Radha Devdas

Contact Number: 8975759461

Email id: radhadevdas84@gmail.com

===

EXPERIENCE SUMMARY

- 15 + yrs of Experience in in Telecom domain E2E Testing and Played as a Test Lead, Test Analyst,Test Designer in the team for Mobile and Fixed Line of Business
- 1 year as Scrum Master, apart from being an E2E tester .
- 2 years of experience in Salesforce CRM(lightning) : Sales cloud orders for acquistion,reorder and renewalfor mobile/fixed line .Worked on Salesforce standard objects like leads,opprtunities, quotes, orders, contracts, cases, Assets etc. Worked partially on service cloud.
- 6 yrs as a QA Test lead- Manage and lead the testing team in the planning, execution, reporting and user acceptance testing activities. Technically guiding and supporting subordinates and leading team of10 .
- Experience in system, Regression, Integration, SOAP API Testing, business acceptance testing(with client).Software defect management and tracking .
- Have good exposure in Testing BSS/OSS systems mainly in Billing, MNP Order Processing, and CRM Work order processing, Net Cracker Live provisioning for Fixed Orders
- Self-motivated and directed with an attention to detail and a strong customer service orientation
- Knowledge of SDLC processes and relational database technologies.
- Driving process improvements and sharing best practices effectively across the team.
- Analyses patterns of defects for projects & communicates findings to facilitate continual improvement
- Responsible for people Management, including goal setting and providing performance feedback
- Coordinate test execution with project management, development team, internal and external vendors,and client.

PROFESSIONAL CERTIFICATIONS

- Certified ISTQB Foundation level exam in 2007.
- Certified CSM (Scrum Alliance) in 2021

ACADEMICS

- B.Tech Comp. Science from Calicut University, Kerala, India, 2006.

TECHNICAL SUMMARY

Skills	Tools
Operating Systems	Unix, Windows,
Languages	SQL, Unix
Automated Tools	HP ALM QC 11,TFS(microsoft team foundation server),Salesforce(SFDC)
Database	Oracle 11i, MS SQL Server 2000
Other Tools	Toad, Sql Developer, Putty, Filezilla, SOAPUI, Siebel CRM 8.1,NetCracker,B2B,BSCS CX,OMP,PGW(mi-pay),Ericsson IN,OCS,POSTMAN

WORK HISTORY

Duration	Organization	Designation

Aug 2011 to till date	Atos Pvt. Ltd	QA Test Lead
Apr 2011 to Jun 2011	Redknee India Pvt. Ltd.	SIT Specialist
Dec 2006 to Mar 2011	Tech Mahindra Ltd.	Technical Associate

PROJECT EXPERIENCE

1. T-mobile   Aug 2021-till date

Tmobile is one of the major telecom service providers in Netherlands. Atos handles the DEV and E2E testing of applications like Salesforce,Portals,self-service apps etc.

Technologies   : SQL,Unix
Tools   : SQL Developer, Salesforce Lightning, NetCracker (OE,CPQ UI,OM),TIBCO,TFS

Roles & Responsibility   :

- Scrum Master of team of 6 ,along with testing of the cloud migration project.
- Performing and tracking Test Case execution,defect closures,UAT in TFS tool.
- Worked on Salesforce CRM(lightning) Sales cloud orders for acquistion,reorder and renewal for mobile/fixed line .Worked on Salesforce standard objects like leads,opprtunities,quotes,orders, contracts, cases,Assets etc. Worked partially on service cloud.
- Exposure to Salesforce debug logs,application logs, salesforce inspector,profiles,roles, permissions, page layouts, reports,Salesforce workbench.
- Set Roles and hierarchy for Users, permission sets for Users.Validating page layouts to check configuration of fields.
- Arrange and promote agile scrum calls like stand up,retrospectives,refinements(with client PO). Support the team when required ensuring they don't have impediments, to ensure a healthy working enviroment ,encouraging them to be a self organized /independent team .
- Support higher management in collecting and preparing KPI data for the whole project.

2. Du Telecom   Aug 2015-till date

Du/Etisalat are the only telecom service providers in UAE. Atos handles the DEV and E2E testing of Du telecom comprising applications like Siebel CRM,OMP,EAI,BSCS,DWH,IN,PGW,OCS etc.

Technologies   : SQL,Unix
Tools   : SQL Developer, Siebel CRM,NetCracker,B2B(simulator),OCS,Ericsson IN

Roles & Responsibility   :

- Was Part of the Onsite Transition team for Siebel-CRM.
- Leading ,Planning CRs and tracking CRs from start to end,supervising ,supporting team of 10+ .
- Tracking Test Case/CR execution,Status reporting,defect tracking,UAT for each delivery.
- Worked on applications like Siebel-CRM,PGW,Selfcare Portal,NetCracker,B2B as part of CRM end-to end testing team .
- Siebel Order management scenarios like Activation of fixed line and mobile products,Modification,Change promotion,Deactivation,relocation, etc.
- Preparing assets for team (Training Plans, Functionality Documents). Work on cross skilling in the team and knowledge capture.
- Monitoring and helping other team members in Testing and debugging. Interacting with Solution designers, DEV team and ENV team for solution gaps and issue resolutions. Learning Robotic automation and enabling the testers to contibute in scripts.
- Siebel ticket management
- BSCS CX–Mobile service activations,product offer activations etc.

2. Eplus   **July 2013-July2015**

Eplus is one of the leading telecom service providers in Germany.Eplus systems comprises KUBIS(CRM),CASS(prepaid rating),BSCS(postpaid rating and billing) ,EAI ,DWH etc.Curently working on the CRM apllications-KUBIS,Norman.

Technologies   : Unix, SQL
Tools   : Hp-ALM, SQL Developer,Putty Interface tool,TOAD,POSTMAN,SOAPUI

Roles & Responsibility   :

- Worked on DWH ETL testing and working on CRM testing (WLS based environment)of Eplus
- Verifying system requirements and design documents and provide estimations/strategies fortesting.
- SOAPUI based Testing for certain business orders
- Verifying soap requests/responses in backend
- Prepare Test plan, Test exit report, Test cases and defects
- Technically guiding and supporting subordinates.
- Tracking projects assigend and Attending status calls.
- Test Execution and Defect tracking.
- Interacting with clients for customer acceptance testing/test plan finalization.

3. MCCS   **Nov 2012-April 2013**

MCCS(Mobile Customer Care System) ,is the billing system of KPN subscribers,which handles order entry,traffic intake,billing and payment control of the KPN subscribers.

Technologies   : TACL,COBOL,SQL
Tools   : Hp-QC,Outside view

Roles & Responsibility   :

- Verifying system requirements and design documents..
- Prepare Test plan, Test exit report, Test cases and defects
- Test Execution and Defect tracking

4. CRiMson E-care (CRM)   **April 2011-June 2011**

CRiMson E-care is the CRM application of the telecom rating and billing solution provided by Redknee. It is a GUI based end to end system which is integrated with the rating and charging applications and performs provisioning of the subscribers, real time rating and invoice generation of both prepaid and postpaid customers.

Technologies   : Unix, SQL
Tools   : SilkCentral, Securenet,GTAC,Putty Interface tool

Roles & Responsibility   :

- Verifying system requirements and design documents.
- Impact analysis and provide estimations for testing.
- Prepare Test plan, Test exit report, Test cases and defects
- Test Execution and Defect tracking
- Uploading the test cases in Silkcentral.
- Identify scope for Regression testing.

5. O2 Pay and Go Blackberry   **Aug 2010-Mar 2011**
Client:-.Telefonica O2 UK
O2 Pay and Go Blackberry is the O2 blackberry system which, in coordination with RIM, provisions and keeps track of blackberry postpaid and prepaid numbers

Technologies   : Unix, SQL
Tools   : QC, VSS, Putty Interface tool

Roles & Responsibility   :

- Verifying system requirements and design documents.
- Impact analysis and provide estimations for testing.
- Prepare Test plan, Test exit report, Test cases and defects
- Backend testing and Defect tracking
- Uploading the test cases and test results in QC.

6. ABS (Administration and Billing System)   **Mar 2007-Jul 2010**
Client:- Telefonica O2 UK
ABS is a BSS wholesale billing sytem which contains subsystems like Number management, RPS (Registration and Posting system) for service order provisioning, Call Pricing and BME pricing. Quarterly release involves Testing for Reference data check, Service Order Provisioning, Pricing and BME. TAP is an Transfer Account processing system which deals with billing of the customers who are in roaming. The TAP Call pricing sub-system takes Call records from the Call files and produces a file of Priced Call records. Calls are priced using the number called, time of day, day of week, duration and tariff, to produce Priced Call Files (RSERCS).

Technologies   : Unix, SQL
Tools   : QC, VSS, Putty Interface tool, Macros

Roles & Responsibility   :

- Worked on the rating process of TAP .
- Verifying system requirements and design documents.
- Impact analysis and provide estimations for testing.
- Prepare Test plan, Test exit report, Test cases and defects
- Backend testing for Handling the pricing of TAP.
- Identify scope for Regression testing.
- Test Execution and Defect tracking

Place: Pune   Radha Devdas