## **Mallikarjuna Rathod**

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#### **Professional Summary**

* 10+years IT Industry and 8+ years in Telecom Testing, currently working as Test Lead/Manager **in Wipro**
* Deep understanding of Agile concepts, values, and principles
* Deep understanding of Scrum framework and values
* Worked on **Selenium Web driver** Automation tool
* More than 1 year of experience in **SAP Hybris Testing(Both B2B and B2C)**
* Accountable for the quality of the testing activities delivered for the product/project.
* Onsite experience in different countries **(Belgium, Qatar, Myanmar)**
* Worked in domains like Telecom, Retail and Taxation
* Expert in Test planning, Resource planning
* Good experience in Onsite-Offshore delivery model and project and complete resource management and good client-facing skills
* Contact Center Testing(Genesys), Omni Channel Testing, IVR Testing
* Manual testing on Web & CMS applications
* Good experience in writing the test plan.
* Good working experience in Multi-Vendor project.

#### **Certifications**

* Certified Scrum Master (CSM) from Scrum Alliance
* Certified Scrum Master (WSM) from Wipro
* Certified in ISTQB-Foundation Level
* Brain Bench Certified in Software Testing

#### **Technical Skills:**

Database: IDMS, SQL, MS Access, Verification of database using SQL Queries

Working Knowledge on UNIX, Fair knowledge on Python

Testing Tools: QCT, ALM, JMeter, SOA, Selenium Web Driver, Elastic, Log stash, File beat

IDE Tools: Eclipse

#### **Achievements:**

* Received multiple e - Awards from HP
* Got the Making a Difference award multiple times(5times)
* Led and successfully executed transitioning of Belgacom GEN applications into Hewlett-Packard

#### **Employment** **History**

| **Employer Name** | **Duration** |
| --- | --- |
| Wipro Technologies | Oct 2016 till Date |
| HP Global soft currently known as DXC  | Oct 2007 to Oct 2016 |

#### **Projects at Wipro:**

**Projects Worked in Wipro as Test Lead/Test Manager**

**Project: ACE Portal(TechOps)**

**Customer: Vodafone**

**Technologies:** React JS, Redux, AWS, JIRA, Azure Devops

**Period: September 2020 – Till date**

Project ACE is delivering a digital skin sitting over the existing Change Management systems. ACE will be accessed via a web link and is integrated with Mobile and Fixed Line Remedy to provide a converged process. Anyone with a VF account will have access to the web link and will be able to raise, or approve a change via the new ACE tool

* Current role includes test management & Scrum Master role, managing the entire TechOps project including handling the customer, taking accountability of the deliverable and also handling the entire team.
* Managed to launch a very complex project ACE Phase 1 & 2 involving multiple stakeholders on customer side. Customer has been impressed with my work ethic and have provided commendations.
* Completely accountable of the delivery and also works with the customer as well as the team to ensure results are achieved.

**Project: HPE B2C, B2B**

**Customer: HPE**

**Technologies:** Hybris platform 6.7, GitHub, Jira, HP-ALM, Jenkins

**Period: September 2019 – Feb 2020**

E-commerce is an HPE initiative to provide the customers and channel partners with a better online experience, with the goals of improving brand recognition, increasing sales, and offering a seamless customer experience across various access devices (computers, tablets, and mobiles).

* Created test scenarios, test cases and test data preparation for carrying out Functional/System Integration Testing/Regression Testing
* Analyzed FD and DLD Documents for preparing Test Plan, Test Scenarios and Test cases.
* Participated in Test Case review.
* Carried out System Integration, Functional & Regression Testing
* Involved in testing various modules like Category Carousel, PDP Page, Add to Cart Page and Channel Central third party integrations.
* Involved in Test data creation in **Back office(HMC)**, involved in configuring the contents in **WCMS** cockpit
* Written the Automation Script for B2C Selenium Automation Suite(Registration, Login Single Handedly)
* Performed Requirement – Test case mapping in ALM for the above project
* Identifying & analyzing defects. Documenting and tracking.
* Attending scrum meetings/status calls on daily basis with the team
* Communicating daily basis to update the work status and to discuss the issues if any.
* Participating in daily team meetings with onshore functional manager updating the work status & issues is any accordingly
* Involved in ramping up the new joiner on testing and also assisted the team in execution.

**Project: CBIC Officer Portal**

**Customer: Central Board of Indirect Taxes and Customs, Government of India**

**Period: Aug 2018 – July 2019**

Central Board of Indirect Taxes and Customs (erstwhile Central Board of Excise & Customs) is a part of the Department of Revenue under the Ministry of Finance, Government of India. It deals with the tasks of formulation of policy concerning levy and collection of Customs, Central Excise duties, Central Goods & Services Tax and IGST, prevention of smuggling and administration of matters relating to Customs, Central Excise, Central Goods & Services Tax, IGST and Narcotics to the extent under CBIC's purview. The Board is the administrative authority for its subordinate organizations, including Custom Houses, Central Excise and Central GST Commissionerates and the Central Revenues Control Laboratory.

As a Test Manager Involved in requirements gathering,

* Handle the tasks of managing test data, developing test scenarios and logging test results
* Defect Reporting and Tracking
* Host daily status meeting with the client
* Host daily status meeting with the different stake holders
* Mentoring team members

And also E2E test design and E2E test execution for below modules

* Registration
* Returns
* Refunds
* Investigation

**Project: Ananda 4G+**

**Customer: Amara Communications Co Ltd**

**Period: Jan 2018 – June 2018**

Ananda is a brand and business in Myanmar to have access to high quality, essential provider of unmatched communications services. Through this project all customers in Myanmar (Yangon and Mandalay Region) interested in Ananda 4G+ Prepaid Data services (with Mifi and Router) will be able to register in Self-Care (Web and Mobile App) platform. But will only be able to access all features intended for logged in users once they complete verification.

As a Test Lead/Manager below are the Roles and Responsibilities in the project

* Understand the requirements and create testing plan required for end to end testing.
* Writing the test strategy document
* Writing the test plan document
* Handle the tasks of managing test data, developing test scenarios and logging test results
* Execution of Contact Center related test cases (Omni Channel - Inbound Call, Outbound call, Email, Facebook, Twitter)
* Defect Reporting and Tracking
* UAT Testing
* Host daily status meeting with the client
* Host daily status meeting with the different stake holders

**Project: Self-care and Ecommerce Portal (B2C)**

**Customer: BATELCO**

**Technologies:** Hybris platform 6.2

**Period: Aug 2017 – Jan 2018**

Through this project all customers (Bahraini and Non-Bahraini, as well as Batelco and Non-Batelco users) interested in Batelco services will be able to register in Self-Care and e-Commerce platform. But will only be able to access all features intended for logged in users once they complete verification.

As a test lead below are the Roles and Responsibilities in the project

* Understand the requirements and create testing plan/cases required for end to end testing.
* Writing the test strategy document
* Writing the test plan document
* Preparation of Test Data
* Handle the tasks of managing test data, developing test scenarios and logging test results
* Involved in performance testing using Jmeter and developed test scripts and scenarios
* Studied application performance and max scalability, critical parameters such as number of users, response times, hits per second
* Defect Reporting and Tracking
* Regression testing
* UAT Testing
* Monitoring team members

**Project: CTI**

**Customer: Vodafone Qatar**

**Period: May 2017 – Aug 2017**

**Computer Telephony Integration (CTI)** project is related to identify a customer making an inbound call based on predefined rules and ability to route a customer call to an appropriate agent and screen pop to the customer account within CRM.

**Project: Siebel Open UI**

**Customer: Vodafone Qatar**

**Period: November 2016 – Aug 2017**

**Siebel Open UI** is an extension of the **user interface** (**UI**) for the **Siebel** application, utilizing **open** web technologies (HTML, CSS, JavaScript, and JQuery). It removes the need for Active X controls and allows **Siebel** to present a transformed and richer **UI** based on modern web technology.

**Project: ECR**

**Customer: Vodafone Qatar**

**Period: November 2016 – Aug 2017**

ECR is Electronic Customer Registration, basically it saves time in registering customer details and activating the Prepaid/Postpaid SIMs, ECR campaign is targeted basically for the Expats and in the retail shop in Qatar

For all the above projects as an Individual contributor

* Understand the requirements and create testing plan/cases required for end to end testing.
* Preparation of Test Data
* Execution of test cases
* Defect Reporting and Tracking
* Regression testing
* UAT Testing
* PVT and PPVT testing

**Projects worked at HPE:**

**Project: ISDN PRA Migration:**

**Customer: Belgacom/Proximus**

**Period: October 2014 – June 2015**

ISDN PRA on IMS MEDIAGATEWAY: An application designed to migrate the traditional ISDN PRA (on EWSD and ALCATEL fixed voice switches) to PRA on IP Multimedia (IMS VOIP) MGW in the framework of the Switching out phasing Program of Proximus.

The project provides a solution for migrating ISDN PRA towards PRA on IMS-MGW.

When a switch is out phased, ISDN PRA customer has to be migrated to IMS MGW. This remove’s temporary migrations of ISDN PRAs towards another switch (until the other switch is phased out, and so on). A new application is designed in Service Activation Layer (SALY) as front end and Remote Ordering System (ROSY) as network provisioning back end. Application take care of all aspects of existing features of customer and migrate the customer to new platform. Customer will not see difference in service

**Project: Migration and Network Transformation (MANTRA)**

**Customer: Belgacom/Proximus**

**Period: January 2010 – March 2016**

Miglist is web based application developed to migrate old legacy based telecom technology to new generation VOIP based infrastructure by replacing existing old switches with new compact switches. MIGLIST consists of several use case depending on type of old technology exists. For PSTN technology few use cases are designed to migrate it to AGW. For ISDN technology few use case are designed to migrate towards MGW solution. This application resulted as initiative by proximus towards program called MANTRA (Migration and Network Transformation). Using this application user will be able migrate existing customer of PSTN to new AGW (Access GateWay) technology without having customer impact. This application also used to out phase existing old switches and helps in building out phasing.

Application Testing for Building and Switching out phasing (BOSO). As part of BOSO Involved in below migration UseCases.

* PSTN migration from LEX with VDSL2 in ROP to AGW and VDSL2 in ROP for customers already connected on ROP.
* PSTN customer’s migration from LEX to AGW ROP.
* Migrating VDSL2 lines from ROP to VBB, LEX/LDC to ROP, and LEX/LDC to VBB and ROP to ROP in cascade.
* Migrating VDSL2 lines from ROP to ROP in Master-Slave.
* Migrating PSTN lines corresponding AGW ports in LDC by Block
* Migrating AGW Lines from Block to Block
* Dynamic Spectrum Management (DSM) with Vectored DSL Technology to mitigate the crosstalk effects form the most Serious Performance bottleneck for dense deployments of DSL Lines operating in the very high-speed region.
* Integrated Service Digital Network (ISDN) which migrate ISDN lines from LDC to LEX
* Asymmetric Digital Subscriber Line (ADSL) to ROP Migration

Roles and Responsibilities

* Understand the requirements and create testing plan/cases required for end to end testing.
* Preparation of Test Data
* Execution of test cases
* Defect Reporting and Tracking
* Regression testing
* UAT Support
* Service Tests
* KT to offshore team
* Mentoring the team

**Project: Genesys (Belgacom Documentation)**

**Customer: Belgacom / Proximus**

**Period: January 2013- June 2015**

Genesys helps in design of graphical layout related to copper infrastructure in Belgian telecom to provide different services to customers. It consists of applications GDA, GEN and **ABR (Mainframe system)**.

GDA designs and maintain graphical laid plan of copper cables in streets and cities. GEN designs and maintain actual connections in ground. It generates a report for technician to perform his activities in ground.

**ABR (Mainframe system)** documents the complete path details from service provider to customer, which involves, Local distribution center, Local exchanges, switches, Remote optical plates and port details of customer connected

Roles and Responsibilities

* Understand the requirements and create testing plan/cases required for end to end testing.
* Preparation of Test Data
* Execution of test cases
* Defect Reporting and Tracking
* Regression testing
* UAT Support

**Staffing Support in HP**

**Period: Oct 2007 – Dec 2009**

#### **Education**

* BE in Mechanical Engineering from SIT in 2004,Tumkur,India

#### **Personal Information**

Date of Birth: 12-02-1983

Languages Known: English, Kannada, Hindi

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