**Pratyush Shukla, CSM**



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**Professional Summary**

Presently working as an Assistant Manager in Deloitte with an overall 10+ Years of experience in the field of Software Application Testing and Project and Delivery Management

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| **Exposure** | **Activities** |
| Scrum Master Role | • Accelerated team velocity by focusing on well prioritized & regularly maintained sprint/product backlog.  • Facilitated scrum ceremonies and coach the team on scrum process adoption.  • Participated in the Product Manager and Product Owner Steering meeting to review and understand priorities/upcoming tasks.  • Organized & moderated the Scrum of Scrum Meetings using instant agenda.  • Lead the scrum knowledge sharing sessions across the business unit & manage/document Agile working agreements for the ART.  • Competent in Project Planning & Estimation, Test Plan, Test Management, Defect Management, Project reporting, Process Maps.  • Successfully transformed projects from Waterfall to Agile |
| Management Exposure | **Project Management** - Test Planning, Test Strategy, Test need assessment, Risk Analysis and mitigation plan, Capacity Planning(Resource planning), Quality Metrics/Leadership Dashboards, Project delivery, timelines, impediments, Sprint planning, Sprint Retrospective and Showcase, Test Management, Backup and recovery planning.  **People Management** - Skill gap analysis, Task allocation, Feedback, Reviews, Conflict management, Team collaboration, Individual development plan, Performance management, Assessments Planning. |
| Testing Role | **Automation Selenium (C# and Cucumber Framework)** – Creating test cases using selenium web driver using a data driven framework in Visual studio 2015. Continuous integration in VSTS to perform testing on server. Creating build agent in VSTS to run automation suite. Conduct automation feasibility study and ROI for test automation and work on continuous improvements. Identify the reusable components, work towards the enhancement, and deliver the solution towards the client needs.  **TOSCA – TOSCA AS1 and AS2 Certified Tester –** Experienced in Tosca Testsuite suite with navigation and steering capabilities. |
| **Application Testing** - Perform Black box testing on AUT UI and Functional defects prevention. During this process gets involve in Regression Testing, Functional Testing, SQA methodologies, UI Compatibility Testing, Bugs/Defect Tracking, Test Strategy, Test plan, Traceability coverage’s, Test Scripting and documentation. |
| **Mobile Testing** – Involve in testing iOS and Android platform for mobile applications including Usability, Interrupts, Install and Uninstallation, Compatibility, Operational, Localization and network testing. Have also worked in Hybrid App. |
| Business Analyst Role | Involve in creating and maintaining Requirement gathering, Maintain Backlog, Design thinking session, Storytelling session, Release Notes, Screen design documents, Brainstorming session, Maintain NFR document, Setup criteria for DoD, Product backlog refinement and Sprint Planning |
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| DevOps | DevOps Experience building and managing CI/CD workflows in VSTS.  Creating release, build pipeline.  Associate the test cases with the Test Methods. Creation of Environment Variable and Handling environment variables (DevInt/QA/Stage/Production)  Handling Test data through environment variables.  Creation of Automation build and Auto emailers with reports attached to them |

**Project Management / Technical Skills/Tools Worked**

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| Methodology | STLC - Agile Scrum , Waterfall Model |
| Domain Exposure | * Salesforce (Administrator) * Banking – Domain (Retail Banking) * Travel – Airline * Content Management * Gaming – Mobile/Console gaming |
| Cloud Solution | Exposure on Salesforce – Sales Cloud. |
| Test Management Tools | Microsoft VSTS, JIRA , HP Quality Center ALM (v11)(HPQC), Rational Team Concert(RTC), Rational Requirement Concert(RRC), Clear Quest(CQ), Testopia |
| Automation Tool | Web Automation – Selenium (C# and Cucumber Framework) |
| Continuous Delivery | VSTS |
| Version Control | GITHub , VSTS |
| Utilities Used | Firebug, Chrome Performance monitor |

**Work Experience**

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| **Designation** | **Employers** |
| Asst. Manager | Deloitte Support Services (GTS) |
| Team Lead | Deloitte Support Services (GTS) |
| Module Lead | Persistent Systems |
| Sr. Software Eng. | Accenture |
| Associate Software Eng. | Applabs Technologies (CSC) |
| QA Tester | Electronic Arts Games Pvt. Ltd |

**Roles and Responsibility on Project activities**

As a Lead

* Prepare Test Plan and Test strategy during the Sprint 0 planning phase
* Lead the Sprint 0 Planning and Resource planning
* Prepare the Estimation and lead the tasking meetings
* Help Team to Identify ambiguity in the Stories and clarifications with clients
* Monitor JIRA, update, add notes, and escalate the open items.
* Involve in Peer review , feedbacks and implementation
* Involve in Sprint demo to the client/product team
* Update - Delivery Health Monitoring system weekly
* Help team Conducting Usability testing and prepare/document Suggestion to clients for improvements in the application
* Prepare and share Monthly/Weekly / Sprint closure report and Daily status update with client and all the stake holders
* Lead the planning and setup, monitoring, and closeout phases of study management which include:  
  a) Gathering customer requirements and relaying to internal teams  
  b) Developing study documentation  
  c) Creating/distributing reports  
  d) Archiving study data and documentation  
  e) Appropriately setting and fulfilling customer expectations
* Identify potential risks and prepare the mitigations plan.
* Manage internal/external negotiations and promote collaboration to foster a positive team environment, effective communications, and efficient use of resources to meet study timelines and contractual obligations.
* Apply problem-solving strategies to address customer issues and maintain issue-tracking documentation to monitor progress and ensure timely resolution to customer escalations.
* Closely worked with Product/BA to address all the issue and clarification in the requirement and mostly involve in identifying the test scenarios.
* Effective defect tracking and reporting to improve communications and reduce delay.

As a Scrum Master

* Drive all the related Scrum ceremonies – Sprint Planning Meeting/Tasking Meeting/ Sprint Closure /Retrospective meetings
* Facilitate the daily Scrum Meetings and track the project status and progress to meet the sprint Goal
* Clearing obstacles and raise impediments as required for the team
* Establishing an environment where the team can work effectively
* Addressing team dynamics
* Ensuring a good relationship between the team and [product owner](https://www.agilealliance.org/glossary/product-owner/) as well as others outside the team
* Protecting the team from outside interruptions and distractions.
* Causing change that increases the productivity of the Scrum Team; and,
* Working with other Scrum Masters in Scrum of Scrum meetings to increase the effectiveness of the application of Scrum in the organization.
* Facilitate the Team by addressing the needs to run a smoother sprint

**Work Profile & Opportunity**

Deloitte - Assistant Manager – GTS – Enabling Areas ****

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| **Project: Qualification (Content Management)** | **Client**: **Deloitte Clients & Member Firms** |

Deloitte has invested in a major global knowledge initiative that has created a comprehensive and systematic way of understanding and measuring the nature of ‘Qualification’ behavior as well as enhancing the degree and effectiveness of ‘Qualification’ behavior in an organization. In order to allow clients of Deloitte to leverage this global knowledge initiative, Deloitte has developed the ‘Qualification’.

Qualification is a write-up of a Deloitte client projects. Generally, includes client background, scope of work, project approaches, and the names of project team members. Contributed and stored in the internal Global Deloitte Qualification Database. Qualification is a content management tool which is developed on MVC framework. This single page application is designed to serve clients with full responsive design and can be accessed.

Persistent System - Module Lead 

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| **Project:**  **Retail Mobile Banking Solution** | **Client**: **Monitise americas** |

We are dealing with mobile application which was tested for different clients (Viz. Banco general, Bank of Stockton, Chemical Bank, Space Coast credit union). Here we are responsible for functional, integration testing and Branding testing.

Accenture Services Pvt. Ltd - Sr. Software Engineer

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| **Project: Customer Assist** | **Client**: **JP Morgan & Chase Bank** |  |

We are dealing with teller’s application called Customer Assist. It contains different module like Deposit servicing, Deposit loan research, Customer cell. Deposit Servicing consist of module like Account features, Pre-Authorize Transfer, Wire and Fund Transfer, Check order and Supplies, Account close using different disbursement methods. Basically we deal into the maintenance of the accounts.

Working as a Primary POC for DS Cell and handling a team of 8 members. Mainly into preparing of test plan, Release summary creation, test summary creation, release impact summary creation, test scenarios, Script creation and execution of test case. Having full knowledge of DDA online, CAST and TDO (test data creation tools).

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| **Project: ATB Financial** | **Client**: **ATB Financial** |  |

ATB Financial is a full-service financial institution. The project has different team like Payment engine, testing team (Manual and automation), and Channels team Testing team taking is care of different channels. Channels contains customer service application which deals with different modules like Certify check, Stop payments check and Cash deposit, Cash withdrawals and Stop payments. I am part of Manual testing team consisting of 15 members who take care of scripting, reviewing, updating and execution of test scripts under CSA PT4 Spillover and End to End scenarios

Applabs - CSC Company - Associate Software Engineer

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| **Project: Airline (GDS System Testing)** | **Client**: **United Airlines Pvt Ltd** |  |

United Airlines: Easy check in Online PayPal: - It is type of alternate form of payment which is introduced by the united airline. Perform Integration testing, Graphical user interface, functionality testing and performance testing on build provide to us.

United Airlines: Easy Check in Online Web Redirect: - It is a type of Code share which is used to share the information between the different airlines.

United Airlines: Fast Res, Apollo: - Fast res are the reservation system used for buy airport authorities and Apollo is the data base which is maintained by the united airlines. Complete Installation testing, Graphical user interface, functionality testing and performance testing on build provide to us.

EA Mobile/Games Pvt Ltd - QA Tester ****

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| **Project: Mobile Application Testing – EA Games** | **Client**: **All EA Mobile Customers** |  |

In EA mobile, I was mostly involved in the testing Game application on mobile with different platforms like iOS, Android, J2ME, and WinCE. I was involve in the different level of testing and process to maintain the Quality.

**Educational Qualification**

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| 2004 – 2008 | B.E Electronics | M.I.E.T, Nagpur University |
| 2001 – 2002 | MP Board | B.E.H.S Balaghat (M.P. Board) |
| 1998 – 1999 | CBSE | Kendriya Vidyalaya |

**Contact & Other Details**

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| Father’s Name | Dr. Avinash Shukla |
| Date of birth | 11th Nov 1983 |
| Native Place | Balaghat (Madhya Pradesh) |
| Present Address | Aparna Cyberzon , Nallagandla , Hyderabad. |