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##### HIGHLIGHTS

* Accomplished with 14 years of successful technical, Operational and leadership with proven track record in Business Analysis, Requirement Gathering, Test Management, Process improvement & People management.
* Experience in Telecom BSS transformation project.
* Profound Experience in Functional Testing, BSS Testing and as Business Analyst for requirement process management.
* Strong experience in End-to-End Testing in Telecom Domain, CRM application Testing Viz. Siebel CRM, SFDC and Billing Applications viz. Oracle BRM, Single View 8 & 10, Matrixx.
* Thorough Hands on in Test solution design, development and implementation.
* Create and automate test cases for functional, integration testing for GUI using Selenium, JAVA by TDD framework and API using SOAP UI.
* Design and Develop UI automation framework to enhance and maintain automated Regression Tests along with Requirement traceability matrix wherein test cases and use cases are mapped to validate requirement coverage.
* Unique blend of Business Requirement, Test Management along with Application support in Service based organization.
* Involved in coordinating with geographically distributed team with respect to Test delivery and Business Requirement gathering and analysis.
* Carries exposure to Incidents, Problems, Defect management & reporting.
* Effective leader with good communication, team, interpersonal & analytical skills. Well versed People Management and Routine Deliveries.
* Quick to adapt and learn new situations, Strong Discipline and Customer Focused.
* Has a “**Can-Do**” attitude in life.
* Specific strengths and abilities include problem solving, quality-oriented team player, able to work flexible hours, good client relations, and working well with others.
* Eager to work professionally and meet the requirements of the management within the time frame provided.
* Competent in project risk and issues identification, mitigation (risks only) and management; and reliable status reporting.

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**TECHNICAL SKILLS**

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| **Operating Systems****Languages**  | Windows XP/7. UnixC++, Core Java, Oracle Pl/SQL, Shell scripting, Perl, Python, JavaScript, HTML, CSS, XML, XPATH. |
| **Tools** | Oracle BRM 7.5 -Pricing center, Customer Center, Developer center, HP quality Center, Control – M, Eclipse, Remedy, Putty, BO XI, Siebel 7.7 and 8.0, Toad, SQL Developers, WINSCP, Excel, Jira, Test link, Matrixx OCS, Single View 8 and Single View 10, Microsoft Visio Standard 2016, SOAP UI, Wireshark, TAP Editor, Eclipse Selenium Web Driver, TestNG, Jenkins, GIT, Cucumber, BRM Test Toolkit, Chat GPT. |
| **Databases**  | Oracle 10g, 11 |
| **Version Mgmt.:****Certifications** | CVS, SVN SCJP certified in 2009, ITIL V3 Foundation certified in 2016, Matrixx certified in 2018, Certified Scrum Master in 2022. |

##### Professional Experience

**Past Organization:** Accenture Services Pvt. Ltd, Pune.

**Period:** Aug 28, 2008 - Jan 07, 2015.

**Past Organization:** On Magna InfoTech payroll, worked in VISPL (Vodafone India Services Pvt. Ltd.)

**Period:** May 2015 – Oct 2015

**Past Organization:** VISPL (Vodafone India Services Pvt. Ltd.)

**Period:** November 2015 – February 2016

**Past Organization:** Tech Mahindra

**Period:** March 2016- August 2022

**Present Organization:** Covalense Digital Solutions Private Limited

**Period:** September 2022- February 15 ‘2023

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| Covalense Digital Projects  |
| project title: National Telecom Public company limited Thailand |
| Client: National Telecom  |
| Employment Type: Full-Time | Duration: September 2022 – February 15’2023 |
| Project Location: Pune | Site: Offsite |
| Role: Test Analyst and Business Analyst | Team Size: 4 |
| Skill Used: O BRM Functional Testing, BRM Test Toolkit for Automated Testing. |
| **Project Details:** It is a Digital transformation project wherein legacy billing system is replaced by Oracle Billing and Revenue Management system for National Telecom, Thailand. |
| **Responsibilities:**\*Responsible for Test Solution design, development and implementation of the same.\*Experience in using BRM test Toolkit for Automated Testing.\*Responsible for getting the Test cases signed off by business stakeholders.\*Responsible for Test Management using excel and Jira.\*Responsible for preparation of daily, weekly and monthly status reports, test summary reports.\*Responsible for Defect management using Jira. \*Experience in driving defect triage calls.\*Responsible for Mapping test cases with requirements in Jira.\*Walkthrough of the test cases with Business stakeholders as well as with different team members.\* Responsible for business requirement gathering for billing application by conducting workshops.\* Creating Business Requirement Document.\* Updating and creating RTM.\* Updating the requirements in Jira.\* Walkthrough of the requirements with the SI partner.\* Conducting Integration sessions with Customer along with SI partner to understand the existing interfaces with the legacy billing system.\* Understanding existing field level details of the legacy billing system. |
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| Tech Mahindra Projects  |
| project title: Digi Malaysia |
| Client: Digi Malaysia |
| Employment Type: Full-Time | Duration: April 2021 – August 2022 |
| Project Location: Pune | Site: Offsite |
| Role: Test Analyst and Business Analyst | Team Size: 12 |
| Skill Used:  End to End Functional Testing, CRM application Testing, SOAP UI, Business Process Management, Requirement gathering, Visio. |
| **Project Details:** It is an end-to-end implementation of BSS/OSS for Digi Malaysia where in Huawei CRM is used as CRM application integrated with other applications using CSG which acts as middleware and Huawei CBS for billing and rating, IL for mediation and other third-party applications. There are different digital channels for customer on boarding and service provisioning.It’s a Digital transformation project where in –* Huawei CRM is to be replaced by Asia CRM – an in-house CRM application of Telenor group of companies in Asia.
* Huawei CBS is to be replaced by Oracle BRM.

Rest of the BSS/OSS applications named as third-party applications remained as is. |
| **Responsibilities:****\*** Responsible for Test Solution design for both End-to-End functional testing and CRM application,  development and implementation of the same.\*Responsible for E2E testing of the system starting from order management till collections.\* Responsible for writing automation script to verify different features via SOAP API for CRM  Application i.e., Asia CRM.\*Responsible for Testing application on Android and IOS.\*Responsible for data verification on database using SQL.\*Responsible for Test Management using excel and Jira.\*Responsible for preparation of daily, weekly and monthly status reports, test summary reports.\*Experience in Defect management using Jira. \*Experience in driving defect triage calls.\* Responsible for business requirement gathering of existing process from End-to-End perspective i.e., from different digital channels by conducting Workshops with concerned teams’ business stakeholders.\* Responsible for business requirement gathering for CRM application by conducting workshops.\* Creating Business Process Design and effort estimation of the same.\* Writing User stories both for End-to-End business process and for CRM application.\* Creating GUI design of CRM application using MS Paint.\* Mapping Business pain points with User Stories.\* Conducting Gap Analysis and updating the user stories.\* Working in close coordination with solution design /architects, Developers and Client.\* Updating RTM with requirements in Jira.\* Involved in Oracle BRM Requirement discussion.

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| project title: VNM (Vietnam Mobile) |
| Client: Tech Mahindra |
| Employment Type: Full-Time | Duration: March 2017 – April 2019, Sep 2020 – April 2021 |
| Project Location: Pune | Site: Offsite |
| Role: Test Analyst | Team Size: 10 |
| Skill Used: E2E **Functional** Testing, SQL, Unix, SOAP UI For both SOAP API and REST API, Siebel, Single View 8 and 10, Wireshark, TAP Editor. |
| **Project Details:** Vietnam Mobile is a Digital Transformation project with an end-to-end implementation of BSS/OSS for VNM where in Siebel 8.15.6 is used as CRM application integrated with other applications using Tibco Business Works which acts as middleware and Single View 8.0 for billing and rating, along with IME, AMM as Mediation applications; Ericsson being the network provider. Other channels like web-based portal, Application on android and IOS are also integrated above listed stack via Tibco Business Works as middleware.Here, along with the implementation of the new stack consisting of the above applications, few of the old stack applications also run in parallel like EPOS (Legacy CRM application). |
| **Responsibilities:** \*Responsible for E2E testing of the system starting from order management till collections.\*Responsible for Test Solution design, development and implementation of the same.\*Responsible for getting the Test cases signed off by business stakeholders.\*Responsible for writing automation script to verify different features via SOAP API for EPOS (legacy CRM application), Single View and other portals.\*Responsible for Testing application on Android and IOS.\*Responsible for data verification on database using SQL.\*Responsible for Test Management using excel.\*Responsible for preparation of daily, weekly and monthly status reports, test summary reports.\*Experience in Defect management using Jira. \*Experience in driving defect triage calls.\*Responsible for ORT at Hanoi for Siebel CRM application and IVR testing.\*Responsible for preparation and maintenance of Test Repository.\*Responsible for preparation and maintenance of Test Data repository. \*Experience in UAT with Client.\*Responsible for creation and review of the test closure report of a project at the end of testing and getting it signed off by business stakeholders.\*Experience in mentoring resources and assigning and planning tasks for resources.\*Good interaction with different Vendors. Good vendor management Skills.\*Had a good interaction with Client.\* During a small stint with project from Sep’20 till April’21, was responsible for end to end testing of both BSS/OSS stack for Single View application upgrade from SV 8 to SV10.\* Experience in Conducting UAT with Client in remote environment. |
| project title:  HTCL |
| Client: Tech Mahindra |
| Employment Type: Full-Time | Duration: May 2019 – Dec 2019 |
| Project Location: Pune | Site: Offsite |
| Role: Test Analyst | Team Size: 10 |
| Skill Used: E2E Functional Testing**,** SFDC, Velocity, Matrix, Comviva Billing, TIBCO BW, TIBCO FOS, Oracle -Pl/SQL, Unix |
| **Project Details:** Digital Transformation project for HTCL client, Transformation from legacy to Digital stack with omni-channels for customer onboarding, retention and providing services. Different web-based GUI, Applications both on android and IOS. Along with different Digital channels BSS stack also consisted of velocity over Salesforce as CRM, Matrix as OCS, Comviva Billing for billing, Tibco BW as middleware, Tibco FOS - for order management, Nokia for provisioning. |
| **Responsibilities**: \*Responsible for E2E stack testing for DT applications including legacy integration.\*Responsible for Test solution design, development and implementation of the same based on URS.\*Responsible for implementing functional, regression and load test on selenium IDE.  Recorded action on application, convert into Junit language and executed in Eclipse  for unit testing. Executed data driven testing by mapping data source into the automation script. Performed keyword driven automation testing on selenium for quick regression test. \*Responsible for Cross-Browser Testing on Chrome, Internet explorer, Firefox, Safari.\*Responsible for Testing application on Android and IOS.\*Responsible for data verification on database using Oracle PL/SQL.\*Responsible for Test Management using excel.\*Responsible for Test repository management as well as Test Data management.\*Responsible for preparation of daily, weekly and monthly status reports, test summary reports.\*Experience in Defect management using Jira. \*Experience in driving defect triage calls.\*Experience in mentoring resources and assigning and planning tasks for resources. |

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| project title: VHA |
| Client: Tech Mahindra |
| Employment Type: Full-Time | Duration: March 2016 – March 2017; March 2020 – Sep 2020 |
| Project Location: Pune | Site: Offsite |
| Role: Tech Lead, Test Analyst | Team Size: 15 |
| Skill Used: Oracle BRM 7.5, Matrixx OCS, Functional Testing, Unix, Pl/SQL. |
| **Project Details** It is an end-to-end implementation of BSS/OSS for Vodafone Hutchinson Australia where in Siebel 8.1 is used as CRM application integrated with other applications using Oracle AIA which acts as middleware and O BRM for billing and rating, ASAP for provisioning along with other numerous Vendors.Prepay system Transition from existing ICC system to Matrixx OCS system.  |
| **Responsibilities:**\* Responsible for working on BRM functionality related tickets. \* Tickets related with customer management, Order management, payment issue, usage related, Pricing issue.\* Automation of daily tasks using shell script. \* Responsible for analyzing and working on daily failed orders failing at BRM end.\* Responsible for providing RCA and attending PIR calls.\* Responsible for preparation of weekly and monthly status reports. \* Responsible for roaster preparation. \*Responsible for Matrixx OAT testing and support for migrated subscribers from existing ICC system to Matrixx OCS system.Vodafone India Services Private Limited (VISPL) Projects  Projects

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| project title: Vodafone Greece  |

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| Client: Vodafone Greece |
| Employment Type: Full-Time | Duration: May 2015 – Feb 2016 |
| Project Location: Pune | Site: Offsite |
| Role: Assistant Manager | Team Size: 2 |
| Skill Used: **Oracle Pl/SQL, Unix shell Scripting, Perl, Oracle BRM, Siebel** |
| **Project Details:** Vodafone Greece.It is a three-tiered architecture application where in Siebel used for CRM has been interfaced with AIA/OSB as middleware and provisioning systems which in turn interfaced with Oracle BRM for Billing and revenue management system. |
| **Responsibilities**: Production Support Engineer. \* Responsible for working on BRM functionality related tickets.  \* Tickets related to customer management, payment issue, usage related, Pricing issue.\* Responsible for analyzing and working on daily failed orders failing at BRM end as well at Siebel end.\* Responsible for providing RCA.\* Responsible for preparation of weekly and monthly status reports. \* Documentation of all the application knowledge in various forms like KT docs.\* Analyzing and resolving all types of severity issues in job on time to meet the SLA's of Incidents.\* Knowledge of Test nap and Opcodes functionality and using the same to automate the order failure fix. |
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Accenture Projects  Projects

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| project title: New Co - UK  |
| Client: Accenture Services Pvt. Ltd. |
| Employment Type: Full-Time | Duration: July 2012 - Jan 2015 |
| Project Location: Pune | Site: Offsite |
| Role: Software Engineering Sr. Analyst (SSE) | Team Size: 20 |
| Skill Used: Oracle BRM 7.5- Product and Pricing configuration using Pricing center, I scripts, Manual Testing, HP- QC |
| **Project Details**: Product and Pricing configuration and Oracle BRM 7.5 application testing and testing Oracle BRM 7.5 application in end-to-end order flow. |
| **Responsibilities**: A complete implementation of oracle RODOD suite. \*Responsible for product, pricing and rating Configuration of postpaid, prepaid and MVNO products.\*Experience in testing of product and pricing configurations. \*Experience in testing of Rating and EDR Customization. Creation of I scripts, and I rule.\*Experience in writing Test scenarios, Test conditions as per design documents and after discussions with designers.\*Experience in preparation of daily, weekly and monthly status reports, test summary reports.\*Automation of testing process using Unix shell scripting.\*Experience in defect reporting and tracking using quality center. \*Had been part of System Testing Team. Involved in Overall Testing of Billing application both infranet and pipeline part of O BRM.\*Coordinated with Designers and infranet team located in Poland. |
| project title: TELUS Billing AO  |
| Client : Accenture Services Pvt. Limited |
| Employment Type: Full-Time | Duration: Oct 2010- July 2012 |
| Project Location: Pune | Site: Offsite |
| Role: Software Engineer (SE) | Team Size: 15 |
| **Skill Used:** Oracle Pl/SQL, Unix and shell Scripting, Amdocs Billing (Enabler), Job scheduling and monitoring using Control-M. |
| **Project Details:**  Application operation support project catering to different applications like FGW, Amdocs Enabler and ECG. |
| **Responsibilities**: \*Responsible and accountable for L2 &L3 support and Unit testing of the critical module "Financial Gateway" of TELUS. Also, Enabler production tickets.\*Proactive Monitoring of flow in job scheduling tool Control-m.\*Analysis and resolving day to day production incidents.\*RCA and problem management \*Handling business requests.\*Coordination with Business and other team, making sure right financial data is being reported.\*Change Request analysis & estimation of efforts for Financial Gateway module.\*Defect analysis and fixing for Financial Gateway module.\*Responsible for unit and component testing of FGW module.\*Resolving L2 tickets on Amdocs enabler.\*Handling month end closure activities of enabler and reporting the critical billed and unbilled data to business in stipulated timeline.\*Automating manual workaround using shell scripts. |
| project title: Redskin SMS  |
| Client : Accenture Services Pvt. Ltd |
| Employment Type: Full-Time | Duration: May 2009 - Oct 2010 |
| Project Location: Bangalore | Site: Offsite |
| Role: Associate Software Engineer (ASE) | Team Size: 40 |
| Skill Used: **Oracle Pl/SQL, Unix shell Scripting, Perl, Oracle BRM** |
| **Project Details:** Redskin SMS is an end-to-end implementation of BSS/OSS for satellite radio giant of USA.It is a three-tiered architecture application where in Siebel used for CRM has been interfaced with Vitria as middleware and provisioning systems which in turn interfaced with Oracle BRM for Billing and revenue management system. |
| **Responsibilities**: Production Support Engineer for portfolio of applications. \* The scope involved 3 Enterprises of production environment through 3 gateway servers, 12 web servers for Siebel and 1 web server for Portal and 61 application servers.\* Activities involved were Daily server monitoring, process monitoring, subscriber Management and Application Maintenance.\* Daily Server Monitoring:-Monitor the servers daily to ensure its healthy performance, log file monitoring to keep track of any server errors or issues, keeping track of server free space and page file usage and its performance to avoid any unexpected issues.\* Workflows process monitoring using Siebel 7.7, Third party Vendors files processing, monitoring daily, weekly and monthly billing process, Blaze advisor rule engine (BRMS) monitoring and execution of monthly ledger process end to end.\* Worked upon the automations of the fetch procedures for the issues happening in production environment using BOXI Reports.\* Worked on the creation of f list.\* Documentation of all the application knowledge in various forms like KT docs.\* Ownership of different applications and actively monitoring the status of the application jobs.\* Analyzing and resolving all types of severity issues in job on time to meet the SLA's of Incidents.\* Automating the manual existing process using UNIX /Perl shell scripting.\* Knowledge of Test nap and Opcodes functionality.\* Worked upon the ad hoc request for the data integration.  |

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##### Academics

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| Sr.no. | Examination | University/Board | Passing Year |
|  1. |  M.C.A. |  Pune University |  2008 |

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