Mohammed Shabbir Banagar
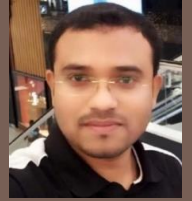
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Valid : **USA Business Visa (B1)**
Travel : USA, Mexico, Portugal, etc

Role : SW Test Team Lead

Professional Experience:
14 Years' Total Work Experience
• **10.7 years** with Amdocs, Pune (worked on 14+ International projects - NAM/CALA/EMEA)
• **3.6 years** before Amdocs (Marlabs Pvt. Ltd., Optiteam Software India Pvt. Ltd., Pearlsoft Technologies) – Bangalore

Education:
• Bachelor of Engineering in Electronics & Communication, VTU Karnataka (2001-2005)
• Executive Post Graduate Diploma in Management, Symbiosis International – Pune (2011-2013)
• Participated in Leadership skill development workshops like Pathshala, Transformational Leadership.
• ISTQB, BEAT, DevOps, AWS (L1) Certified.

Skills:
• **Products**: BSS-CRM/ OMS, Enabler, EPC/ MEC, AMSS/ AMDD, Optima/ Kennan Billing, NetCracker, SFDC, OSS - (ODO/ SOM), JESI, AMIL, SQO/ CPQ, Non-Docs (A&M) & other 3rd Party Applications
• **Tools**: HP ALM, Jira/ X-ray, Rational ClearQuest, Bugzilla, AMC, SoapUI/ REST, SBM, QTP/ UFT, Ginger, Jenkins, ATS, Rally, Git
• **Skilled Components**: SQL, Unix, VB Scripting, CSS, HTML, AI-ML (Python), Agile, DevOps, Manual/ Automation Testing

Roles & Responsibilities:
Currently working as **SW Test Project** Manager (Acting), Managing a Team of 35 & leading "vivo Project" Daily Standup calls/ Hurdles, Client Meetings, Demo, leading – PT/ UAT (E2E), PROD Testing, Automation DevOps, Deployments & Releases, Scoping, Estimating Budget, PMP/ Regular O2O & Feedback to Team.

During my tenure following were my Roles & Responsibilities:
 1. Experience of handling various types of **projects**
• Business Transformation – vivo (Telefonica), Comcast, PLDT, Dish
• Greenfield Projects - Cablevision (Altice)
• BAU Projects – Rogers, AT&T, Elisa, Rogers, Three Ireland
• Migration Testing – Charter Communications, Altice, vivo, AT&T YP
• Non-Dox Testing – AT&T (Yellow Pages & Manage Services), RHD, Sensis
• Automation Testing – Leaded Automation for ATT YP, Charter, vivo, Altice Projects

 2. **DevOps** Implementation
• **Shift Left** (Tools, Technology and People), **Shift Right**
• **Scoping** and **One Test Design** (35% Design Time saved and less rework)
• **4-in-a box scoping** – TAs drive the show from pre-phase of scoping/planning
  Solution Architect (Amdocs & Comcast), Test Architect, Dev Manager
• **One Design** for PT, E2E and UAT
• **Feature group-based design**
• **Early Automation** (30% Automation coming from Scrum)

Common Tool Started at SCRUM phase, Reuse → Enrich → Value
- Automation Nuggets from scrum – Automation Architect working closely with Scrum
- Gained 73% Regression Automation and 20% Progressive Automation
- 100% team on automation track (40% Team develops Automation, another 30% handles basic trouble shooting, 30% extensive use of automation)
- Automated Daily SWP, Environment Maintenance, Sanity Run etc
- Lead Dox/Non-Dox
  Application Automation on platform like Ginger/QTP

3. **Environment Deployment** & **Management**
- Tracking HF's & Performed Deployments
- Environment monitoring & Maintenance

4. **Innovation/ Tools & Technology**
- Developed lot of Utilities for Extracting reports / Grafana based Automation Dashboard
- TEM/TDM - AI/ML based tools developed & Implemented
- Trained Tester for ALM, Project based Applications & Tools
- Active participation & Leaded forums like Elvis, Mavericks/ Scouts, BEAT, Care etc

5. **Collaboration/ Interactions Amdocs Stakeholders**
- Close collaboration with Delivery (ADL, Service Partner, Dev / PT / Infra Managers, Internal Amdocs Teams)
- Working closely with SmartOps (GSS) Teams for DRs, PBIs, In-Flight/Cut Over Testing, Production Deployment
- Customer Interaction, Customer Demo
- Daily Status Call with Customer – Transparent status reporting
- Weekly Standup meeting with Customer – Progress and Path forward (Functional, Automation, Performance, Environment, KPIs)
- Test Design Review session with Business Stake holders
- Demos on E2E environment per release to business stake holders

6. **Others**
- Ensuring smooth resource onboarding, knowledge building within Team
- Leading Test Planning, Test Estimation, Testing Scoping, Test Execution, Defect Triaging, Test Closure and Review, Quality KPIs
- Demonstrated Test Plan/Test Strategy to Program & Customer
- Detailed Test Plan presentation to Amdocs Management and Customer
- Regulate RCA and Lesson Learnt session with team
- Preparing Test Closure Documents and Sing Off
- Ensuring Knowledge Retention by Application Cross KT within AT&T YP, MS, Charter, Altice.
- Member of Technical Interview Panel & training AQE New Joiner (Freshers/Laterals)
- Worked as Test Architect (Altice Portugal), Involved in Designing User Stories, MTV's
- Risk/ Mitigation management
- Achieved: "Customer Excellence Award" in Town Hall & Project/ Team Appreciation Wards
- Providing Regular Feedback to the Team Members & conducting Yearly PMP/ AIP in the Team.
- Release Checklists, CHL/ Calendar, Maintaining LL's & Perform Defect Analysis.

Details about Transformation and main Projects which I lead:

Vivo (Telefonica) –
• A subsidiary of Telefónica and the largest telecommunications company in Brazil. Its services, such as internet access, cable and satellite television, fixed and mobile telecommunications, among others, were integrated in this brand
• vivo solution to integrate service providers' diverse BSS, operational support systems (OSS) and core network data sources into one holistic view across all lines of business, Business provides a variety of enterprise solutions for network connectivity and managed
• Amdocs E2E solution comprising of: CRM, OMS, Enabler (Billing), eCare/ MCSS, OSS (SOM/AUA), AMDD, TC/ RLC, MEC, ODS
• Successfully certified 2 Phases, and currently completed Phase 3_1 i.e. Successfully Completed "National Launch/Soft Launch" in addition to their Quad Play subscriptions in August 2020.
• Parallelly Leading & Managing: Migration Project & Production Activities.
• Software Factory CR's with new Changes & Enhancements.
• Handling Scrum, PT & UAT for all the activities
• Managing Environments with collaboration with Clients for PT, UAT, PET. Handling Daily Deployments & HF's.
• Data Prep, Artifacts for Online, Batch, ODS to get ready for Execution.
• Planning, Scope for Ongoing Activities & Milestones
• Daily Defect Triage call & Status call with site & all Stake holders.

COMCAST –
• Comcast Business provides a variety of enterprise solutions for network connectivity and managed services that enable large businesses to simplify the complexity of their network in the face of dynamic innovation
• Amdocs B2B solution comprising of SFDC, SQO (CPQ), AMIL, SOM, MEC
• Amdocs solution is scalable to interface with comcast / 3rd party applications – SFDC, ELOC, WFX, Donriver, Café, TTS, Workbench etc
• Worked closely with TSP / Regional lead for RFP inputs, SOW preparation, P&L planning, Project Estimations etc
• Worked with Amdocs/Comcast teams for setting up process of Test Design approach, required tools implementations, defects procedure, Execution Plans, Test Plan preparation etc
• Provided raw data / artifacts /Matrix data to TSP / Regional get ready for customer standup meetings

Altice (USA, PT) –
Altice is based at One Court Square in Long Island City. Queens with its Operational center located at Cablevision's former headquarters in Bethpage, New York. FTTH plan to build a network capable of Delivering 10 Gbit/s broadband speeds.
When a TN is allocated to an FTTH customer it will need to be checked to determine if the current switch it is hosted on matches the target switch for the customer. Wherever there is a mismatch then the TN will need to be removed from the current switch and re-deployed onto the appropriate Meta switch or another target switch. This MTV describes the scope of work in **ODO** for this effort.

Charter Communications –
It is the second-largest cable operator in the United States by subscribers (after Comcast). Reverse Translation intends to deliver a platform that translate the biller specific codes of an existing account's products and services into MEC based offer or set of offers. The Reverse Translation runs on a batch back-end processes based on the events triggered by SOLO Sync and ETL on the Account and Order Queues. Integrated with(Rev Trans), MEC, RDM, SOLO System. (Modes: Initial Load & Incremental Load).