**PRASHANT KUMAR SHUKLA**

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#### Objective

A challenging and rewarding position in: Project Management; Pre-Sales; Delivery; Risk Analyst; Solution Design.

Highly self-motivated and goal oriented professional, possessing strong analytical and problem solving skills with ability to follow through with projects from inception to completion.

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| --- | --- |
| Technical Expertise **Project Management & Methodologies:**  *Agile – Scrum*  *Business Continuity Planning & Modelling*  *Risk & Analytics*  *Open Source Security Testing*  *Managed Services – Transitioning; COE*  **Test Automation & Management Tools:** Test Director, QC, WinRunner, Rational ClearQuest, JIRA  **Office Automation:**  *MS Office, Open Office, Googles,*  *Slides; Office 365, Microsoft Project*  **Technology*:***  *Siebel, Java,.Net, PHP* | Summary of Accomplishments Prashant, senior IT professional, has 17 years of software industry experience in product and telecom and has worked extensively in the US, UK, the middle east and India.  Worked in software product life cycle and service delivery as a project manager, presales consultant, risk analyst, business analyst including solution design and has interfaced with various customer profiles  **Educational Qualification**  Master of Computer Applications (MCA) from Dayananda Sagar College (Bangalore University) Bangalore.   * **Industry Domains**   Experienced in Sales, Retail, Banking, Insurance, Health Care & Life Sciences, Telecom, Manufacturing, Cyber Security, and Automobiles.   * **Presales:**   Proposal writing, Technical Writing, Case Studies, Story Boarding, Solution oriented presentations, RFP response, Vendor Management, Branding.   * **Delivery Management:**   Adept in delivery management in an onsite offshore model, collaborating with offshore technology managers to identify and execute appropriate projects.   * **Project Management:**   Metrics, Planning, Risk Management, Requirement Management, Resource Administration; Managed Services – Transitioning; COE; Support; Ticket Management   * **Agile methodologies**:   Product Owner; Scrum, Sprint   * **Transitions**   Transition Management – HCM systems; Ticketing & Ticket Management; Insurance; CoE   * **Quality Control & Six Sigma methodologies:**   Root Cause Analysis – Variance – Regression Analysis, attended the training on six sigma and implemented on project in Birlasoft Ltd. |

Experience Summary

1. Lead Engineer, Nokia Solutions and Networks from 05/2015 – 05/2019
2. Test Manager, e-Soft Technologies from 12/2013 – 04/2015
3. Test Manager, SRM Techsol Pvt. Ltd. from 11/2012 – 05/2013
4. Sr. Test Lead, UST Global from 08/2011- 06/2012
5. Project Lead – Testing. IBM India Pvt. Ltd. from 05/2009 – 03/2011
6. Test Lead, Sapient from 11/2007 – 03/2009
7. Sr. Associate QA, GlobalLogic from 02/2007 - 11/2007
8. Sr. Software Engineer, Birlasoft Ltd., Noida from 01/2005 – 01/2007
9. Software Test Engineer, TabTech Solutions, Bangalore from 11/2002 - 01/2005.

Career History & Select Projects

* Around 17 years of experience including Software and Telecom.
* IN & VAS Engineer with rich experience in GSM IN & VAS Operations, Managed services, network management, system administration & troubleshooting for hardware/ software problems.
* More than 12.5 Years of experience in IT industry in Manual and Automated Testing on various systems.
* In that more than 4 Years of Experience in Siebel Testing and more than 5 years of experience with QA Automation Tools such as Quality Center, QTP, Win-Runner, Test Director, JMeter, Rational ClearQuest, ReqPro, Scimitar.
* Internal Organization Trainer on Software Testing and active member in Siebel Testing Interview Panel
* Excellent knowledge of Software Testing Life Cycle, SQA methodology and Test Process Documentation.
* Experience in Functionality Testing, Integration Testing, Regression Testing and Performance Testing.
* Extended working experience to develop and execute Software Test Plan, Test Strategy, Test Script/Case and Test Specification.
* Reporting and prioritizing software bugs and maintaining data on RPM, VSS & Vault.

**1. Nokia Solutions and Networks 05/2015 – 05/2019**

Role : Lead Engineer

Team Size : 6

**Roles and Responsibilities**

1. Working as an IN Lead Engineer.

2. Responsible for 1st level troubleshooting for customer related faults in the VAS / IN network domain.

3. Responsible for ensuring the proper configuration as per the plan only.

4. Coordinating with the customers and other departments for various requirements.

5. Responsible for checking the sample rating CDR's after the configuration

6. Creation of different IN Reports.

7. Analysis of prepaid complaints and resolution.

8. Analysis of Data Packs and providing to customers based on their recharges.

9. Follow up of customer issues.

10. Involved in ETop and EBill Testing.

11. Creations and blocking of paper coupons.

**2. e-Soft Technologies 12/2013 – 04/2015**

Role : Test Manager

Projects : 3

Team Size : 5

**Roles and Responsibilities**

1. Developing and maintaining test methodology.

2. Creation of PM Dashboard.

3. Defining test plan and test strategies for projects.

4. Coordinating the work of test teams and monitoring their performance.

5. Following up any outstanding open test risks / issues.

6. Compiling test metrics for management.

7. Reporting to senior managers on progress and issues.

8. Identify test approaches that optimize the delivery schedule.

9. Planning and estimating.

10. Arranging team meetings and workshops.

11. Participating in the Interview Panel.

**3. SRM Techsol Pvt. Ltd. 11/2012 – 05/2013**

Role : Test Manager

Projects : 20

Team Size : 12

**Roles and Responsibilities**

1. Developing and maintaining test methodology.

2. Creation of PM Dashboard.

3. Registering the new resources in Project.Net and creation of new Projects and assigning the resources.

4. Defining test strategies for projects.

5. Coordinating the work of test teams and monitoring their performance.

6. Following up any outstanding open test risks / issues.

7. Managing the gathering of results.

8. Compiling test metrics for management.

9. Reporting to senior managers on progress and issues.

10. Identify test approaches that optimize the delivery schedule.

11. Planning and estimating.

12. Arranging team meetings and workshops.

13. Advising clients on Testing best practice.

14. Participating in the Interview Panel.

**4. UST Global 08/2011 – 06/2012**

Project Name : YEYB

Client : Wal-Mart

Team Size : 23

Testing Tools : Quality Center

Environment : Java, DB2, Mainframes, UNIX, Windows XP/2003

**Description**

The purpose of this project is to introduce the new changes made from Annual Enrollment project to reflect in the year 2012. The project aims to ensure the Wal-Mart Benefits business unit, delivers accurate yearly plan rollovers and resets, to all its associates. Includes resets for accumulators, compensation and contributions. This project will include the transmission of Annual Enrollment information to the vendors in the correct format.

**Roles and Responsibilities**

1. Working as a Sr. Test Lead.

2. Having a call with onsite team regarding the Requirement understanding.

3. Preparation of Test Plan and Traceability Matrix.

4. Assigning the work to team members and review the work.

5. Sending out the status report to Onsite coordinator and offshore PM.

6. Review of team prepared Test Cases and helping them out while executing them.

7. Having a call with onsite and offshore team on daily basis for project status.

**5. IBM India Pvt. Ltd. 05/2009 – 03/2011**

Project Name : Actelion PATH

Client : Actelion

Team Size : 10

Testing Tools : Rational Clear Quest

Environment : Siebel 8.0

**Description**

Actelion is a biopharmaceutical company discovering, developing and marketing innovative drugs for high unmet medical needs. Currently it has 3 drugs Tracleer, Ventavis and Zavesca. The project deals with the first 2 drugs Tracleer and Ventavis which are used for cardiac related disease pulmonary arterial hypertension.

Counselor receives a request related to Patient and creates an activity for that. The Patient is associated with a MD and then the activity is verified. Based on Patient details and requirements, the Order is created.

**Roles and Responsibilities**

1. Working as a Project Lead- Testing and Quality Coordinator.

2. Analysis of the requirement in every Release.

3. Having a call with onsite team regarding the Requirement understanding.

4. Preparation of Test Strategy, MasterTest Plan and Traceability Matrix.

5. Assigning the work to team members and review the work.

6. Sending out the status report to Service Delivery Manager (Onsite coordinator) and offshore PM.

7. Review of Client prepared Test Cases and helping them out while executing them.

8. Updating the RPM (Rational Portfolio Manager) for Quality Related documents.

9. Creation of Quality related documents and uploading them in Rational Portfolio Manager.

10. Giving the walkthrough of Quality Related documents to QA team as working as Quality

Coordinator for the current Project.

11. Participating in Interview Panel of Off Campus / In Campus

12. Providing the Training to new Joinees in IBM as Freshers and also providing the Training to Inside

/ Outside IBM also as IBM Trainer.

13. Helping out the Sales Team to get Business Inside / Outside IBM.

14. Helping out the other Teams as working on Stretch Assignments.

**6. Sapient 11/2007 – 03/2009**

Project Name : SFA, SOMS and P&G

Client : COLT

Team Size : 30

Testing Tools : QTP 9.5, QTP Java Add-ins, Scimitar

Environment : SFA (Sales Force Automation), Java JDK 1.5, Fairisaac Blaze Advisor 6.5, BEA

Weblogic Server 9.5 Workshop, Oracle 10g

**Description**

COLT Online’s Sales Portal comprises of 3 work streams:

• Sales Force Automation (SFA)

• Sales Offer Management System (SOMS)

• Pricing & Governance (P&G)

The COLT Online is basically an enhancement for existing application “SPRM”. The “Sales Portal Request Manager” replaced email based communication between Sales People, Partners and Front Desk Agents with form based structured communication.

Sales Offer Management System will consist of:

• Task Manager (Toolbox)

• Quotation Management

• Add Sites

• Configure Products

• Quote Generation

The Sales Offer Management System will receive prospect and opportunity information from the SFA System (once created there by the Sales Executive) as a quote generation request. This request will get decomposed into a number of manual and automated design (BCP), product selection, configuration and pricing tasks.

Pricing and Governance: Quoting capabilities will move out of current P&G system and the system will concentrate on the management of prices lists, discounts, tariffs, surcharges, margin and DoA rules. Pricing Rules, Pricing rules engine will have rules to apply tariffs, surcharges and calculate price at an opportunity level when supplied with customer, product, connectivity type and BCP or OLO costs.

**Roles and Responsibilities**

1. Coordination with PM regarding the Estimation, Test Strategy, Automation Framework and Task

Allocation Plan.

2. Sending the daily status and weekly status report to client and Management team and having a call

with Client on daily and weekly basis.

3. Leading the Team of 4 members and assigning the task to them.

4. Review the Functional and Automation Test Cases prepared by Team.

5. Executing the Automation Scripts prepared on Scimitar after every release.

6. Analyzing and generating the report for Functional Testing and Automation Testing.

7. Helping out the Client during SIT.

8. Analyzing and prioritizing the Bug.

**7. GlobalLogic, Noida 02/2007 – 11/2007**

Project Name : EMG (http://traffiq.com/)

Team Size : 13

Testing Tools : JMeter

Environment : .Net, SQL Server

**Description**

EMG (Emerging Media Group) is a Platform where Seller can provide the space to Buyers to advertise there product. There are three types of Users: Sellers, Buyers and Admin. Sellers can create Traffic Profile and based on there Traffic Profile they can create Ad Placement. Once the Ad Placement is created then they can create Listing.

Buyers can create Campaign and based on there campaign they can create there Ads (Both Text as well as Image Ads). They can Search Listing and based on there requirement they can Add that Listing to there watch list or Bid on Listings. Buyers can add Funds in there account.

Admin can see all the actions performed by both Sellers and Buyers. If there is any Dispute between Buyer and Seller then TraffIQ Admin will look the matter.

Both Seller and Buyer can give there Rating. All the financial transaction is done through PayPal.

**Roles and Responsibilities**

1. Coordination with PM regarding the Automation Test Framework.

2. Creating the Automation Functional and Performance Test Scripts and execute them.

3. Analyzing and generating the report for Functional & Performance Testing.

4. Analyzing and prioritizing the Bug JIRA.

**8. Birlasoft Ltd., Noida 07/2006 - 01/2007**

Project Name : AdComm

Client : TMP Worldwide

Team Size : 4

Tools : Clear Quest, VSS

CRM Package : Siebel 7.7

**Description**

AdComm is a Sales application of Siebel implemented on Siebel 7.7. This application provides the user a

way to create, modify and manage Sales opportunities, Accounts, Vendor Media, Contacts, Notes, Quotes

and Orders. There is integration with AdVision and AdAnnotate. Data is flowing between Siebel and other

application. There are different users based on responsibility ex. Account Director, Account Executive,

Sales Person, Sales Manager, Artists, Hub Team Lead, Artists Team Lead.

**Roles and Responsibilities**

• KTran from Client.

• KT to team members about Siebel application.

• Leading the Team of 4 members and assigning the task to offshore team.

• Coordination with PM regarding the Activity Plan, Master Test Plan and Automation Framework.

• Maintaining all the documents on Share Point.

• Coordination with offshore team to prepare System test cases and execution of them.

• Status review call with onsite and offshore team.

**Birlasoft Ltd., Noida 06/2005 – 06/2006**

Project : GE Energy / CMS (Commercial Management System)

Client : GE Energy, Atlanta, USA

Team Size : 20

CRM Package : Siebel 7.7 / 6.3

**Description**

GE Power system along with it other 9 BU’s like ES, Hydro, Energy, O&G etc. have jointly wants to use a single SRF under one Siebel Sales Application across all the 9 BU’s. All the 9 BU’s had an existing Siebel Sales Enterprise with their individual Siebel Sales Enterprise version 5.6, with existing average sales users of 33 and projected users of 130. This application has upgraded to Siebel eSales Enterprise2000 Application. Application has extensive customization-using scripts, links, joins and table extensions up to 100 fields. Application also consists of lot of Workflow Policies & Processes, Assignment Rules. Integrated with 17 legacy systems. Lot of data loading has been done using EIM. This application has over 2,500 users worldwide and is being shared by all the 9 business units. The project is in its next phase will be upgraded to Siebel Call center 2000 with CTI connectivity and the off shore COE will have to provide the support service to them. Project is based on Offshore / On-site Model.

**Roles and Responsibilities**

• Performing the functional testing of Siebel 7.7 and reporting bugs to development team.

• Leading the Team of 20 members and assigning the task to the offshore team.

• Review of current test cases to find the functional gaps in test cases.

• Active involvement in test automation planning of new functionalities in Siebel 7.7.

• Creation of test data.

**Birlasoft Ltd., Noida 01/2005 – 05/2005**

Project : GE ERC Kintana / On boarding, Off boarding and Application Access

Client : GE ERC

Tools Used : WinRunner 7.01 with Java add-in

Team Size : 4

Environment : Kintana Application Server, JSP, JDBC, Sun Solaris & Oracle 9i

**Description**

ERC Kintana is used to maintain the on boarding and off boarding process. On boarding may be for an Employee, a third party Contractor or a GECIS contractor, each having their own Technology Chains to follow. Along with On boarding application is the Application Access workflow, which is used to provide application access to any person working for ERC. The Application access process will also be used to De-Activate any application usage of any person and can be called from On boarding Employee, On boarding Contractor, On boarding GECIS or independently as well. Each of these Applications provides JSP’s for data collection and various levels of approvals along with the Kintana-customized data collection requests.

And in off boarding process we are de-allocating the things, which had been acquired during the on boarding.

**Roles and Responsibilities**

• Coordinated with the Project Manager to prepare Test plan.

• Leading the Team of 4 members and assigning the task to them.

• Involved in designing test scenarios and executing them.

• Creating the framework for automation

• Creating test scripts using WinRunner.

• Running the created test scripts and reporting results

• Involved in peer review of automation

• Communication with the client to give the demo of automation created and hand off

• Performed Functionality and Integration Testing.

**9. TabTech Solutions, Bangalore 06/2004 –01/2005**

Project : ERP

Tools Used : WinRunner 7.0, TestDirector 5.0

Team size : 5

Environment : Visual Basic 6.0, Oracle 8.0

**Description**

The ERP project was involved to develop software to meet the client requirements. Enterprise Resource Planning features General Ledger, Accounts receivable, A/C Payable, Purchase order, Sales order, Back orders, Quotations billing, Cash Management, Audit trail, Tracking customer data management, Supplier data management, Chart of A/C, Instant investment statistics, Inventory control, Sales planning, Sales history, Timely payment control, Payment advice, Multiple locations, Multi currency and Multiple countries.

**Roles and Responsibilities**

• Coordinated with the test lead to prepare test plan.

• Involved in designing test cases and execution of them.

• Performed Regression and System Testing.

• Communicating result to the development team, involved in bug tracking and generating reports.

**TabTech Solutions, Bangalore 11/2002 – 05/2004**

Project : Recruitment System

Team size : 5

Environment : Visual Basic 6.0, Oracle 8.0

**Description**

Recruitment System provides a powerful tool to help human resource professional’s to master the facts. RS can store the full text of resumes, internal hiring policies, and a wide variety of other information. RS tracks each contact you have with the applicant along with your notes on the conversation. Once information is placed in RS, you can locate the details you need quickly and easily through powerful search and reporting capabilities. RS helps save you time and make the recruitment process more efficient.

**Roles and Responsibilities**

• Analyzing each module and preparing the test cases according to the requirement specification.

• Test case design and execution.

• Involved in performing manual testing.

• Defect reporting and Regression testing.

**Academic Project**

**Shipara Technologies Ltd. (A subsidiary of HCL Technologies Ltd.) Bangalore**

Project : ARINC 618 Encoder/Decoder

Team Size : 5

Platform : C and UNIX

**Description**

The project helps in sending and receiving messages from Avionics to Data Service Provider (DSP) by using ARINC 618 protocols to facilitate communication between aircraft and DSP.

#### IT Expertise

* CRM Package: Siebel 8.1, 8.0, 7.7, 7.5 & 6.3 and Sales Force Automation (SFA)
* Testing Tools: QTP 8.2 with Siebel Add-ins, QTP 9.5 with Java Add-ins, WinRunner 7.0, WinRunner 7.01 with Java-Add-in, Quality Center, Test Director, JMeter, Rational ClearQuest 7.0.1, ReqPro, Scimitar, Rational Portfolio Manager (RPM) and Rational Test Manager (RTM).
* Operating Systems: DOS 6.22, Windows NT, UNIX and LINUX.
* Databases: Oracle 8.0, SQL Server
* Office Productivity Packages: MS-Office, VSS

#### Training, Licenses & Certifications

* Attended training on charging system in Ericsson.
* Attended Six-Sigma Green Belt training in Birlasoft Ltd.
* Attended PM99G and PM54G trainings in IBM India Pvt. Ltd. and got certified also.
* Attended the HIPAA training in IBM India Pvt. Ltd. and got certified.

#### Personal Profile

Father’s Name : Sri- Ram Dular Shukla

Date of Birth : 03-05-1978, Place- Sonebhadra (U.P.)

Passport No. : M7560855 and valid up to March 2025.

I hereby declare that above written particulars are best of my knowledge and belief.

Date:

Place: (Prashant Kumar Shukla)