**Curriculum vitae**

**Sunder Singh**

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**PROFESSIONAL SUMMARY**

* About **10 years** of experience in Information Technology with specialization in **Software Quality Assurance, SFDC Testing & Test Automation.**
* Strong in Software Testing/Development Life Cycle and Test Methodologies including both Agile and Waterfall models.
* Proficient in analyzing Software Requirement Specifications (**SRS**), Functional Design (**FD**) Document to formulate Test Scenarios and Test Cases.
* Experience on **RFP** (BD/proposals), preparing project estimation documents from testing front, QA Deck preparations, Estimations, Pricing, Resourcing, testing slides etc.
* Worked on preparing **TCP** estimation sheets, Salesforce Test Factory model slides, Pricing model and SOW.
* Knowledge in entire Software Development Life Cycle, which includes Business Requirements Analysis, Design, Development, Testing and deployment.
* Comfortable working as a member of integrated team as well as independently.
* Having experience at both Onshore (Client location) & offshore as **Test lead**.
* Participated in preparing Business Training materials for Business Users and trained them on the E2E applications.

**Technical Expertise**

* Extensive testing experience in the areas of **Salesforce.com** (**Sales, Services** & **Marketing**) both Classic & Lightning, **Veeva** **RIM**, **Siebel** **CRM** & **Mobile** Applications
* Experience in Testing **VolPay 2.x, 3.x** application and Volante Designer (Automation Tool)
* Experience in testing message translations **ISO20022** as per CBPR+ guidelines
* Hands-on experience in designing Automation Test scripts using test Automation tools like Selenium, QTP/UFT & Good knowledge on PROVAR Automation Tool.
* Experience as Validation Test Lead for both GxP & Non GxP applications for Pharma projects.
* Hands-on experience with HP ALM, JIRA & Assembla for defect tracking and test management
* Extensive testing experience in Banking and Finance, Communications, Media-Entertainment and Life Sciences domains.
* Provide leadership and technical expertise within Test Automation and Quality Assurance areas with continuous focus on improvements including usage of appropriate tools, techniques.
* Designed test strategy, test plans, test design and execution for all releases by clearly defining the objectives of testing, providing high-level test scenarios/estimations for all release scopes
* Created and delivered all types of reports like Daily, Weekly, Defect tracking, Regression, Test Closure and Gap Analysis reports.
* Performed different phases of testing like System, Integration, Data Migration, Regression, Sanity and User Acceptance testing.

**Customer Relationship Management**

* Maintain and strengthening existing customer relationship along with maintain communication with stakeholders at multiple levels
* Identify and building new relationships with the key stakeholders to enhance the business productivity credibility and establish rapport.
* Responding to RFI and RFP as needed and present periodic dashboard reports on the current program, future opportunities, and customer issues.

**Delivery and Project Management**

* Responsible and accountable for the coordinated management of multiple related projects directed toward strategic business and other organizational objectives
* Ensure that all programs execute within the planned time and comply to the defined standards
* Work with Business and development teams to ensure Requirement Solidification of Applications and planning alignment.
* Defining and implementing governance models and processes in testing projects, ensured that team are following the processes by promote innovation, metrics collection

**Resource Management**

* Monitor & Manage the resources performance at account level and ability to handle conflicts effectively to smooth program execution
* Provide feedback to associates based on periodic reviews, customer/peer feedback. Evaluate strengths and weakness of team members to optimize utilization
* Participated in recruitment drive and initiate the training to ramp up by cross skill/acquire skills.
* Perform performance appraisals and provide recommendations to management for recognition/promotion, and incentives/awards

**TECHNICAL SKILLS**

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| Languages | C, VBScript |
| Operating System | MS-Windows XP/Vista/Windows 7, 10, Mac OS |
| Software Packages | MS-Office (Excel, Word, Power Point) |
| Tools | HP ALM, Assembla, UFT, Jira, Selenium |
| Technology | Saleforce.com, Siebel CRM, Veeva RIM, IOS |

**CERTIFICATIONS**

* Salesforce Certified Platform App Builder
* Salesforce Certified Administrator
* Oracle Database 11g, SQL Fundamentals I.
* Tricentis Automation Specialist Level 1 & Level 2
* Tricentis Automation Engineer Level 1
* ISTQB Tester Foundation Level Certified
* ISTQB Tester Intermediate Level Certified

**ASPIRATION**

* To work in a challenging and highly competitive environment where I would be able to explore my abilities and hence contribute to the best of myself and I would like to work further in any domain to strengthen my business as well as technical skills. I am open to take new challenges and work in new technologies.

**EXPERIENCE**

* Working as a Senior Product Test Lead in Volante Technologies from May 2020 to till date.
* Worked as a Senior Consultant-CRM in Cognizant Technology Solutions Ltd. from November 2010 to May 2020.

**PROJECT EXPERIENCE**

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| Project Title | 1. WF-ISO20022 Implementation 2. CITIBank-ISO20022 Implementation 3. ISO CORE Product (VolPay 3.x) |
| Client | Well Fargo  CITI Bank |
| Technology | Volpay, Volante Designer, POSTMAN |
| Role | Senior Product Test lead |
| Team size | 9 |

**Project Description:**

**WFISO20022** is the new implementation along with collaboration of Volpay to follow ISO20022 standards. Input messages are to be updated based on routing rule and they are to be displayed with Endpoints (PEGA & OBPM Endpoints).

**CITIBankISO20022** is the new implementation along with collaboration of Volpay to follow ISO20022 standards. Input messages are to be updated based on routing rule and they are to be displayed with Endpoints (4 Endpoints)

**Roles and Responsibilities:**

* Preparation of Test Plan Document, Test Design Document, Requirements Traceability Matrix, Execution Report, Status Report, Weekly Status Reports etc.
* Understanding the requirements and Test scenario preparation.
* Responsible for conducting Sanity, regression, Smoke and adhoc testing of multiple sprints.
* Execution of test cases and tracking of defects using JIRA
* Working as Sr Test lead and directly interacting with Client & In-house development teams involved. Representing the QA team deliverables.
* As a member of the Scrum team participated in daily standup meetings, project status meetings as well as retrospective meetings and iteration reviews.
* Lead initiative for proper detailed documentation of QA reports
* Process Related activities: Preparing Weekly Status Report, Traceability Matrix and other projects reports preparation and delivery on time.
* Coordinate with Client & presentation on Sprint Demos and with Management on sprint deliverables.

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| Project Title | 1. Mosaic Med Affairs –CRM 2. Veeva RIM 2020 3. Mosaic Commercial Mobile Application |
| Client | Vertex Pharmaceuticals |
| Technology | Salesforce.com (Sales cloud), iOS |
| Role | Test Lead-Offshore |
| Team size | 5 |

**Project Description:**

**Mosaic Medical Affairs-CRM** is the new implementation of two existing applications Thought Leader & Field Force into single application. Application mainly works on HCP profile access across both applications to have quick accessibility for Medical users and Thought Leader users. Integration of both Applications will have complete access to Medical users same as Thought Leader users.

VeevaRIM is validation of the Veeva Vault RIM Implementation and Data Migration from Velocity (QUMAS) and ARIM (VIPIR) systems in accordance with Vertex SOP-0088System Life Cycle and SOP-0297 GIS Change Management.

**Roles and Responsibilities:**

* Preparation of Test Plan Document, Test Design Document, Requirements Traceability Matrix, Execution Report, Status Report, Weekly Status Reports etc.
* Understanding the requirements and Test scenario preparation.
* Preparation of Validation plan, Data Migration Test scripts.
* Responsible for conducting Sanity, regression, Smoke and adhoc testing of multiple sprints.
* Execution of test cases and tracking of defects using JIRA, Test Rail.
* Working as Test lead and directly interacting with Client & In-house development teams involved. Representing the QA team deliverables.
* As a member of the Scrum team participated in daily standup meetings, project status meetings as well as retrospective meetings and iteration reviews.
* Lead initiative for proper detailed documentation of QA reports
* Process Related activities: Preparing Weekly Status Report, Traceability Matrix and other projects reports preparation and delivery on time.

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| Project Title | Unwrapt Implementation |
| Client | NBCUniversal |
| Technology | Salesforce.com (Service & Marketing cloud) |
| Role | Test Lead-Offshore |
| Team size | 3 |

**Project Description:**

Unwrapt project is to implement a Salesforce solution to support a new digital gifting solution. The intention is to ensure, through consultation, NBCUniversal receive an accurate solution to meet the business requirements. The expectation is to build a scalable CRM solution on the Salesforce platform across Salesforce Service Cloud & Marketing Cloud.

**Roles and Responsibilities:**

* Preparation of Test Plan Document, Test Design Document, Requirements Traceability Matrix, Execution Report, Status Report, Weekly Status Reports etc.
* Understanding the requirements and Test scenario preparation.
* Responsible for conducting Sanity, regression and adhoc testing of multiple sprints.
* Execution of test cases and tracking of defects.
* As a member of the Scrum team participated in daily standup meetings, project status meetings as well as retrospective meetings and iteration reviews.
* Working as Test lead and directly interacting with Client & Development teams involved. Representing the QA team deliverables.
* Lead initiative for proper detailed documentation of QA reports
* Process Related activities: Preparing Weekly Status Report, Traceability Matrix and other projects reports preparation and delivery on time.

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| Project Title | LOB6 Migration |
| Client | Schneider Electric |
| Technology | Siebel |
| Role | Test Lead-Offshore |
| Team size | 4 |

**Project Description:**

Existing Wonder ware Siebel Application is subject to migration of new set of Line of Businesses leveraging the existing application and best practices implemented for Case management.

LOB6 Migration: Comprises of migration of Account, Contact, Activities, Service Request and Attachments for Spiral, OASyS, TC JIRA and SimSuite brands to the existing Siebel platform involving validation of data across Source, Stage, Interface and Siebel Base tables. Additionally, Email Inbound functionality was implemented to ensure Contact emails received on the support mailbox were translated to a Service Request/ Activity based on contacts availability in the database.

**Roles and Responsibilities:**

* Understanding the requirements and Test scenario preparation.
* Responsible for conducting Sanity, regression and adhoc testing of SLA Enhancements.
* Working as Test lead and directly interacting with Development Vendors involved.
* Representing the QA team deliverables w.r.t Data Migration.
* Preparation of test cases for Data Migration from User Requirements Specifications and CR documents.
* Execution of functional test cases, Data Migration test cases and tracking of defects.
* Created tractability matrices, test and bug reports and other test related documents.
* Involved in system integration and user acceptance testing (UAT) on later stages of SDLC.
* Lead initiative for proper detailed documentation of QA reports

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| Project Title | 1. Boost CRM Management 2. Forms Automation 3. Baxter Bio Surgery CRM Implementation 4. Bax\_MP\_CRM CONSOLIDATION |
| Client | Baxter Healthcare Corporation |
| Technology | Salesforce.com (Sales cloud), Oracle SQL Dev, IOS |
| Role | Test Lead-Offshore & QA-Onshore |
| Team size | 6 |

**Project Description:**

Baxter is a leading US Life Sciences customer. In Baxter, Sales Organization has in place a Salesforce Solution called “FAST” which is too much customized and very heavy to handle and administer. So, this project was initiated in order to simplify the Salesforce solution and to force the alignment of sales processes between countries and Franchises so that the same layouts, fields and processes can be used across. This project is based on the ANZ Salesforce approach and design. This is the best practice and BOOST needs to be fully compliant with this approach.

**Roles and Responsibilities:**

* Preparation of Test Design Document, Requirements Traceability Matrix, Execution Report, Status Report, Weekly Status Reports etc.
* Understanding the requirements and Test scenario preparation.
* Responsible for conducting smoke, functional, UI, regression and adhoc testing of Baxter Boost-CRM Application
* Working as Test lead and directly interacting with Client & Development Vendors involved. Representing the QA team deliverables.
* Preparation of test cases from User Requirements Specifications.
* Tested applications compatibility on different browser versions (IE, Firefox, Safari and Chrome) across multiple platforms.
* Execution of test cases and tracking of defects.
* As a member of the Scrum team participated in daily standup meetings, project status meetings as well as retrospective meetings and iteration reviews.
* Performed functional testing, integration testing and constructed positive and negative test scenarios as per requirements.
* Created tractability matrices, test and bug reports and other test related documents.
* Involved in system integration and user acceptance testing (UAT) on later stages of SDLC.
* Lead initiative for proper detailed documentation of QA reports
* Process Related activities: Preparing Weekly Status Report, Traceability Matrix and other projects reports preparation and delivery on time.

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| Project Title | OUP-AE Sales |
| Client | Oxford University Press |
| Technology | Salesforce.com (Sales cloud & Service cloud),iOS |
| Role | Team Lead |
| Team size | 7 |

**Project Description:**

OUP Asia Education Sales project is designed to provide an Implementation on an existing Salesforce instance (from another division) which has been used by other Sales teams at OUP. Customization will be kept in minimum with the exception of local specific requirements. Single Salesforce instance will be used to cover the three branches (India, Pakistan, and Malaysia) within Asia Education (AE).

**Roles and Responsibilities:**

* Preparation of Test Plan Document, Test Design Document, Requirements Traceability Matrix, Execution Report, Status Report, Weekly Status Reports etc.
* Understanding the requirements and Test scenario preparation
* Directly Interacting with Client & Development Vendors involved. Representing the QA team. Working as Test Lead.
* Preparation of test cases from Business requirements document.
* Execution of test cases and tracking of defects.
* Performed functional testing manually and constructed positive and negative test scenarios as per requirements.
* Process Related activities: Preparing Weekly Status Report, Traceability Matrix and other projects reports preparation and delivery on time.

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| Project Title | ngCRM Localization Hungary |
| Client | NGCRM |
| Tools & Technology | Siebel CRM, QTP 11.0, QC 10.0 |
| Role | Tester-Offshore |
| Team size | 3 |

**Project Description:**

NGCRM implementation carried out from Bonn, Germany. Main course of project implementation is to provide common approach design solution for Localization countries like Slovak, Hungary, Macedonia & Czech. Scope of the project is to implement Siebel CRM solution, integration CRM system with other operation support system such as Provisioning system, billing systems using AIA architecture. Also it involved proper order handling, responses handling both from functional as well as the technical point of view. Once the order is submitted from CRM, Order Execution Engine received the Order through integration services. OEE orchestrates proper order handling by means of interacting with external applications

**Roles and Responsibilities:**

* Executed, Prepared Automated Test Scripts & Testing SOA based Web services.
* Low Level Design, Understanding Requirements & Technical specification documents.
* Reporting and tracking of bugs using Quality Center.
* Performed requirement analysis, designing of detailed test cases.
* Reporting and tracking of bugs, performed retesting.
* Performing ad-hoc and Regression testing of system components under build release schedules.
* Attending daily calls and discussing about the project with onsite coordinator.
* Executed test cases using Automation tool QTP.
* Sending Weekly Status Report on time.

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| Project Title | Business Transformation Analysis (BT Sales) |
| Client | Key Bank |
| Tools & Technology | Siebel CRM, Quality center |
| Role | Tester-Offshore |
| Team size | 9 |

**Project Description:**

The profile tool is to be a single view of relationship and contact/business for the customer data to enable the sales force to get a single aggregated view of a relationship or contact/business. The tool will be used in the sales process to view information relating to demographics, customer accounts (including assets held away), interactions (including call reports) and insights. This tool must be designed and implemented to achieve increased sales force productivity, leading to greater retention in Book of Business balances, increase in Book of Business contribution margin and reduction in client attrition rate

**Roles and Responsibilities:**

* Performed requirement analysis, designing of detailed test cases. Performed peer review on designed test cases.
* Executed Test cases manually from Quality center.
* Reporting and tracking of bugs through QC, performed retesting.
* Performed Adhoc testing, Regression testing, and Integration testing.
* Performing ad-hoc and Regression testing of system components under build release schedules.
* Prepared and executed Unit Test cases for multiple functionalities.
* Sending Daily Status Report to lead on time.
* Shared knowledge related to process with the new joiners in the team.
* Attending daily calls and discussing about the project with onsite coordinator.

EDUCATION

* Bachelor of Technology (B. Tech), JNTU University, India. 75 %
* Intermediate (MPC) at Narayana Junior College, Hyderabad. 91%
* S.S.C (10th) at Vivekananda High School, Hyderabad. 81%

TRAININGS

* SFDC/SFMC training at Cognizant, Hyderabad.
* Siebel CRM training at Cognizant, Hyderabad.
* SOAPUI Training at Cognizant, Hyderabad.
* QTP Automation Tool, Selenium Training at Cognizant, Bangalore.

CORE STRENGTHS

* Skillful team player with excellent communication skills, both verbal and written.
* Has ability to work in a team and individual environment.
* Steep learning curve, Ability to learn new things in a short time
* Innovative thinking to execute the test cases for high productivity.
* Flexible and versatile to adapt to any environment and work on any project in team.

PERSONAL DETAILS

* Full Name : Sunder Singh
* Father Name : Late Ramesh Singh
* Date of Birth : 29-09-1988
* Nationality : Indian
* Languages Known : English, Hindi, Telugu
* Visa : Valid **USA** Business Visa B1

I do hereby declare that all the above information furnished by me are true and correct to the best of my knowledge.

**(SUNDER SINGH)**

**Hyderabad**