

Oracle Utilities Testing Consultant – CC&B, NMS/ADMS, MDM & WAM Applications, Data & Analytics

Susmitha Krishna | (+1) – 704-918-2713 | krsna007@gmail.com | Green Card

- IT Quality and Business Tester/Analyst with 7+ years of experience implementing industry best practices for Software Quality Assurance (Manual & Automation), Business Analysis, and Project Management
- Experienced QA analyst on Customer Information System (CIS), Customer Care and Billing (CC&B), Meter Data Management (MDM) and Outage Management Systems (NMS) and Work & Asset Management (WAM) applications within the energy industries
- Understand business requirements from customer, take control of whiteboard for fit-gap analysis, and guide Testing Team to understand design and create Test Plans for ST, SIT, UAT, RTM (Requirement Traceability Matrix), Test Scripts, performance test plans
- Proficient in CCB modules like Customer Service, Metering, Billing, Collection, Credit Collection, Field Orders, Rates, Budget Billing etc. and Outage Management Systems – Outage Management Systems (OMS), SCADA, DMS, DERMS, Integrations - XAI, IWS and interfaces (CCB, MDM, WAM, Portal, Mobile app, Analytics)
- Ability to create Test evidence documents, execution reporting documents, experience of working on C2M
- Analyze, architect, and manage implementation strategies throughout Software Development Life Cycle using Waterfall and Agile/Scrum methodologies
- Functional testing experience of different business processes in Oracle CC&B, Oracle NMS, Oracle WAM systems
- Experience in Oracle CC&B (Customer Care and Billing) with hands-on testing experience in Oracle CC&B (Customer care and billing).
- Good functional understanding of areas like vee model, billing, customer information, meter data management, meter read interfacing, field activities, severance process, and interfaces.
- Excellent knowledge in the modules of Billing, Rates, Budget and Payments Plans, Payments, Adjustments, Financial Transactions, Device Managements, Meter Reads, Field Works, and Credit & Collections.
- Proficient in SOAP UI/Postman testing of web services.
- Familiarity with process integration of CCB with other utility enterprise and operational systems such as core MDM, WAM, NMS etc.
- Ability to develop functional design documents from the Functional specification documents and configure the CCB package to meet requirements for projects in this area.
- Experience in test strategy, test designing, review and should be able to provide recommendations.
- Oracle Utilities Application Framework (OUAF) modules Integration validation related to Utility industry like Meter Management, Meter Read, Billing, Rates, Payment, Adjustments, Credit and Collection, and corresponding interfaces like CX4U, CX Communications, CX Engagement, Oracle Content Management (OCM), Oracle CX Responsys etc.
- End-to-end solution testing of Migration/Implementation/Upgrade projects for Oracle Meter Data Management (MDM), Service Order Management (SOM), Oracle Operational Device Management (ODM), Customer Care and Billing (CC&B) including design, data model, data conversion, development, configuration, and enhancements.
- Review, design, develop, modify, and evaluate systems, process, or facilities to support Company objectives, utilizing software engineering methods.
- Participate in requirement analysis, identification, and documentation of required system and functional testing efforts for all test scenarios (positive and negative)
- Write test plans and test cases based on business requirements, functional requirement document and develop traceability matrices.
- Participate in all phases of testing of Software Applications (system integration testing, functional testing, regression testing, end to end testing and user acceptance testing)
- Use Azure DevOps (ADO) on day-to-day basis to manage testing artifacts, test execution and defect management
- Testing the Web Services that the Java Beans sitting on using SOAP/UI testing tools like JMeter
- Monitor the performance of the application during execution. Identify and investigate any errors found using HP- Load Runner. Monitor the controller and injector servers for resource usage.
- Use shell scripts and PHP scripts for automating the execution of mappings, scheduling various data cleansing scripts and loading process.
- Execute manual testing processes and test batch procedures using JCL
- Review test cases to ensure robustness and coverage, review execution completion, develop and track action plan for any risks and their mitigation during test execution
- Perform cross browser testing of the web applications and update the result in the Test Lab
- Write SQLs using SPUFI to query the DB2 database on Mainframe environment for data mining and verification of test results.

- Participate in weekly calls and timely escalation of severe bugs
- Analyze, retest and close reported bugs / defects
- Support Go live activities such as production verification, post-production issues, review closure report and overall status
- Ensure conformance to performance optimization and interoperability standards and requirements.
- Deliver on commitments and manage software development services to accomplish the assigned work.
- Maintain project delivery timeliness and budgets.
- Compliance with all company policies.
- Proficiency in all forms of testing including Regression, Smoke, Sanity Testing, Functional, Usability Testing, negative testing, integration, UI and User Acceptance Testing (UAT)
- Demonstrated hands – on in creating V-structure, meters, meter configuration, meter reads, billing, etc.
- Backed by strong knowledge and in-depth experience of different phases of Software Testing and Software Development Life Cycle (SDLC) methodologies such as Agile, Scrum and Waterfall methodologies.

Tools & Products:

Products:	Utility Products – CC&B, ORMB, NMS & WMS
CC&B Modules:	Customer Information, Meters, Meter Configurations, Billing, Filed, Credit & Collections
Outage Management:	Oracle Network Management Systems (NMS), Advanced Distributed Management System (ADMS), DMS, SCADA & DERMS
Frame Works:	Oracle Utility Application Framework (OUAF), Oracle Utilities Testing Accelerator framework (OUTAF)
Development:	JAVA, HTML, XML, JSON, JavaScript, SQL
Methodologies:	SDLC, STLC, Agile Scrum, Kanban, Waterfall
Bug Tracking Tools:	ALM, JIRA, Azure DevOps (ADO)
IDE:	Eclipse, SQL Developer, TOAD
Integrations:	Front Office (start/stop/transfer), Customer Inquiries, Complaints Management, Outage, Outbound Communication, IVR / eChannel, Net Metering, Complex Billing, Street Light Billing Experience

Education:

- Masters in business administration (M.B.A)

Project: 1

PROJECT DESCRIPTION:

Client: New York Utility Customer.

Consolidated Edison utility and its Orange and Rockland utility subsidiaries planned to modernize the 40 years legacy Mainframe based Customer Information Systems and Customer Support Systems landscape with world class leading Oracle's Customer Care and Billing & analytics systems which includes consolidation of legacy application and 2 years of data conversion from legacy system.

ROLES AND RESPONSIBILITIES:

- Analyze the requirements from clients using Jira for stories, bug/defects, to log time arranging Testing Environment to execute the test cases using Azure DevOps
- Analyzed the data mapping documents and performed data validation as per the mapping document.
- Preparing the Test Plan, High Level Scenarios, Test cases and Test scripts.
- Testing and managing the test activities, leading the test team and coordinating with the development team members.
- Managed the customer deliverables like project documentations in SharePoint/Jira.
- Identify test data and execute the test scripts.
- Involved in defect management - logging and tracking defects in ALM, test defect fixes and triage calls.
- Using ALM for Requirements, Test Plan, Test Lab and Defects management.
- Provided UAT Support and was involved the Go-No Go meetings, project deployment checkpoint meetings.
- Responsible for regular status reports i.e., Daily, Weekly, Quarterly and review presentations to update business teams and senior leadership.
- Functional Scenarios:
 - Understanding Requirement Specifications
 - Create Person, Premise and SA using V-Model
 - Service start and stop, meter install and remove using field activity, Field order
 - Meter connect/disconnect or retire integrated with Headend system and MDM
 - Meter read upload and backfill process, Billing batch, bill creation,
 - To-Do, customer contact creation and verification
 - Rates for different customer and verify the bill segment as per the Rate.
 - Meter exchange on service point and connect to respective SA
 - Credit and collection severance process.
 - End to End validation (starting from v-model to billing creation) for both dummy and real meter.

Project: 2

PROJECT DESCRIPTION:

Client: Duke Energy, Charlotte, North Carolina

Duke Energy is one of the largest electric power holding companies in the United States. Duke Energy is merging the multiple Customer information legacy application instances and will have a unique Account and Meter ID for all the customers across multiple regions they serve.

ROLES AND RESPONSIBILITIES:

- Leading system testing for Oracle Utility Analytics – managing all aspects of DW/BI testing, OUA testing, data analysis, and testing strategy
- Monitor the overall test design process that involved authoring test plans, test scenarios, test cases, requirements traceability matrix, and test data management strategy for Smoke, Functional, and Regression Testing, working with large volume of data validations using complex SQL scripts, ETL and SSRS report testing
- Collaborate with cross-functional teams (Testing Partners, PM, and DEV team) to establish quality at the core of all the process and ensure data integrity and comprehensive documentation
- Provide key input into project planning, estimation, and task prioritization
- Redefine creation and reporting of test execution metrics to deliver meaningful insights
- Define a consistent process to track team efforts in JIRA and managed scrum related activities such as backlog
- Conduct post-test execution wrap up activities – Test Closure Reports, Defect Concessions Report, and identifying lessons learned

Project: 3

PROJECT DESCRIPTION:

Client: Duke Energy, Charlotte, North Carolina

Duke has developed innovative NMS data Replication system which is first-of-its kind in Utility Industry to seamlessly upgrade customer critical OMS systems which has helped duke to upgrade the DOMS Systems & integration in phased manner with very minimal downtime, low impact to business operations and functions. The solution has been presented at "Oracle Utility Summit" by Duke Experts and received many accolades from Oracle.

ROLES AND RESPONSIBILITIES:

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Project: 4**PROJECT DESCRIPTION:**

Client: TATA POWER DELHI DISTRIBUTION LIMITED

Advanced Metering Infrastructure for TPDDL/DPDC & CLP with Command Center

We are providing the Advanced Metering Infrastructure to TATA POWER DELHI DISTRIBUTION LIMITED and Bangladesh Light Power. Smart meters can send packet data over Radio Frequencies to the collector points which in turn push data to the central database & MDMS, where it has the logic of processing this packet data for meters depending on various business logics and present them on the front end, CIS (Customer Information System). There are different kinds of reports that can be generated, various trends of energy consumptions can be deduced as well as billing of these energy meters can be done. The main customers of this project are the utilities who produce energy. They not only use this tool for billing purpose but also for various research processes.

Roles and Responsibilities

- Understanding Requirement Specifications
- Involvement in Test Design using Black box Testing Techniques

- Extensively involved in preparing Test Scripts, Test Scenarios and Test Cases from Requirements.
- Test Execution as per the Test Plan and Test Cases
- Using Soap UI xmls to request the command on meter for integration testing.
- Working as Environment Lead: Environment setup, installation of releases on test servers.
- Troubleshooting environment setup and configuration issues.
- Automate functional flow of the modules using tools like Selenium WebDriver.
- Tracking the new requirements for the project
- Arranging the hardware and software requirements for the test setup
- Managing detected defects
- Attending the regular client calls and discussing the weekly status with the project leadership team
- Ensuring content and structure of all testing documents
- Checking for timely delivery of issues, etc.
- Working on Test, UAT and Live Environments.
- Working on high level test cases and scenarios.
- Involvement in Test Execution and Defect Reporting.
- Perform Smoke testing, Sanity testing, functional testing, retesting, performance testing and regression testing and content verification of the website.
- Defect Tracking and Defect Logging by TFS (Team Foundation Server)
- Prepare DSR (Daily Status Report) and WSR (Weekly Status Report)

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- Charlotte, NC, US

Contact Information

- 3zf-pij-9xk@mail.dice.com

Work History

- **Oracle** Utilities **CC&B**, NMS Testing Analyst Cognizant Technology Solutions Ltd

Education

- **Masters** | Masters in Business Administration

Skills

- **oracle** analytics - 7 years
- **oracle cc&b** testing - 7 years
- **oracle** data integrator - etl - 7 years
- **oracle** utilities - 6 years
- **oracle** mdm - 2 years
- **oracle** wms - 2 years
- **oracle** nms - 3 years

Work Preferences

- Desired Work Settings: No Preference
- Likely to Switch: False
- Willing to Relocate: False
- Travel Preference: 0%
- Work Authorization:
 - US

- Work Documents:
 - Green Card Holder
- Desired Hourly Rate: 75+ (USD)
- Desired Salary: 140,000+ (USD)
- Security Clearance: False
- Third Party: False
- Employment Type:
 - Full-time
 - Part-time
 - Contract - Corp-to-Corp
 - Contract - Independent
 - Contract - W2
 - Contract to Hire - Corp-to-Corp
 - Contract to Hire - Independent
 - Contract to Hire - W2
 - Internship

Profile Sources

- Dice:
<https://www.dice.com/employer/talent/profile/4f276a1f790aec46330410ca786e2ec2>