Mohammad

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# OBJECTIVE

Seek challenging assignment and responsibility with an opportunity for growth and career advancement as successful achievements. Well versed across Telecom, Banking, and Logistics industries.

# KEY COMPETENCE

Overall experience of 9+ years Working knowledge of ITSM consultant

HP ALM working knowledge Good understanding of ITIL process

Proactively involved to team building Knowledge about Information Security

Demonstrated good communication skills Management working experience

Innovative solutions for the organization Experience in networking concepts

Productive on BW towards new ideas Leadership qualities

Good Decision making skills Perseverance to Quality

Good client interaction for long term retention "outside the box" thinking

Overcome technical challenges in testing

# PROFESSIONAL EXPERIENCE SUMMARY

Senior TEST-LEAD August 2012 to present

Tech Mahindra Ltd. Hyderabad, India

Worked for TCOE (Testing Center of Excellence) to evaluate testing tools, RFPs, SPOC for collection of pipeline revenue data, and other test management activities

Experience in providing strategic, tactical and operational solutions to the customers.

Worked on Nokia project - Platform support, Testing, Lead for entire ODC operations. Assisted the management as a PMO in contract notes, SOWs tracking, ODC assets tracking, costing sheets, etc.

Worked with CA technologies on SDM upgrade project. Successfully upgraded the SDM to next version along with database upgrades.

Worked for a brief period with Reliance client (Mumbai) for End-to-End functional testing and assisted the team in preparation of test plans and other testing artifacts.

On-boarded to Morgan & Stanley project towards functional testing of their banking application, tracked defects in the new app and updated to team lead.

Currently working towards new idea initiative suggested to IRIS, for Connected Social secure portal for class wise children across schools, a strong product for the organization that could attract revenues.

Senior lead test engineer June 2008 to Aug 2011

NE Technologies Pvt Ltd Hyderabad, India

Worked as a Junior Software engineer towards Sanity testing (Smoke testing) for nightly builds and other priority releases. Analyzed defects posted to client with testing notes and suggestions.

Trained and guided a team of 10 developers towards TA5000 product. Assisted the testing team in schedule and automating tests to run across all assigned test beds making the test environment

Interacted with client for requirements gathering, analyzing and studying the impact. Onsite to offshore coordination in daily testing activity. Configured the Adtran devices with correct provisioning for the development team.

Reported defects, issues, bugs using Sparta and JIRA tools

Worked on EMS and NMS along with Product Quality teams

Manage reporting of testing activities in daily and weekly consolidated updates to client along with biweekly status calls

Knowledge on L2-L3 protocol testing, and Performance testing

# KEY SKILLS

Operating systems: WIndows versions from 95 to 7, Windows server 2008, red hat LINUX, UNIX

scripting LANGUAGES: shell scripting, VB scripting, javascripting

networking: CCNA

monitoring tools: HP tools

reporting tools: JIRA, Sparta, BMC Remerdy, CLEARcase

Databases: oracle 8i, 9i, 10g, SQL server 2012, My-SQL, MS-ACCESS

testing tools: QTP, HP Quality center (ALM)

# KEY DELIVERABLES

ITSM Consultant

* Drive continual process improvements in various areas like processes and tools
* Ability to gather requirements from key stakeholders from both process and technology verticals in facilitating technical outcomes through process
* Interacted with client towards requirements gathering, system study, design and analysis
* End to end interaction between the offshore teams and client for smooth deliveries
* Working out new system’s requirements and specification

SDLC Planning and Management

* Worked on JIRA tool to monitor defects logged and maintained effective documentation for testing
* Conducting case / system / process study for project planning, scoping, estimation, tracking
* Involved at all steps of design, development, integrate, test, debug of the application
* Providing post implementation, enhancement, and maintenance support

# EDUCATION

2006 Post Graduate Program Masters in Computers Applications from Osmania University, Hyderabad

2003 Bachelor degree in science (B.Sc.) from Osmania University, Hyderabad

2000 High School ISC-XII (St Georges Grammar School, Hyderabad)

1998 High School ICSE-X (The Noble School, Hyderabad)

# Experience Details

**Title:** Business Analyst Lead

**Client:** KPN Telecom

**Scope:** EBP presentment solutions and Functional manual testing

**Role:** Involved in transition activities within the team, coordination with team members and building reports. Lead test coordinator like activities towards executing the testing deliveries from time to time.

**Title:** New project part of IRIS work

**Client:** Internal during idea incubation

**Scope:** The objective of this project is social connect to class wise students forming a secure community to foster learning, vendor interaction among targeted groups.

**Role:** Involved in New Business analysis and working with business groups for ideas and suggestions to drive the idea to a legitimate solution

**Title:** RCP Jiyo money testing and support

**Client:** Reliance

**Role:** Involved in Incident management, requirements gathering, Functional testing

**Title:** CA SDM

**Client:** CA Technologies

**Scope:** CA SDM Service management is a ticket based tool towards IT automation. The objective of this project was to Upgrade SDM to new version for its clients with customer customizations.

**Role:** Involved in:

* Completed training for CA SDM, CA APM, EEM, USS
* Working on incident queue as defined by customer
* Gathering requirements from client teams and reframing solutions
* Upgrade CA SDM 12.7 to 14.1 for Infosys customer
* Troubleshooting technical issues in performing upgrades
* Working with the services teams to resolve end customer issues

**Title:** CSON (NSN)

**Client:** NSN-India

**Scope:** CSON is a Nokia product which forms a platform to interact with different vendor products along with NSN LTE network. CSON simplifies the task for the end customer, who can use the product without worrying how different vendor products work. Currently it is used for 3G and 4G platforms.

**Role:** Involved in:

* Assisted in ODC setup under client supervision and requirements
* Coordinating with internal network and client network teams to open firewall ports as required by users assigned to different projects
* Collated inputs from engineers/teams and compiled the status report
* Worked on escalated incidents on priority
* Provided support to management in PMO activities

**Title:** BT ESEC

**Client:** British telecom UK

**Scope:** Security testing for BT wholesale application to be carried out to enhance security controls in place

**Role:** Involved in:

* Training to Security testing domain following OWASP guidelines
* Worked on new incidents and directed testing teams
* Coordinating between onsite testers and offshore team for project planning and repository building with day to day test notes/updates.
* Manage customer reports weekly

**Title:** TCOE

**Client:** Internal

**Scope:** Internal CTO department

**Role:** Involved in:

* Involved in pipeline data collection activities from different PMs and GHs
* Worked closely with teams involved in creation and submission of client proposals
* Worked with RFIs/RFCs as per requirements
* Collated project activity reports to higher management
* Completed Tester to Lead program Level-2 with 70.87% part of TechM internal training
* Involved with teams for Automation Test Plan preparation
* Worked for testing tools evaluation and feedback

Prior to Tech Mahindra

**Title:** SM DVT

**Client:** Adtran

**Scope:** The Adtran Total Access 5000/5006 MSAP is a carrier class multi-service access and aggregation platform that bridged the gap between the existing and the next generation networks. With a pure Ethernet core, the Total access 5000 supports both legacy and emerging service interfaces over both copper and fiber, easily scaling to support even the most bandwidth intensive applications. This project includes testing of Switching Modules component that goes into TA5000 and related cards like ADSL, GPON for data traffic.

**Role:** Involved in:

* Understanding the client requirements, analyzing and studying the impact
* Estimating the effort for requirement
* Preparing design documents for the requirements
* Onsite coordination, bug reporting and enhancements
* Performed Smoke and Sanity testing for TA5000 cards
* Worked on priority releases from clients of Adtran like AT&T, Verizon, etc
* Configured Adtran TA5000, and GPON/AE ONTs
* Worked on EMS and NMS with product quality teams
* Trained the new team on testing with ITEST and about TA5000
* Provided team reports and presentations to management regarding progress review
* Reported defects, issues, bugs using Sparta, JIRA