**SANATH KUMAR PABBU**

**Role** : Quality Engineer (Functional, Non-Functional & Automation)

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**Experience Summary:**

* **12+ years** of experience in **Functional, Non-functional, System, Integration E2E, Web, Mobile, UAT Testing and Automation Testing** in IT Industry
* Having good knowledge on **Telecom, Banking, Retails, Insurance** and **other domain**
* In depth Knowledge on **DevOps,** **Agile Methodologies** and **Selenium Automation tools**
* Excellent knowledge in Software development life cycle processes **Analysis, Design, Development, Review, Deployment, Testing and Support**
* Extensively involved in **Sprint Planning/ Refinement / Daily Stand-up / Retrospective Meetings in Scrum, preparation / execution of test cases**, **creation of Automation Testing Framework / Scripting / execution using Selenium Automation**
* Played as a Subject Matter Expert (SME) role for more than 4 years in **Functional Testing, System testing, Integration End to End Testing** and **Automation Testing**
* Handled Automation/Manual testing teams at offshore and onsite being Single Point of Contact for 3 clients and identified as Module lead and then team lead
* Possess good programming skills in **JAVA, SQL, DB Quires** & **Unix commands**
* Strong development management or testing team leadership experience with a proven track record in scaling highly technical teams
* Excellent capability to explore, learn and understand newer business domains and technology with different testing tools
* Experienced in environments requiring direct Customer interaction during specifications, testing and supports during the project roll out phases
* Involved in **creating Daily, Weekly Reports, Metrics** & **Engagement Summary** Reports
* Experience in **root cause analysis, gap analysis, troubleshooting, problem resolutions**, as well as possessing extensive experience of identifying potential solutions and presenting to client.

**Career Profile:**

**Title** Development & Operation of with End to End Quality Testing.

**Period** July-2019 till now

**Client Name** NMI (National Mortgage Insurance company)

**Position** Test Lead

**Project**

**National MI** a U.S.-based private mortgage insurance company, National MI enables low down payment borrowers to realize home ownership, while protecting lenders and investors against losses related to a borrower’s default. National MI has received approvals by Fannie Mae and Freddie Mac as an eligible mortgage insurer and is licensed to offer mortgage insurance nationwide. Headquartered in Emeryville, California, in the San Francisco Bay Area, National MI provides innovative risk management solutions and significant insurance capacity geared to support the needs of an evolving housing finance industry.

**Responsibilities:**

* Preparation of Test Plan, Test Analysis and Execution process.
* Execution of Test Cases including end to end regression suite & New stories
* Execution of Dry Runs in dedication, integration, sanity and production environments.
* Ensuring on time defect fixes and deployment after each Dry run with selenium Tool.
* Regression test case execution post deployment of Change Request on Production call

**Carried out the following activities:**

* Automating all the Scenarios identified for Cross browser testing Using Selenium.
* Onshore-Offshore follow ups on user stories, Defects and Mandatory action items.
* Analysed the feasibility and impact for compatibility Testing.
* Co-ordination between Business Analyst and Production Support Team.

**Operating System** Windows

**Languages** Manual Testing, Quality Centre, Automation Testing by using Selenium

**Special Software** Jenkins, Rally, Confluence, Post-Man, SoapUI, Datacentre & JIRA

**Work Location** Emeryville – CA, United States of America

**2016–2019**

**Title** Change Request & Development of with End to End Quality Testing.

**Period** May 2016 – June-2019

**Client Name** Macys Technologies(Retails – Domain)

**Position** Automation Developer, Senior Quality Engineer

**Project**

**Macy's, Inc.**(originally Federated Department Stores, Inc.) is an American [holding company](https://en.wikipedia.org/wiki/Holding_company) founded by Xavier Warren in 1929. Upon its establishment, Federated held ownership of the regional [department store](https://en.wikipedia.org/wiki/Department_store) chains [Abraham & Straus](https://en.wikipedia.org/wiki/Abraham_%26_Straus), [Lazarus](https://en.wikipedia.org/wiki/Lazarus_%28department_store%29), [Filene's](https://en.wikipedia.org/wiki/Filene%27s), and [Shillito's](https://en.wikipedia.org/wiki/John_Shillito_Company) [Bloomingdale's](https://en.wikipedia.org/wiki/Bloomingdale%27s) joined Federated Department Stores the following year. In 1994, Federated took over the department store chain [Macy's](https://en.wikipedia.org/wiki/Macy%27s). With the acquisition of [The May Department Stores Company](https://en.wikipedia.org/wiki/The_May_Department_Stores_Company) in 2005, the regional nameplates were retired and replaced by the Macy's and Bloomingdale's brands nationwide by 2006.

**Responsibilities:**

* Preparation of Feature files for stories Macys.com & Bloomingdale.
* Execution of Test Cases including end to end regression suite & New stories
* Execution of Dry Runs in dedication, integration, sanity and production environments.
* Ensuring on time defect fixes and deployment after each Dry run with selenium Tool.
* Execution of Test cases for Retail and Business Fibre Plans Long with on time defect fixes.
* Providing Go ahead for production deployment post Test Case execution and Defect Fixes.
* Ownership in handling the Automation team to identify the various process involved in each project that can be automated as a system with BDD Raft & eRAFT.
* Regression test case execution post deployment of Change Request on Production for Go- No Go decisions.

**Carried out the following activities:**

* Automating all the Scenarios identified for Cross browser testing Using Selenium.
* Automation script Execution of all the Functional Test scenarios identified for Cross browser testing for website, Mobile and Tablet.
* Analyzed the feasibility and impact for compatibility Testing.
* Co-ordination between Business Analyst and Production Support Team.

**Operating System** Window, Mobile Apps & Tablets

**Languages** Manual Testing, Quality Centre, Automation Testing Using Selenium Web driver, Web, Tablet & Mobile Testing.

**Special Software** Intellji, Git Lab, Maven, Dev\_Center &JIRA

**Work Location** Atlanta-GA, San Francisco – CA, United States of America

**2014–2016**

**Title** Ops & Development of BSS Stacks with End to End Quality Testing.

**Period** April 2014 - May 2015

**Client Name** Celcom Axiata Berhad (Telecom, Banking – Domain)

**Position** Automation Developer, Senior Test Analyst & SME

**Project**

Celcom Axiata Berhad is the oldest mobile telecommunications provider in Malaysia. Celcom is a member of the Axiata group of companies. Being one of the very few companies in Malaysia to originally obtain a cellular phone license. Celcom has the widest and most extensive coverage nationwide in Malaysia, compared to other cellular operators, it is providing Celcom Broadband, Magic SIM, X-PAX for prepaid, MCP for post-paid Customer, etc.

**Responsibilities:**

* Preparation of SIT test Cases for billing system Migration from Kenan to CBS.
* Execution of Test Cases including end to end prepaid and post-paid services such as New Registration of User, Change of bill Plan(COBP),Add/Remove/Modify VAS, Call bar and Unbar, Suspension of service and Termination of service.
* Ensuring on time defect fixes and deployment after each Dry run with selenium Tool.
* Preparation of SIT test Cases for Change Requests Received for New Fiber Line Plans.
* Execution of Test cases for Retail and Business Fibre Plans Long with on time defect fixes.
* Providing Go ahead for production deployment post Test Case execution and Defect Fixes.
* Ownership in handling the Automation team to identify the various process involved in each project that can be automated as a system with BDD Raft & eRAFT.
* Regression test case execution post deployment of Change Request on Production for Go- No Go decisions.

**Carried out the following activities:**

* Execution of Test cases from various channels like Siebel, Celcom Portals, and Online customer services Portals.
* Automating all the Scenarios identified for Cross browser testing Using Selenium.
* Automation script Execution of all the Functional Test scenarios identified for Cross browser testing.
* Analysed the feasibility and impact for compatibility Testing.
* Identified Navigational Scenarios for Compatibility testing across four browsers Internet Explorer, Firefox, Safari, Google Chrome and across the OS Windows XP, Windows NT, MAC, Designed Test Cases for the identified Navigational Scenarios.
* Involved in automating all the Scenarios identified for Cross browser testing Using Selenium using browse framework.
* Co-ordination between Business Analyst and Production Support Team.
* Analyse and resolve of Ticket Raised by BA for the Failed Automated Test Scripts.

**Achievements:**

* Successful Migration of 11 Million users from one Billing system to another with complete team efforts. Team was awarded as ‘Best Team Award’ for the successful achievement.
* Zero GST implementation for the Celcom account as per the Government guidelines, successfully achieved the target with Zero production issues Received client appreciation.
* SST implementation in Malaysia for All telecom providers with in short notice, achieved the milestone and received many awards from organization and client.

**Operating System** Window, Mobile Apps

**Languages** SQL, PL/SQL, Manual Testing, Quality Centre, Automation Testing Using Selenium Web driver, Mobile Testing.

**Work Location** Hyderabad, India

**2012–2014**

**Title** Desktop & Mobile applications testing for Axiom Telecom-MVNO

**Period** June 2012 – March 2014

**Client Name** Axiom Telecom-MVNO KSA & UAE (Telecom – Domain)

**Position** Test Analyst and Module Lead

**Responsibilities:**

* Requirement Analysis, Scenario Preparation, Review Test Scenarios, Test Design, Review Test Cases, preparing Requirement Traceability Matrix, Test Execution, Defect logging.
* Single point of contact for the "Post-paid Wireless Broadband module" with more than 5 resources reporting to me.
* Executing test cases and analysing stability of the features tested.

**Project**

Axiom was 1997 when Faisal Al Bannai decided that there was a better way to trade and distribute mobile devices and accessories, axiom telecom was born. And now it’s all grown up. Today we’re the largest retailer and distributor in the region with 575 locations and growing, and more than 2,000 hand-picked expert employees across the United Arab Emirates, The Kingdom of Saudi Arabia, Bahrain, Qatar, Oman, Kuwait, UK and India.

**About Client**

Green-Which is the outsourcing partner for IT solutions of Axiom. A separate Solution Assurance Group was initiated at Axiom to cater to the quality of the

 Business Critical Applications

 Architecture enhancement projects

The Business Support systems has suite of systems to cater to the end-to-end business of telecom

**Carried out the following activities:**

* Reviewed the Peer member’s test plan and suggested improvements wherever necessary.
* Understand the Technical difficulties in the design and execution and helped in analysis of the end to end flow in the System.
* Documentation work related to my fixes and features.
* Responsible for the overall quality & timeliness of deliverables for Post-paid system.
* Provided support for User acceptance Testing and provided Knowledge Transition to business users.
* Daily Client Meeting on Testing status, execution reports and Defects.
* Billing & Rating, Credit Limit & Roaming Deposits and Final Report sharing to the Client.

**Operating System** Windows, Web Applications, Mobile Application.

**Languages** Mobile Apps, network, billing and Manual Testing.

**Special Software** JIRA, Siebel CRM, RMS Billing system, Fusion & smart Scrum

**Work Location** Hyderabad, India

**2008–2012**

**Title** Tata Tele Services Ltd.

**Period** September 2008 to April 2012

**Client Name** Tata Tele Services Ltd (Telecom – Domain)

**Position** Tester

**Responsibilities:**

* Understanding Customer requirements
* Writing Test scenarios for major functionalities
* Reviewing test scenarios, Test case & Execution.
* Creating daily, weekly and monthly status report
* Monitoring and helping other team members in Testing.
* Preparing assets (guidelines and catalogues for major functionalities).
* Testing Status Reporting to Clients and involvement in defect meeting.

**Project**

TataTeleservices Limited spearheads the Tata Group's presence in the telecom sector. Incorporated in 1996, Tata Teleservices is the pioneer of the CDMA 1x technology platform in India. The Tata Teleservices Limited bouquet comprises four other brands as well—**Virgin Mobile**

Today, Tata Teleservices Ltd, along with Tata Teleservices (Maharashtra) Ltd, serves over 85 million customers in more than 450,000 towns and villages across the country, with a bouquet of telephony services encompassing Mobile Services, Wireless Desktop Phones, Public Booth Telephony and Wireline Services.

**About Client**

TCS is the outsourcing partner for IT solutions of TTSL. A separate Solution Assurance Group was initiated at TTSL to cater to the quality of the

* Business Critical Applications
* Architecture enhancement projects
* Business Requests and Major releases

The Operations Support Systems/Business Support systems has suite of systems to cater to the end-to-end business of TTSL.

**Carried out the following activities:**

* Attending Requirement Gathering Session with Clients.
* Analyse User requirements.
* Execution of Test Cases and updating the Result in test STM tool.
* Fixed the Bugs related to review of defects.
* Involved in Test case review as well as Internal & External Audit process.

**Operating System** Windows XP

**Languages** SQL, Functional and Manual Testing

**Special Software** STM, eRAFT, Kenan FX, RMS, BPM-Tibco, epos, Oracle CRM & TAM

**Work Location** Hyderabad, India

**Achievements & Awards:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Award Name** | **Award Date** | **Award Category** | **Award Sub Category** |
| Best Team Award | 06-Mar-2020 | Awards for Excellence | Star Awards |
| Service & Commitment Award | 05-Sep-2019 | Service Awards | Service Award |
| Best Team | 01-Sep-2016 | Awards for Excellence | Star Awards |
| On The Spot Award | 16-Jul-2012 | Awards for Excellence | On The Spot Awards |

**Certification:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Certification Name** | **Acquired On** | **Expired On** | **Version** |
| Assurance : Software Testing and Assurance | 21-Sep-2020 |  | 1.0 |
| Architecture & Tools: Scrum Management Foundation | 06-Aug-2019 |  | 1.0 |
| Assurance: Selenium Foundation | 20-Jul-2018 |  | 1.0 |
| Process : Agile Way of Working Foundation | 20-Feb-2017 |  | 1.0 |
| Assurance : Test Automation Foundation | 12-Jul-2011 |  | 1.0 |

**Training:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Offering Name** | **Duration** | **Start Date** | **End Date** |
| Assurance: Test Automation Basics - E0 | 60 | 15-Dec-2015 | 21-Dec-2015 |
| Knowledge Transition Program - Domain - ILT/Virtual ILT | 60 | 18-Feb-2012 | 18-Feb-2012 |
| Rational Testing: Rational Functional Tester (RFT) - Basics | 60 | 11-Feb-2014 | 12-Feb-2014 |
| Defect Reporting Technique: Art of Defect Reporting - ILT | 120 | 09-Jul-2010 | 09-Jul-2010 |
| Quick Test Professional (QTP) - For Beginners – ILT | 140 | 19-Jan-2013 | 19-Jan-2013 |