 20

Role : Manual Test Engineer

Duration : Jan 2012 to March 2014

**Description:**

OSS-RC is Ericsson’s sub-network manager supporting centralized operation and maintenance of the radio access as well as the core networks of GSM, WCDMA and LTE systems. It supports the maintenance of 2G networks and deployments in 3G and 4G technologies. The 3G O&M solution provides end-to-end management of the radio, core and backbone networks. It provides a common framework for O&M handling of nodes within those networks. OSS-RC consists of a number of functional packages related to specific nodes, as well as application packages that are common across all nodes.

**As Test Engineer**

* Responsible for Test case Design. Writing effective and quality test cases for both product testing and CPI (User Guide) document testing
* Responsible for Test case execution with 100% completion of test cases planned for the delivery within the planned time frame
* Responsible for raising Trouble Reports with the ability to reproduce faults and debugging of the same and putting correct and relevant information in the TR observations
* Participating in the Feature Test specification reviews/demos and implementing the review comments in the FT Specification
* Responsible for timely Escalation of Issues/ Status updates / reports
* Contribution to Reviews (IP, Design doc, FT spec, CPI) and Quality documentation
* Performed the application testing, prepared test strategy, test case and test results documents.
* Prepared the testing environment by doing the OSS software installations, upgrade and performing sanity testing and regression testing on the applications.
* Loaded the customer dumps on the Solaris servers and performed testing on the simulated customer environments.
* Reported the bugs in the form of Trouble reports and in JIRA. Coordinate & track the issue until closure.

* **PROJECT PROFILE - 2**

**Wipro Technologies**

Client : Ericsson

Domain : Telecom

Project Name : ENIQ STATISTICS (Ericsson network IQ)

Team Size : 9

Role : Scrum Master

Duration :6.9 years (April 2014 to till date)

**Description**

ENIQ (Ericsson network IQ) is Ericsson’s product for performance management on a multi-vendor and technology environment, deployed for a wide range of network technologies and data sources, including GSM, GPRS, LTE and CDMA Technologies. ENIQ caters to increasing Network size and volume of statistical data to be stored and analyzed.

Apart from collecting, storing and processing network performance data, the solution provides Network Operators with performance statistics in the form of reports on SAP Business Objects for the Key Performance Indicators (KPI).

**Senior Test Engineer**

* Worked on Installation/Upgrade of ENIQ
* Installed BIS/WAS, to produce KPI reports
* Effective communication with external Clients with great management skills.
* Involved in integration of ENIQ with ENM and OSSRC
* Monitoring CI builds on daily basis to find any issues and take corrective action.
* Complete product regression testing, Handling configuration issues
* TCs and Test Analysis preparation, Updating the Test Results in the TMS tool (Test Management System)

**Onshore experience of two and half months (Ireland)** as FT tester. During onshore role have worked closely with Client Project managers, Business Analysts, Solution Architects and other third-party vendors.

  Worked as a Global Engineer to troubleshoot ENIQ-S issues in ENIQ Customer support team.

Involved in all the Customer related issues and resolving HIGH MEDIUM LOW tickets and also handling emergencies and escalations of ENIQ as a troubleshooter.

Supporting the Customers across the globe (MANA, MELA, MMEA, MOAI)

**Onshore experience of 3 months (Ireland) as Global Engineer (Troubleshooter).**During onshore role involved in emergency handling (24/7), hot cases (resolving issues in 24hours), handled escalations and resolved issues in live system, worked directly with Customers and also helping Customer with their queries.

**Agile Project Management (Scrum Master)**

* Reporting Bugs and tracking them to closure through various tracking tools or JIRA.
* Maintaining delivery reports for internal/external audits
* Following Lean approaches – RCA/FSA
* Responsible for Sprint Delivery plans from Design and On Time delivery from Design with Quality
* Highlight blockers to Design SOS/PO if there is any change in Sprint commitments
* Drive PLM TR fix merge to the Design Track and weekly meeting with PLM Project for Merge.

* **CERTIFICATION**

* Certified Scrum Master (CSM).
* Scrum Master Certification done in Wipro.

* **EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Board / University** | **Year of Passing** | **Percentage** |
| BSc | Mangalore University | 2011 | 61% |
| M. Tech | Bits Pilani | 2015 | A Grade |

* **PERSONAL DETAILS**

Date of birth : April 21st 1990

Permanent Address : Sri Sai Krupa, D No.: 4-76(6) Ammunje stop, Kolalgiri Post, Udupi.