**Prasanthi Katam**

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**Experience Summary**

* **13+ years** of versatile experience in the software industry as a **Scrum Master/ Project Manager / QA Manager / Business Analyst/ QA Engineer.**
* **3+ years** of **Scrum master** experience, handling Agile projects delivery successfully
* Certified as **SCRUM Master (CSM)** through **Scrum Alliance** with **92%**
* Experienced in implementing **SAFe** for the Agile projects, handled/participated **PI Planning meetings.** Supporting **RTE** in organizing the PI meetings
* **7+ years** of **QA manager/Lead** experience, handling projects in terms of quality deliverables.
* Got an opportunity to work as a **Project Manager** for **2 years,** handled entire project delivery successfully
* Expertise in handling several projects as a **QA lead/QA Engineer** and delivered quality products to business
* Certified in **ISTQB (International software testing qualification board)** with **80%.**
* Handled few projects as **Business Analyst** and supported in gathering requirements from clients and writing user stories
* Experienced in maintaining **Azure dashboards** to analyse standard metrics like **Velocity, through put, cycle time and Burn down etc.**
* Have good exposure in handling **API** **automation** for application using **Karate Framework**
* Have basic exposure in handling **performance testing** for application using **Jmeter**
* Have basic exposure in handling **UI** **automation** for application using **Selenium**
* Exposures to all stages of Software Development Life Cycle - **SDLC**, sound knowledge of **Testing concepts**, **Process and Methodologies**.
* Excellent skills in **Functional, Integration, Sanity, Database and Regression Testing**
* Expertise in tracking requirements, designing, executing test cases and handing defects using **Azure** **Devops,** **Jira, ALM & MTM tools**
* Experienced in preparing and maintaining test documents like Test cases, Test Plan documents, Traceability Matrix, Test Report and Test Closure document.
* Excellent **communication** and **inter-personal skills.**
* Expertise in handling client calls, requirement discussions, escalation meetings effectively.
* Flexible and versatile to adapt to any new environment and work on any project.
* Robust experience with the projects transition and takeovers.
* Have good experience in dealing the clients, by interacting directly with the business users and as well as with the senior level management.
* Capable to Handle 24X7 execution for Offshore/Onsite model.

**Employment history**

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| Duration | Organization | Role/Designation |
| Oct 2016 to till date (4.3 yrs) | RealPage India Pvt Ltd | Scrum Master |
| Feb 2011 to Oct 2016 (5.8 yrs) | Tata consultancy services | QA Manager |
| Dec 2007 to Jan 2011 (3.2 yrs) | Cognizant Technology Solutions | QA Analyst |

**Technical Skills**

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| --- | --- | --- | --- | --- |
| Hardware | RDBMS | Tools | Reporting (BI)tools | Methods |
| Windows 8/7/XP | SQL server 2016/2014/2012/2008  Oracle | **Azure** **DevOps**  **TFS**  Soap UI  Jira  HP QC10.0  ALM 11.0  MTM  Fiddler  MS Office  Jmeter  Selenium  Snagit  Postman | Tableau  Micro strategy  Cognos | **Agile, SAFe,** V- Model and Waterfall Model Methodologies  **Scrum, Kanaban**  Manual Testing  Database testing  ETL testing  API testing  Performance testing  Automation testing |

**Clients worked, Domain experience**

* RealPage (Property Management)
* Ericsson (Telecom)
* Microsoft (Hi – Tech)
* Travelers (Insurance)
* Northern Trust (Banking & Financial Services)
* Amex (Banking &amp; Financial Services)

**Achievements**

* **Travelled to US for short term** **as a business analyst** in **Real Page** and got a good exposure on clients, domain.
* While working in TCS, had **1 year of On-site experience in Sweden**, successfully handled **QA manager & project manager roles**.
* Received ‘Quick Learner’, ‘On the spot’ and ‘Start of the Month’ awards during the IT journey
* Received ‘Note of Thanks’ mail from Customers for delivery of quality product on time
* Received Individual appreciations from Clients for effectively testing assigned tasks ahead of schedule and with desired quality

**Academic Profile**

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| **Degree** | **Institute** | **Specialization** | **Year Passed** |
| Master of Computer  Applications (Part time) | IGNOU University | Computers | 2010 |
| Bachelor of Computer Science | Kakatiya University | Computers - M.E. Cs | 2007 |
| Intermediate | Board of Intermediate | M.P.C | 2004 |
| S.S.C | Board of Secondary Education |  | 2002 |

**Project Summary**

**Project #1**

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| **Project Name** | Rent Control |
| **Client** | RealPage |
| **Position** | **Scrum master and QA Manager** |
| **Period** | March 2019 to till date (12 months) |
| **About the project** | Rent Control is an extension of revenue management systems. This tool allows you to set up rules to cap renewal pricing recommendations for properties you configure. |
| **Roles & Responsibilities** | As a **Scrum master** for this project involved in the following activities   * Handling all Sprint ceremonies with team * Maintaining **Azure Devops dashboards** to review, analyse the **metrics** to understand team’s performance and figure out improvement areas. * Focusing on **100% say/do and improving teams’ velocity** * Working as a mediator between Product owner & Team, clearing Impediments etc. * Working with product owner, project manager for making things ready for Sprint planning * Handling **PI Planning meetings, Capacity calculations and estimations**, make sure user stories ready for the PI.   As a **QA Manager** for this project involved in the following activities   * Handling monthly sprints by leading QA team * Involved daily Scrum calls with Product Owner, Scrum Master, and team * Involved in Sprint planning’s, QA estimations and Sprint reports preparation * Making sure that QA teams following required process to deliver quality product * Making sure that QA teams getting sufficient time, load for their activities in sprints * Working on QA team impediments, making sure to resolve them on time |
| **Technical Platform** | Azure Devops, SQL Server, Jira, SOAP UI, Postman Jmeter, Snagit |
| **Location(s)** | Hyderabad, Texas-US |

**Project #2**

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| **Project Name** | Senior Prospect Management (SPM) |
| **Client** | RealPage |
| **Position** | **QA Lead, Business Analyst and Scrum master** |
| **Period** | October 2016 to till date (36 months) |
| **About the project** | SPM is a tool, which brings all leads together in one system, make lead management very easy. It is a next version of Lead2Lease tool mainly build for senior citizen leads. |
| **Roles & Responsibilities** | As a **QA Manager** for this project involved in the following activities   * Handling monthly sprints by leading QA team * Involved daily Scrum calls with Product Owner, Scrum Master, and team * Involved in Sprint planning’s, QA estimations and Sprint reports preparation * Making sure that QA teams following required process to deliver quality product * Making sure that QA teams getting sufficient time, load for their activities in sprints * Working on QA team impediments, making sure to resolve them on time   As a **Business Analyst** for this project involved in the following activities   * Involved daily Scrum calls with Product Owner, Scrum Master and team * Involved in requirement discussions with product owner, clients * Worked with clients directly for gathering the requirements to enhance the product * Worked on writing user stories & preparing mock-ups for features * Worked as bridge between product owner and development team   As a **Scrum master** for this project involved in the following activities   * Handling daily scrum calls with team * Managing the sprints to deliver the items of sprint on time * Working with team to understand any impediments for sprint release and working with project manager, product owner to resolve those impediments * Working with BA on sprint grooming meetings * Working with QA on sprint demo’s * Working with product owner, project manager for Sprint planning |
| **Technical Platform** | Azure Devops, SQL Server, Jira, SOAP UI, Jmeter, Snagit |
| **Location(s)** | Hyderabad, Texas-US |

**Project #3**

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| **Project Name** | Performance Measurements (PeM+) |
| **Client** | Ericsson – IT |
| **Position** | **QA Manager** |
| **Period** | September 2015 to October 2016 (13 months) |
| **About the project** | The Performance Measurements (PeM) is a reporting application under Analytics area which shares the performance measurements, quality metrics with Ericsson R&D users.  PeM+ program main objective is to migrate the existing dashboards which are built on **SQL (BE) + Micro strategy (FE)** platform to new platform **HANA (BE) + Tableau (FE)** and serve the users with difference self-service features. |
| **Roles & Responsibilities** | As a Test Manager for this project involved in the following activities   * Test planning, Strategy activities, Estimations, Resource Planning & Projections etc * Involved, Training team in performing **ETL testing, Migration testing & Database Testing, HANA testing** * Involving with team in writing SQL queries to perform Migration testing from SQL to HANA * Involving with team in testing Tableau, Micro strategy Dashboards * Involved with team in tracking the performance using **Tableau inbuilt performance recording feature**. * Defect management using ALM * Conducting Regular meetings with Ericsson Solution area management, Clients to share Status updates, Risk & Issues in projects * Risk analysis & Mitigation plan * Coordination with Operations team to deploy the build in to Production & Maintenance |
| **Technical Platform** | SQL Server, HANA, HP ALM, Tableau, Micro strategy, Fiddler |
| **Location(s)** | Hyderabad |

**Project #4**

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| **Project Name** | One End user Portal |
| **Client** | Ericsson – IT, **On-site (Sweden)** |
| **Position** | **Project Manager, On-site coordinator, Test lead** |
| **Period** | August 2014 to September 2015 ( 13 Months) |
| **About the project** | The One Interface Program is a strategic initiative undertaken by Group Functions & Business Excellence unit at Ericsson. The aim of this Program is to provide Ericsson employees with a single interface to log & track their queries related to various cross-functional teams, supported by a strong KCS culture.  The One End user Portal Project is a part of the One Interface Program. Its main objective is to implement one end user portal for all group function, for all Ericsson employees to enhance the use of self-service |
| **Roles & Responsibilities** | As an On-site coordinator, Project Manager, Test lead for this project involved in the following activities   * Driving project with help of team members from **Onsite & Offshore** * Project Planning activities (through **MPP**), Estimations, Resource Planning & Projections etc. * Having discussions with clients on Requirements analysis, Acceptance criteria Sign-off & Test approach etc. * Conducting Regular meetings with Ericsson Solution area management, Clients to share Status updates, Risk & Issues in projects * Risk analysis & Mitigation plan * Coordination with Operations team to deploy the build into Production & Maintenance |
| **Technical Platform** | MPP, HP ALM |
| **Location(s)** | Stockholm-Sweden, Hyderabad |

**Project #5**

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| **Project Name** | Replir |
| **Client** | Ericsson – IT |
| **Position** | **Test Lead** |
| **Period** | March 2014 to August 2014 (16 months) |
| **About the project** | REPLIR: A Resource Planning Instrument, Its primary target is to creating the requirements and allocating the resources to those requirements. It will be used by R&D users, to generate the reports and forecasts and use the tool for budget process |
| **Roles & Responsibilities** | As a test lead for Replir 9.2 release involved in the following activities   * Preparing Estimations for the project * Preparing detailed test plan for complete test life cycle * Creation of test scenarios, test cases and collection of Test data * Manual testing for Replir 9.2 release * Defect creation, review, resolution and closure in HP-ALM * Preparing the System Integration Test summary report * Conducting status meetings with customer and updating the test progress * Provided support to the users for User Acceptance Testing. * Guiding, Supporting, Encouraging team member in right way to get maximum output from them with respect to delivery |
| **Technical Platform** | HP ALM |
| **Location(s)** | Hyderabad |

**Project #6**

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| **Project Name** | ISP Tool - SQL Migration |
| **Client** | Ericsson – IT |
| **Position** | Team Member |
| **Period** | November 2013 to March 2014 (4 months) |
| **About the project** | In-Service Performance (ISP) Tool is a role-based application for performance monitoring and customer support. ISP-Tool includes data for node disturbances and it focused on node availability including impact on network level due to node outages. It collects data from different network elements and load into SQL database. It enables subscription-based graphs/reports to use internally or in customer interaction. |
| **Roles & Responsibilities** | * Preparing Test cases, Test data and writing SQL queries for the cases * Worked on database migration from Web focus to SQL server * Tested complete database migration process * Tested Pre-processing, Post processing and administration modules of the application * **Tested Reports, graphs and debugged Stored procedures to find root cause for deviations** * Tracking Test Case, Test Case results and Bug tracking using ALM Driving weekly/biweekly onsite client calls |
| **Technical Platform** | SQL SERVER 2012, HP ALM |
| **Location(s)** | Hyderabad |

**Project #7**

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| **Project Name** | Karnak |
| **Client** | Microsoft Corp.,(Client Location) |
| **Position** | **Team Member (Tester)** |
| **Period** | Oct 2012 to Apr 2013 (6 months) |
| **About the project** | Karnak is a single reporting platform that offers future credit previews, extracts data information from central points and more for managers across Microsoft’s offices worldwide. Karnak is a next generation credit reporting system that delivers BI on Windows 8 touch interface powered by SharePoint 2013. Unlike the previous credit management system where users had to pull in data from one of two or three in vogue systems, export to Excel, repeat the process for different time periods, consolidate all the data and then create different views and perspectives, Karnak serves as a ‘smart’ single-platform application that can do it all on its own!  The entire process has been compressed on a single application and users can witness the immersive visual experience allowing deep data analysis, all on SharePoint at a single place. “Besides, the Modern app pulls the same information from the central Data Warehouse and provides a user centric context of few key metrics that the user would like to see at a glance. On need basis, the user can pull additional information from the Data Warehouse by the using Modern Touch enabled Windows 8 ad-hoc reporting option, which allows them to drag and drop the fields they want, and filter, preview and export it to Excel for further analysis” |
| **Roles & Responsibilities** | * Testing **SSRS** **Reports** on Share point and Report builder functionality * Testing Win 8 application * Testing **ETL** using CHEF * Testing Cube **and Tabular** model * Worked on creation of **Power view reports** on Share point which shows Testing Metrics * Tracking Test Case, Test Case results and Bug tracking using Visual Studio |
| **Technical Platform** | SQL SERVER 2008 R2/2008, Microsoft Visual Studio 2008, Share point, SSIS, SSRS, SSAS |
| **Location(s)** | Hyderabad |

**Project #8**

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| **Project Name** | MS (Micro Soft)Voice |
| **Client** | Microsoft Corp.,(Client Location) |
| **Position** | **Team Member (Tester)** |
| **Period** | Oct 2011 to Sep 2012 (12 months) |
| **About the project** | MS Voice acquires data from different sources in order to capture the customer experience with the Microsoft support and provide the feedback to CSS space. Each line of business under CSS (Customer Services and Support) supported by different Incident management systems. MS Voice pulls directly from the Incident management sources or directly from a warehouse or manual feed provided by the respective source. MS Voice Integrates the Incident information from all different sources into one single model. Candidate groups are the mechanism that MS Voice uses to determine who should be surveyed, what survey they will receive, and the survey vendor responsible for conducting the survey |
| **Roles & Responsibilities** | * Analysing the requirements from Application FS document * Analysis of Technical concepts from TS document * Raising clarifications on FS & TS as Tasks/Bugs in **VSTF** * Creation of Test scenarios, test cases for the FS requirements * Creation of SQL queries for the Requirement conditions * Test execution for the requirements and Backend data validation by writing SQL queries * Defects creation and tracking through Microsoft VSTF Management Studio * Involved in SIT bugs Triage * Involved in BUG status Tracking. * Involved in daily status calls and providing the status on Testing team tasks and progress * **Analysing job failures and debugging stored procedures to find out the root cause for failure** |
| **Technical Platform** | SQL SERVER 2008 R2/2008, Microsoft Visual Studio 2008 |
| **Location(s)** | Hyderabad |

**Project #9**

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| **Project Name** | Northern Trust PACE QA |
| **Client** | Northern Trust |
| **Position** | **Team Member (Tester)** |
| **Period** | March 2010 to Feb 2011 (12 months) |
| **About the project** | Northern Trust’s Performance applications are used to provide performance results, customized extracts, and reporting for Custody and Investment Operations Outsourcing (IOO) clients on a daily and periodic basis. These applications are also used to build benchmarks for calculating excess returns on client portfolios and carrying out performance attribution for these accounts. This information is then presented in standard as well as customized reports to both PFS and C&IS clients of Northern Trust. |
| **Roles & Responsibilities** | * Attending walkthroughs to discuss the scenarios going to test * Understanding the requirements and preparing of Test cases for PACE QA. * **Manual test execution for dockets, Backend validation, Database testing and documenting defects** * Performing Regression test suits * Communication of test results in the form of Defect Reports through the defect Database or over e-mail, as specified by the application support team   SLA-based Production and UAT user query support for dockets for which Backend (**Database**) Testing is carried out.   * Training the new members about the project features and existing systems. |
| **Technical Platform** | Oracle 9i |
| **Location(s)** | Hyderabad |

**Project #10**

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| **Project Name** | TRV-QA PI MI – EPCR QUOTE and PED |
| **Client** | Travelers |
| **Position** | **Team Member (Tester)** |
| **Period** | Jan 2009 to Feb 2010 (13 months) |
| **About the project** | The primary objective of the EPCR QUOTE and PED applications is to achieve more effective product management and rate information through improved data, better data accessibility and additional analytical tools. Complete program implementation will result in a product management team able to make optimal rate changes and to perform pro-active analysis in order to more quickly capitalize on market opportunities, manage emerging trends, and to reverse negative trends before they result in adverse financial impact. |
| **Roles & Responsibilities** | * Clarification Tracking * Requirement Traceability * Test Scenario and Test cases design * Test execution * System testing * Adhoc testing * Regression Testing * Defect Tracking * Worked on agile testing. * Analyzed the requirement stories to come up with Test scenarios and SQL queries. * Creating test scenarios and test cases for the stories. * Identifying the regression policies from Database, rating the policies with Fitness tool, validating the premiums of policies, put back testing, Full volume testing and End to End testing * Coordinated with the onsite teams to fix defects. * **Building SQL queries to get the policies which satisfy given requirements from database, to test Cognos reports FE data with BE** * Worked on Fitness , QC, Beyond compare, SVN control tolls |
| **Technical Platform** | SQL SERVER 2005, Teradata |
| **Location(s)** | Chennai |

**Project #11**

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| **Project Name** | AMEX – Open |
| **Client** | AMEX |
| **Position** | **Team Member (Tester)** |
| **Period** | June 2008 – Dec 2008 (6 months) |
| **About the project** | This project hosts various types of Credit Cards, Charge Cards, Partner Cards and Supplementary/Additional Cards. The various modules involved in the project are CCSG (Personal cards), OSBN (Small Business) and API (Acquisition Partner Integration). In all, EApply hosts around 1200 online applications. The Customer data captured on the web is stored in the E-acquisition database.  The objective of the project is to migrate the existing apply database from the existing CMU database to the CMAX database (Vignette tool) which provides greater security, each maintainability etc. |
| **Roles & Responsibilities** | * Understanding the application and function specifications. * Involved in System Testing, Regression testing, Integration testing, Functional testing, User interface Testing. * Prepared and executed the Test Cases. * Executed test cases manually and reported defects using Quality Centre. * Consolidation of defect report and sending execution log to Client for Approval. * Functional and User interface testing for credit card applications for US market in the areas of Personal cards, Small business and Partner cards. * Retesting of Fixed Defects. * Preparation of Test Summary Report during the project closure |
| **Technical Platform** | Java, Quality centre 9.2 |
| **Location(s)** | Hyderabad - India |

**Personal Details**

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| **Date of Birth** | 11-02-1987 |
| **Nationality** | Indian |
| **Sex** | Female |
| **Marital status** | Married |
| **Current Address and phone no** | Plot No: 218&219, P.N.R Colony, Ameenpur, Hyderabad  Mobile No: 9666810272 |
| **Languages known** | English, Hindi, Telugu |
| **Designation** | Quality Analyst IV |

**Passport Details:**

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| --- | --- | --- | --- | --- |
| **Name as on passport** | **Passport**  **Number** | **Date of issue** | **Expiry Date** | **Place of**  **Issue** |
| KATAM PRASANTHI | P5058022 | 05/10/2016 | 04/10/2026 | HYDERABAD |