

Akash Dhawan

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Career Objective:

Looking for a job opportunity in challenging environment of growth, where I can learn, utilize my technical knowledge and personal competencies

Work Experience:

Wipro(Project Engineer)

(Nov'17-Present)

- Worked as a Quality Analyst from customer premise
- Expertise in different functional testing like Acceptance Testing, System Integration Testing, Regression Testing, Operation Qualification, Smoke Testing, Sanity Testing etc.
- Well acquainted with Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) & Defect Life Cycle
- Having good experience in agile methodology
- Having hands on experience with HP-ALM/QC, Azure DevOps, Rally and Valgenesis.
- Having hands on experience in mobile application testing like iPhone, iPad
- Collaborated with various teams of versatile skillset to deliver

Technical Skills:

- SFDC testing, ServiceMax testing
- Scripting based on Functional Requirements
- Functionality testing, System integration, regression, sanity, smoke testing
- HP ALM, Rally and Azure DevOps
- Salesforce Dataloader and Workbench
- Mobile Application Testing (iPhone and iPad)

Certifications:

- ISTQB (International Software Testing Qualifications Board) Foundation Level – 126952

Project Description:

ServiceMax is a Cloud based (SFDC) solution for Field Service Management, delivering an integrated suite of applications for managing employees and customers. ServiceMax offers an E2E solution for Case and Work Order Management till closure, including Parts and Return

Management, Warranty and Contract Management, Schedule and Dispatch, Depot/Bench Repair Process, Installed Base Management etc. that are integrated with SAP, Decisions.com, ServiceBoard, Hybris, ProntoForms, QlikView, OpenText, Trackwise(QMS) with Cast Iron/ ESB/ Boomi as middleware.

Responsibilities:

- Understand business and user requirements, design specification in detail
- Working closely with Product Owners and Business Process Experts to fill gaps in requirements and give demo to business
- Identify testing scenarios as per the use case and prepare test scripts for functional requirements
- Perform SIT, RT, OQ, mobile application testing, change request testing and capture defects in defect management tool.
- Peer review of the cross- functional test cases
- Provide functional KT and project overview sessions to onboard new resources
- Optimize RT suite to ensure E2E test coverage per release
- Estimate efforts, highlight risk and propose a mitigation plan to deliver the task in hand

Educational Qualification:

| Qualification | College/School | University/Board | Year Passed | Percentage |
|------------------------|---|----------------------|-----------------------|------------|
| MBA- WX | NMIMS Global Access - School for Continuing Education | NMIMS | 2020 (anticipated) | - |
| B.Tech (M.E.) | School of Mechanical Engineering | Galgotias University | 2017 | 77.3% |
| 12 th Class | St. Don Bosco College | C.B.S.E. | 2013 | 80.6 % |
| 10 th Class | Lucknow Public School | I.C.S.E. | 2011 | 89.8% |

Significant Achievements:

- Received Certificate of Excellence for being the Flagbearer in Cloud Practice – Sep 2019
- Received “Inspiring Performance” Award for the month of Nov 2018
- Received “Wipro Prodigy” Award for the month of Aug 2018
- Received Client Appreciation for Quality Performance and Quick Learning.