JACOB TOMES

SENIOR TEST ENGINEER



**PROFESSIONAL SUMMARY**

Deadline-oriented Senior Test Engineer & outstanding performer with more than 10 years of experience in manual testing & recent experience in automation. Proven success in leadership, operational excellence & organizational development with keen understanding of elements of the current Projects and ensuring client expectations are met with high quality software solutions.

**EXPERIENCE**

**SOFTWARE TESTING LEAD -** *WIPRO Tech. (Client-HP) |11/2013 – 07/2018*

* HP Output Server – An enterprise application product Functional Testing.
* Involved in Sanity, Functional, Regression & Performance testing.
* Defect identification and re-testing and ensuring that there are Zero test escapes and Defect slippages from the tests executed.
* Test estimation, Test case planning and Test case designing.
* RCA for Customer Defect using 5-Why’s.
* Preparation of Daily and Weekly Status Report.
* Managed the entire testing team and made sure to run the testing on time.
* Followed Agile technology for the project and was scrum master for the team and guided the scrum activities.
* Actively involved in R&D call & Escalation call with the customer/client.
* Perl script & QTP to run test cases.
* Perfmon tool to capture performance test data in Windows server.
* GUI tools – ALM 11 & Putty.

**SENIOR TEST ENGG. -** *WIPRO Tech. (Client-NSN) |12/2008 – 10/2013*

* GERAN BSC Functional Testing and Test script development using TTCN-2 & Test setup using simulators.
* Responsible for A-interface & Gb interface.
* Worked in MT & took complete ownership of telecom activities.
* Test estimation, planning & designing for features like Precise Paging & MOCN and worked in different releases SP14,15, EP2.1, etc.
* GUI tools – TTCN-2, GSM-Analyzer, HIT, IDA & Quality center 10.
* GSM-GPRS Hallmark Certification.

**SUPPORT ENGG. -** *WIPRO Tech. (Client-EMC) | 04/2007 – 11/2008*

* Maintenance & administration of EMC Clariion Box CX storage arrays.
* Troubleshooting LUNs & assigning them to different servers in SAN & DAS setup & used Navisphere Mgr & Navicli for administration of box.
* Worked on HIB boxes & Customer escalated issues.
* STF Certification & Comptia A+ Certification.

**TECHNICAL SUPPORT ENGG. -** *HP Global Soft Ltd | 09/2004 – 03/2007*

* Extend high quality 1st level support for maintenance of business-critical service & provided technical support for IPG products.
* Initiating quality related process & assisted QA in giving feedback to the agents to improve quality.
* Client communication – Including conference calls.



**CONTACTS**

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**SKILLS**

* Problem Solving
* Adaptability
* Collaboration Strong
* Strong Work Ethic
* Time Management
* Critical Thinking
* Handling Pressure
* Leadership
* Troubleshooting Skills
* Root Cause Analysis
* Debugging Skills

**EDUCATION**

* **MS / EEE**

CSU, Sacramento Expected in 05/2021

* **BE / Production Engg.**

Karunya Institute of Tech, T.N., India (2000 – 2004)

**PERSONAL DETAILS**

* DOB – 04th May 1983
* Sex – Male
* Nationality – Indian
* Marital Status – Married
* Languages Known – English, Hindi, Tamil & Malayalam