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| Manasa BathalaTesting Analyst |  |
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|   | SummaryHighly motivated and results-driven Business and Testing Analyst with Experience in oversee IT project planning, effort full resource estimates, delivery, test and release management and deployment to production, support to ensure business requirements are deployed with 10+ years Strong experience in Software Testing Life Cycle: Test Planning, Estimation, Test Case Design, Test environment setup, Test Automation and performance execution, Test Execution and Reporting. |
| Key SkillsTools/PlatformsVisual Studio CodeHP Load Runner QTPSelenium IDE JmeterSmart TestALMJIRASiebel ToolsBI Publisher Eclipse SoapUIHP QCProgramming PythonPL/SQLSiebel eScript Shell ScriptCore JavaDatabases  OracleMySQLTest Approaches  WaterfallV-modelAgile/Scrum SDLCSTLC CRM Siebel Loyalty Siebel eCommunicationsSiebel eChannelCertificationsAwards & Recognitions Best team and multiple Star of the month, On the Spot AwardsStrengthsCommunication SkillsResult-OrientedProject ManagementAdaptability Team player**Education**Bachelor’s in computer science and Engineering Year: 2011 |  Experience**Project: Avangrid** Marker Connecticut Flip calendar Oct 2022 – Current AVANGRID is a leading, sustainable energy company with approximately $40 billion in assets and operations in 24 U.S. states with two lines of business: Avangrid Networks and Avangrid Renewables. Avangrid Networks serves 3.3 million eight electric and natural gas customers. Avangrid Renewables owns and operates a portfolio of renewable energy generation facilities across the United States.**Role: Quality Assurance Analyst*** Responsible for creating an end-to-end test plan test specification, and test case templates
* Develop and document test plans and test specifications
* Develop and execute test scripts using automated testing tools; document and summarize results
* Facilitate the defect tracking and test result summary processes through reporting
* Review requirements documented as Functional Specifications, User Stories or Change Requests
* Identify test data and prepare test cases for automation
* Participate in system and regression testing and support client User Accepted Testing (UAT) manual testing, automation (selenium, Jenkins, GitHub), JMeter and load runner tests execution.
* Testing in different web and mobile browsers and Operating system’s using browser stack.
* Manage and prioritize defects from detection through to resolution using JIRA, ALM tools

**Project: MTN Customer Management and Retail Billing***Marker* JohannesburgFlip calendar Dec 2015 – Dec 2017Mobile Telephone Networks Group, formerly M-Cell, is a South Africa-based multinational mobile telecommunications company, operating in many African, European and Asian countries. Its head office is in Johannesburg.**Role: Business Analyst/Designer*** Extensively involved in requirement gathering.
* Preparing solution approach documents to guide the system developers to achieve the technical design.
* Design and develop inbound / outbound Workflows, Workflow Policies and Workflow Actions for automation of processes and integrating with the external systems
* Integration Solutions between Siebel and external systems through SOA middleware.
* Maintain systems and program methodology guidelines by writing and updating policies and procedures.
* Responsible in defining the business Gap Analysis.
* Prepared customer supporting documentation for different release versions.

**Project: Single Rating Engine** *Marker* KuwaitFlip calendar Feb 2015 – Dec 2015 This project is aimed to introduce Ericsson charging system as convergent rating engine for postpaid GSM services offered by Ooredoo Kuwait. As a part of the solution, we integrated with E/// charging system to rate the customers in real time. Changed the Entire product model to simplify Complexity involved with earlier design and modeled the promotion, Penalty structure as per the new product structure. Designed the Data migration strategy as per the new product and promotion structure**Role: Siebel Developer and Tester*** Requirement gathering and analysis based on the customer requirements
* Designing and modified all customer journeys as per the new product structure and to support the real time rating engine
* Integrating different network element nodes based on socket calls, RPC-XML and SOAP based web services
* Prepared the data migration strategy to align the old customers with new product and promotion structure
* Deployment of code & Data migration of the install base & promotions to production environments

**Project: VMware Upgrade and Support** *Marker* Kuwait Flip calendar Mar 2014 – Jan 2015 This project is to setup all the existing systems to VMware environment. It is a big upgrade of all the systems using in IT services in Wataniya telecom. **Role: Siebel Admin Lead and Tester*** Point of contact for all the admin activities.
* Regression testing of functionality for various Windows update releases, Siebel patch releases Environment (OS: windows, Unix, Linux). Work on the new change requests as a developer.
* Work on BIP reports, create and update existing reports as per business requirement. Deploying the reports with business approval.
* Coordinate with other teams for Connectivity, Version/Patch Update, Upgrade and Database activities.
* Siebel Administration including Siebel Gateway and Application servers, Report server, Siebel batch components and Siebel web server. Monitor application performance, Troubleshoot application performance issues, address infrastructure or performance related trouble ticket.
* Training Requirements Analysis, Plans and Schedules Development
* Review of training material by TCS SME teams
* Trained all technical & business staff of Wataniya Telecom
* Prepared user manuals both for technical and business users.
* Participated in Requirements review and Design Discussions, Daily Standup Meetings, Project Progress Review Meetings
* Preparation of Gap analysis document
* Supporting Test and Development environments which includes
* Setting up tools/mobile client for developers
* Supporting performance testing in Test (QA) environment
* Integrating other applications with Siebel.
* Installing and configuring document server.
* Databases refresh activity.
* Setting up LDAP, SSO, ADSI authentication.
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|   | **Project: Retail Activation System (RAS) and Loyalty Management Systems (LMS)** *Marker* Kuwait Flip calendar Nov 2012 – Mar 2014 Wataniya Telecom is a commercially launched telecommunications company in 1999 as the first privately owned telecommunications operator in Kuwait. RAS is Order Management System to provide sales and Services to the customers through Stores and Telesales channel. LMS is a rewards and Points redemption system enabled in Siebel. RAS project involved in revamping the existing CRM system for a major telecom company in Kuwait and to provide an integrated solution which interacts with different systems like BSCS, ESM,ERP,NMS(Number management system) in telecom enterprise.**Role: Siebel Developer, Technical Support*** Provided constant technical support for applications to ensure optimal durability and reliability – Investigated and resolved technical operational issues of the applications.
* Monitored integrations, proactively analyzed and resolved issues.
* Provided support for applications Retail Activation System (RAS) and Loyalty Management Systems (LMS).
* Performed migration Activities and developing of complex SQL’s and PL/SQL Procedures for data spooling, data migration using Siebel EIM and data correction.
* Developed the shell scripts for the daily batch jobs and various alerts for the continuous monitoring of the system.
* Provided the permanent resolution for the issues raised by providing the bug fixes.
* Implementation of CR’s/fixes by using Siebel Tools creating and modifying business objects, business components, views, screens and applets.
* Customized the application creating Work flows, Business Services (Siebel eScript) and implemented data validation methods.
* Preparing the Impact analysis document, creating the High-level for new requirements and low-level design after development.
* Preparing of test cases and unit testing.
* Coordinating with the clients for Integration Test, System test and User Acceptance Test.
* Fixing Defects, Product support
* Involved in performance testing using the HP Load runner with Siebel application
* Delivering Change Requests for Client
* Designing and developing Process for Activation and other customer journeys (Change SIM
* ,Change MSISDN , Plan change)as per the customer requirements
* Integration with ERP system to show the Store level Physical Inventory data
* Integration with Number management system to maintain the Number life cycle
* Designed and created the Products and promotions to sell them for the postpaid customer base
* Designed the penalty framework in case of Early disconnection
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| **Project: Bharat Sanchar Nigam Limited – CDR Customer Care** Marker Hyderabad, IndiaFlip calendar Feb 2012 – Oct 2012 Bharat Sanchar Nigam Limited (BSNL) is having a countrywide presence of wireline and wireless telephone subscribers and other services like Internet, Leased lines.Project is next generation State-of-Art Call Detail Record (CDR) based Customer Care and Convergent Billing System. The primary goal of the project is to provide better service to subscribers and a unified view of customers to call center agents and users from other departments and increase efficiency, effectiveness in billing and customer care.**Role: Siebel Developer, Operation Support*** Worked with data import / export and integration with legacy systems. Modified and designed batch jobs to import / export data between Siebel database and legacy systems.
* Involved in Data Mapping for loading the Legacy data and prepared complex SQL queries, configured configuration (.IFB) files to run EIM job for data load.
* Writing Stored Packages, Procedure, Functions and Triggers.
* Developed the scripts for Data Archival Process of various entities

Writing Unix Shell Scripts for Batch jobs, Alert Mails and daily activities.* Worked on SQL Loader and CTL files.
* Automated the daily Operational Activities which reduced the efforts of team by 40%
* Implementation of CR’s by Configuring of Business Components, Applets, Views, Business Objects, Business Service, modifying WF’s for eCustomer Application (Web Self Care Portal)

**Project: NSEP** *Marker* Hyderabad, IndiaFlip calendar Nov 2011 – Jan 2012National Student Employee Program is the Tcs internal development and maintenance project where we had to design and develop a portal for Student registrations and transactions using JAVA, J2EE, JSP, JavaScript, HTML, Oracle, Eclipse, SQL developer.**Role: Java Developer*** Understanding the business scenario and Implementation of required functionality.
* Developing the pages using JSF, Spring and Hibernate.
* Development, Unit testing and preparing test cases.
* Done the Integration testing for the various pages.
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